



Bethany Community Support  
**Employee  
Assistance  
Program**



# Who we are

Bethany Community Support Inc. is a Geelong-based not for profit organisation established in 1868.

Today, Bethany provides a wide range of support services to individuals, couples, families and children.

Our vision is to be a recognised leader in providing services that work in new ways to support children, families and individuals to be the best they can, develop secure relationships and participate in their community.

## Head Office

16 Ballarat Rd, Hamlyn Heights, VIC 3215  
PO Box 324, North Geelong, VIC 3215  
Phone: 03 5278 8122  
Fax: 03 5278 6382  
Email: [info@bethany.org.au](mailto:info@bethany.org.au)

## Geelong West

1/2 Waratah St, Geelong West, VIC 3218  
P: (03) 5247 2111  
F: (03) 5247 2126  
Email: [info@bethany.org.au](mailto:info@bethany.org.au)

## Bethany Men's Family Violence Intervention Centre

9B Strong Street, South Geelong, VIC 3220  
P: (03) 5278 8122  
F: (03) 5278 6382  
Email: [info@bethany.org.au](mailto:info@bethany.org.au)

## Warrnambool Office (Bethany South West)

Ground Floor Bayside Plaza, 24 – 36 Fairy St, Warrnambool, VIC 3280  
PO Box 5114, Warrnambool, VIC 3280  
P: 1300 510 439 (free call)  
F: (03) 5564 0799  
Email: [info@bethany.org.au](mailto:info@bethany.org.au)

## EAP contact

**Tracie McPherson** | Manager Therapeutic and Children's Services  
[TMcPherson@bethany.org.au](mailto:TMcPherson@bethany.org.au) | **Direct:** (03) 5245 2824 | **Mob:** 0439 875 852

# What we do

- Help build better relationships
- Support the education, wellbeing and safety of children
- Support women and children affected by family violence
- Assist men who use violence to become accountable for their behavior
- Provide disability services under the NDIS
- Assist people who are homeless or at risk of homelessness
- Assist people experiencing financial stress and provide material aid
- Help those affected by problem gambling
- Support parents in their parenting role
- **Provide an Employee Assistance Program (EAP)**





# Bethany's EAP Program

Bethany Community Support offers an Employee Assistance Program (EAP) which will strengthen an organisations overall workplace wellbeing approach through engaging and empowering employees.

Our program encourages early intervention when issues arise and increases individual resilience to maximise workplace performance.

We ensure employees feel supported to navigate and resolve workplace and personal issues through a range of practices.

The EAP is a neutral service and will not provide advice to employees about industrial matters in the workplace.

# What you can expect of Bethany staff

Bethany Community Support counsellors have a broad range of qualifications and experience including Counselling, Psychotherapy, Family Therapy and Social Work.

Our employees are committed to the highest professional standards and we demonstrate this through our attitude and behavior when providing services to the community. Bethany will exercise due care, skill and judgment and at all times act in accordance with applicable professional ethics, principles and standards.

We celebrate diversity and innovation. We embrace creating a connected organisation which enables all to feel safe from discrimination. We support an inclusive environment where people of all genders and ages, people living with a disability, First Nations people and people from LGBTI and CALD communities feel empowered to contribute their experiences and ideas; knowing that these will be valued and not judged.

## Counselling

Led by a qualified professional counsellor, our counselling service is solution based and aims to provide a sense of direction and a greater ability to achieve goals.

Bethany Community Support will provide EAP counselling services either face to face or via telephone.

Enlisted organisation employees are able to receive up to three individual counselling sessions.

If the employee and counsellor agree that the individual would benefit from further or longer term counselling sessions or like interventions, the counsellor will provide the employee with appropriate referral options. This can include referral to a GP for the instigation of a Mental Health Care Plan, or referral to another specialist service internal or external to Bethany Community Support.



# Privacy and security

Bethany Community Support manages personal information in accordance with relevant legislation including the Privacy Act 1988 (Cth) and Privacy and Data Protection Act 2014 (Vic) which govern how we collect, use, store and disclose personal information.

Bethany takes reasonable steps to protect information from misuse, loss and interference from unauthorised access, modification and disclosure. We protect information in various ways including password protection for accessing IT systems, server security policies, securely storing paper file in lockable cabinets and physical access restrictions.

Enlisted organisation employees will be provided with a statement about how we manage their personal information when they first access the service.

Bethany will not disclose any identifying information to the organisation they are employed by.



# Organisational fees

Bethany Community Support provides a model of service in which organisations fund three counselling sessions per staff member seeking EAP assistance per year.

An annual administration fee of \$120 plus GST will be charged to the organisation.

Counseling is invoiced to the organisation quarterly on a usage basis at \$145 per hour plus GST.

If an employee cancels a scheduled session with less than 24 hours' notice the \$145 service fee will be charged to the organisation and 1 hour will be deducted from the total pool of service hours available to each employee.



# Enlisted organisation employee access

Bethany Community Support's EAP is free, voluntary and confidential for enlisted organisation employees seeking to access support.

The service is available to any employee requiring assistance with issues affecting their wellbeing either personally or at the work place. Employees may self-refer or a referral can be suggested to an employee by management.

Employees can access the EAP via the Bethany Community Support reception number (03 5278 8122).

Upon contact, Bethany's Intake team will conduct a brief intake screening, gathering the employee's availability and other relevant details. The Intake team will allocate the EAP client to a Bethany counsellor on the basis of availability.

The first appointment is scheduled within five working days of the initial contact made by the employee, or at the first available appointment time. Immediate appointments for crisis are available upon request.

Appointments are available on weekdays from Monday to Friday between 8:00am and 5:00pm. Limited evening sessions are available on Wednesday between 5:00pm and 7:00pm.

Face to face counseling services will be provided at 16 Ballarat Road, Hamlyn Heights.

# Reporting

All counselling sessions including attendee details remain strictly confidential.

Bethany will provide statistical information in two formats to an employer on a quarterly basis.

## 1. Financial report

- Number and cost of each counselling session provided in that quarter
- Whether each session was provided by Bethany or by a third provider
- Total amount to be invoiced to each employer

## 2. Service report

- Number of staff that received services
- Total number of sessions provided
- Presenting issues, relevant trends if identified

# Extra provisions

**Bethany Community Support will also provide the following to affiliated organisations.**

- One employee information session per year discussing the service and the benefits of the EAP. Time and date to be mutually agreed
- Promotional collateral for employers to provide to employees such as brochures and business cards