



Human Resources
Employee Assistance
Handbook



Employee Assistance Programs



This booklet has been produced by the Human Resources Department as your guide to NDHS Employee Assistance Programs.

We hope you find this information useful and if you have any suggestions or ideas for future inclusion in this booklet please let us know.

Nicole Cason
Human Resources Manager

Contact Information



Location

The Human Resources Department is located in the Exec Hut behind IUCC.

Phone: (03) 5862 0504

Fax: (03) 5862 3404 (Administration)

Postal Address

Numurkah District Health Service

Human Resources Department

PO Box 128, Numurkah Vic 3636

Expected Outcomes and Procedures and Guidelines

All NDHS EO&P's and Guidelines are available on the public G: drive



Employee Assistance Programs

Employee Assistance Programs are available to all staff at Numurkah District Health Service.

The program offers assistance and support in the following areas:

Work Issues:

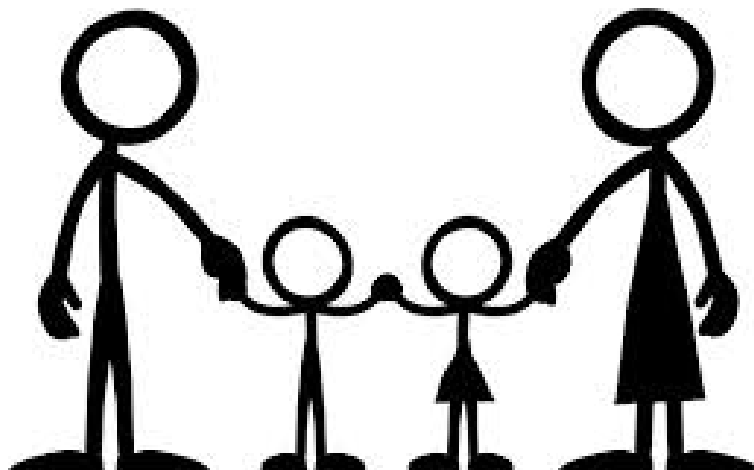
Interpersonal conflict
Critical Incident stress

Relationship Issues:

Marital and partnership
Separation and divorce
Sexual
Family

Personal Issues:

Alcohol/drug abuse
Health
Financial
Grief and Loss
Crisis
Self Esteem
Depression/Anxiety
Stress management



Staff Counselling Services



Numurkah District Health Service is aware that from time to time an employee may find themselves experiencing personal/relationship or workplace difficulties. This may have an adverse effect on a staff member's ability to effectively perform expected duties in the workplace. In situations such as these professional counselling may be sought.

Managers may recognise that a staff member is not coping or there is a decline in work performance. In the first instance the manager or supervisor will approach the staff member to offer support. A suggestion may be made to use confidential counselling services. Attendance at counselling is voluntary and at the discretion of the employee.

Internal:

Staff can access internal counselling by contacting the Community Health counselling team. These services are confidential and do not incur cost to the employee, for up to 2 visits. Appointments can be made direct with the relevant counsellor via the Community Health Centre or by contacting your Manager of the Human Resources Manager.

External:

External counselling is available to staff who prefer an external service. Staff can request this counselling by contacting the Human Resources Manager who will provide details of the external providers and confirm that payment will be made by NDHS for up to 2 visits.



Financial Assistance



Financial assistance can be offered in terms of payment for course fees, uniforms with reimbursement made via payroll deductions on an agreed payment plan developed between the staff member and Human Resources Manager.

Contact the Human Resources Manager on extension 20504 for further information.



Other External Services



From time to time employees may require specialised information, advice or assistance, from other services external to NDHS. The following is a list of services that are free of charge, although some may require a small fee, you will need to refer to the individual service for information on their fees.

To access any of the services listed below please contact them directly to make an appointment.

Lifeline Australia

24hrs Telephone Counselling Service

www.lifeline.org.au

13 11 14

Suicide Helpline

www.suicidehelpline.org.au

Telephone 1300 651 251

Mensline

24hrs Telephone 1300 789 978

www.mensline.org.au

Asthma Foundation

www.asthmaustralia.org.au

FreeCell 1800 278 462

Alcohol & Drugs

24hrs Telephone Counselling Service

Direct Line, VIC 1800 888 236

Family Drug Help Line, 1300 660 068

Youth Substance Abuse (Rural VIC), 1800 014 446

Alcoholics Anonymous Australia

Web Site: www.aa.org.au

Regional Central Service Office

Shepparton:

PO Box 232, Shepparton VIC 3632

Phone: (03) 5831 6742 (24 hours)

Centre Against Sexual Assault

Upper Murray CASA

50 Docker Street

Wangaratta, 3677

Phone: 5722 2203 After Hours Telephone 1800 806 292

www.casa.org.au/umcasa

Carer Support Options

Upper Murray Family Care

36 Mackay Street,

PO Box 389

Wangaratta, 3677

Phone 5720 0000

Fax 5720 0099

Carers Victoria

Commonwealth Carer Resource Centre for information,
personal support and referrals.

www.carersvic.org.au

1800 242 636

Centrelink

Appointments and opening hours:132 011

Employment Services: 132 850

Retirement Services: 132 300

Disability, Sickness and Carers: 13 2717

Family Assistance Office: 13 6150

Youth and Student Services: 13 2490

www.centrelink.gov.au

Diabetes Victoria

Phone: (03) 9667 1777

Help line: 1300 342 238

www.diabetesvic.org.au

Domestic Violence & Resource Centre

DVIRC provides initial telephone support, information and referral to specialist support services in Victoria for people who have experienced violence.

(03) 9486-9866

www.dvrcv.org.au

Family Drug Support

Assists families and friends deal with their loved one's illicit drug use.

Ph: 1300 368 186

www.fds.org.au

Family Law Hotline

www.familylaw.gov.au

Free call 1800 050 321

Gamblers Help

www.problemgambling.vic.gov.au

Gambler's Help Line

Free call 1800 858 858

Kids Help Line

www.kidshelp.com.au

Telephone counselling service for 5 to 18 year olds

1800 55 1800

Victims Referral and Assistance Service

Provide a 8am to 11pm 7days a week service that assists victims of crime

Telephone: 1800 819 817

Victorian Nurses Health Program (St Vincent's)

Established to address the needs of nurses suffering from substance abuse and associated mental health problems

Phone: 03 9415 7551 Mon-Fri 8.30-5pm

Out of hours Support Direct Line: 1800 888 236

www.vnhp.org.au

Women's Domestic Violence Crisis Service of Victoria (24 hour crisis support)

Crisis telephone support, information about options and developing a safety plan, referral to safe accommodation (refuge) for women experiencing abuse in their relationships.

24 hrs.

www.wdvcs.org.au

Country toll free: Ph. 1800 015 188.



