

## Accessing the Employee Assistance & Critical Incident Response Programs

The Employee Assistance Program (EAP) is a free short-term counselling program that is available for all Western Health employees to assist them deal with any personal or work related issues.

The Critical Incident Response (CIR) program is a short term psychological support service designed to assist staff experiencing work-related or personal traumas through confidential one-to-one counselling sessions.

Western Health's EAP and CIR Program are managed by Caraniche, an external provider.

To access the EAP or CIR Program staff can contact Caraniche directly to schedule an appointment with one of the available psychologists or contact the Workplace Strategy & Wellbeing Unit for assistance in arranging support services.

### Caraniche Contact Details:

- Phone: 1800 099 444 (available 24 hours a day, 7 days)
- Email: [work@caraniche.com.au](mailto:work@caraniche.com.au)
- Online booking: [work.caraniche.com.au/make-a-booking](http://work.caraniche.com.au/make-a-booking)
- Note: email and web bookings are responded to during business hours only

### Caraniche Office Locations

- Level 1/260 Hoddle Street, Abbotsford
- 21 King Street, Dandenong
- 99 Gordon Street, Footscray
- 24 Mullum Mullum Road, Ringwood
- 25 Miller Street, Epping
- 17 Victoria Crescent, St Albans
- 103 Beach Street, Frankston
- 15 Dawson Street, Ballarat
- 1060 Whitehorse Road, Box Hill
- 44 Mt Pleasant Road, Belmont
- Suite 401/398 Sydney Road, Coburg
- 72 Maroondah Highway, Croydon
- Level 9/440 Collins Street, Melbourne
- Level 1/262 Maroondah Hwy, Healesville

### Workplace Strategy & Wellbeing:

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The EAP/CIR service is a confidential psychological service. All session content material and notes taken by the treating psychologist are kept confidential. This material is not recorded in any staff member's personnel file and belongs to the treating psychologist.

For all appointments, Caraniche will provide the Workplace Strategy and Wellbeing Unit with an invoice and non-identifying data used for statistical purposes only. All information provided to the Workplace Strategy & Wellbeing Unit by the staff member or Caraniche will be treated respectfully and strictly adheres to confidentiality principles as per the APS Charter for Clients.

