



ISNZ HR Seminar 2017
Staff Wellbeing and Pastoral Care



What is an EAP?

The International Employee Assistance Professionals Association (EAPA) defines an Employee Assistance Programme (EAP) as:

A programme provided to an organisation that provides free and confidential counselling to the individual employee and their immediate family members, as well as a range of other related professional services, based on a brief intervention model.



What is an EAP?

An EAP provides employees access to professional, confidential, and independent support services to help deal with work and personal issues that affect their work performance.

An EAP provides short-term, early intervention, and solution-focussed support.



What are our responsibilities

Health & Safety at Work Act 2015

- WorkSafe acknowledge that health isn't just physical



The complex lives we lead

Life used to be easier

On-call/on-demand lifestyle

Generation Now



Why should we care about an employee's wellbeing?

It's human nature to show care for another's wellbeing

Be a good employer

When an employee is on our worksite they're our responsibility

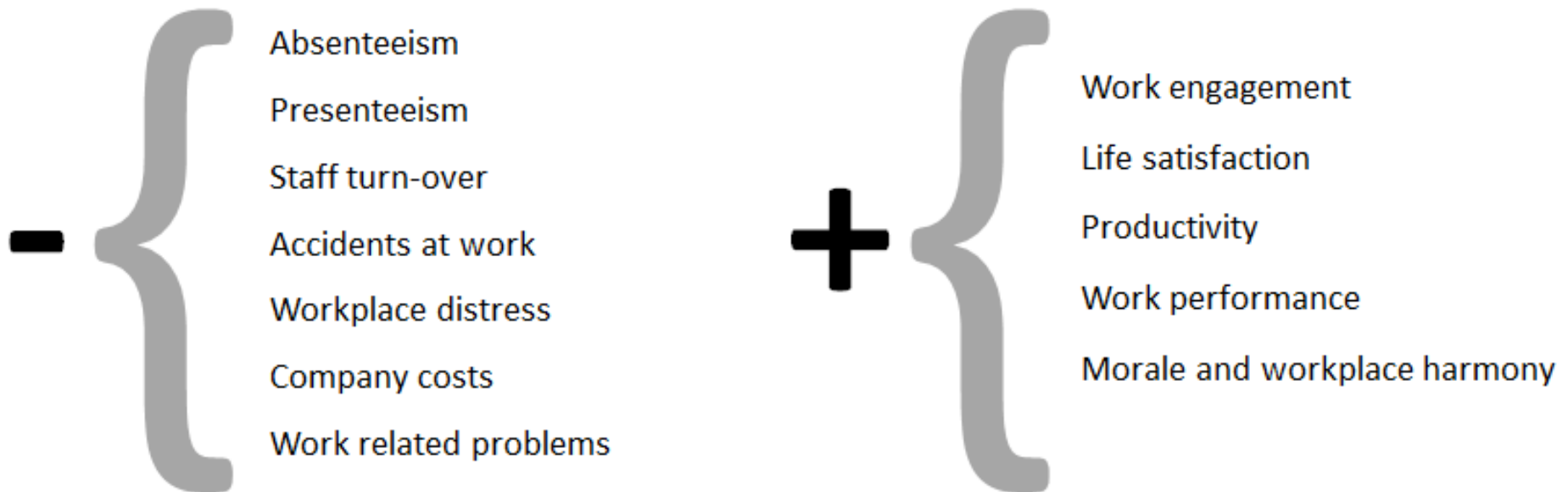
Give staff an outlet to address the issues and challenges they have

Remove factors that inhibit good performance



The benefits of good mental and physical wellbeing

To maintain a productive, effective and functional working environment



In the news

Dominion Post – Your Weekend magazine, Saturday 5 August

- Burned Out by 30?



In the news



NEED TO TALK?



**free call or text
any time**

We're here. **Free call or text 1737 any time**, 24 hours a day. You'll get to talk to (or text with) a trained counsellor. Our service is completely free.

- Are you feeling anxious or just need someone to talk to?
Call or text 1737
- Are you feeling down or a bit overwhelmed? **Call or text 1737**
- Do you know someone who is feeling out-of-sorts or depressed? Let them know they can **call or text 1737**

Whatever it is, we're here.

Free call or text 1737 any time.

