

Dear DCJ Service Provider

Ref: AF20/9036

Access to Employee Assistance Program for NGO staff during the COVID-19 emergency

The last few weeks have been difficult. Many of our staff face added stresses as they deliver services to our clients and communities, who are some of the most vulnerable groups in NSW.

The Australian Services Union and NCOSS raised with us the possibility of giving staff of NGOs who don't already have an employee assistance program free access to the supports we're able to provide our departmental staff.

We'd like to extend access to our department's Employee Assistance Program (EAP) to those people employed in NGOs without an EAP or a similar service already in place.

Our EAP program is delivered by an organisation independent of us with a specialised team of highly trained psychologists and counsellors available 24 hours a day, 7 days a week.

The EAP offers eight separate service streams or types, including:

- Employee Assist (general counselling)
- Career Assist
- Conflict Assist
- Nutrition and Lifestyle
- Money Assist
- Family Assist
- Manager Assist
- Legal Assist.

For each issue identified by a staff member, four sessions with the program will be made available. In addition, the EAP provider can, if required, activate a critical incident response (for example debrief after a traumatic event).

It's easy to access the EAP services by phone or online, and anybody accessing the service can be assured of absolute confidentiality.

The provider will only report to the department the number and types of services delivered, for payment purposes. Our department will meet all the costs, with no cost to staff or NGOs.

To get the services your organisation must register the organisation's name and email and phone contact at qualityandpracticeprojects@facs.nsw.gov.au. We will then provide you with information and promotional materials for your staff.

If you have any further questions, please send them to qualityandpracticeprojects@facs.nsw.gov.au or contact your contract manager.

Yours sincerely



Michael Coutts-Trotter
Secretary