In the news

Wellness in the Workplace Survey just released by Southern Cross Health Society and BusinessNZ

Mental Health Foundation

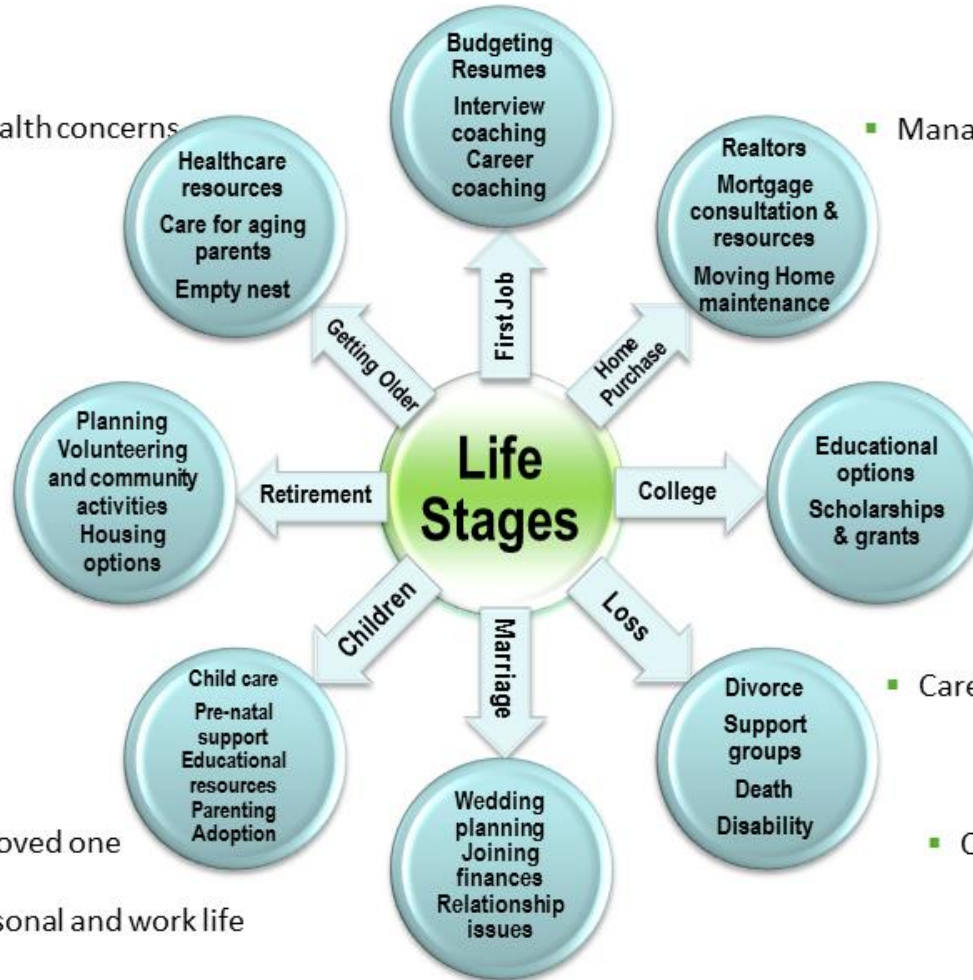
- <https://aftersuicide.nz/> Information for families, whānau and friends.
- <http://taketheloadoff.nz/> Focuses on the simple things people can do to reduce the weight of mental illness discrimination.



Issues we deal with

PERSONAL ISSUES

- Physical and mental health concerns
- Anger management
- Financial stress
- Relationship conflicts
- Parenting concerns
- Substance abuse
- Anxiety
- Low self-esteem
- Life transitions
- Surviving the loss of a loved one
- Harmony between personal and work life



WORK ISSUES

- Managing workplace pressure
- Workplace violence
- Death of a colleague
- Dealing with change
 - Harassment
 - Relocation
 - Job insecurity
- Career success or challenges
 - Performance anxiety
 - Conflict with colleague or supervisor



Common issues

71% Personal Issues / 29% Work Issues

Personal

Relationships 21%

Anxiety 18%

Family 10%

Grief 9%

Depression 8%

Work

Career 18%,

Relationship with Manager 11%,

Workload 10%,

Relationship with Co-Worker 9%,

Performance 8%



EAP Services – national averages

Usage rate	8.2% of employees annually
Sessions per client	2.6
Male clients	34%
Female clients	66%
Personal issues	71%
Work issues	29%
Top 3 Personal Issues	Relationships, Anxiety, Family
Top 3 Work Issues	Career, Relationship w. Manager, Workload



Encouraging staff to seek help and support

Find their motivation

- ✓ What are the pros/cons of staying the same?
- ✓ What would life look like if you got some help?
- ✓ What's the best thing that could happen now?



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Partnering for performance

