

Membership Opt-in Form




WHAT IS EAP?

Your Employee Assistance Program (EAP) is a confidential counselling service to help all employees deal with personal or work-related issues in a positive way. EAP involves short-term counselling to assist you in overcoming life challenges and return you to a better state of emotional well-being.

HOW CAN EMPLOYEES ACCESS EAP?

 Phone us anytime day or night:
1300 364 273

 Live Chat with us through:
www.acaciaconnection.com

 Contact us via text:
+61 401 33 77 11

 Request an appointment online:
www.acaciaconnection.com

 Contact us via email:
info@acaciaconnection.com

WHAT IS OUR SESSION ALLOWANCE?

The session allowance is the number of sessions an employee is entitled to per year. For the Queensland Bus Industry Council EAP package, the session allowance will be determined by the Employer when registering.

WHAT IS AN EAP SESSION?

An EAP session is 50-60 minutes with a qualified psychologist, counsellor or social worker. This session can be held face-to-face, secure video, over the phone or via live chat. We provide counselling assistance for a range of issues including depression, anxiety, stress, relationship difficulties, financial difficulties, domestic violence and many more.

If an employee cancels an appointment with less than 24 hours' notice, this is counted as a 1-hour session and deducted from the session allowance accordingly.

WHAT IF AN EMPLOYEE NEEDS MORE THAN THE ALLOCATED NUMBER OF SESSIONS?

If an employee requires more than their allocated sessions, the treating clinician can submit an Extra Session Request. Acacia will then submit a confidential request directly to company owner/nominated party. The approval of these requests is at the discretion of the owner.

HOW DO WE RAISE AWARENESS OF THE EAP PROGRAM IN OUR WORKPLACE?

QBIC partnership offer with Acacia EAP, provides you with the option of No Annual fee (representing a saving of up to \$1400 per year) – see standard inclusions below, or you can select to include the optional inclusions at a significantly discounted rate of \$500 per year.

Upon commencement, you will receive a rollout email with e-materials and online resources including:

- An e-copy of our brochure.
- Editable draft email for employees and managers which introduces the EAP program.
- Pre-recorded EAP Awareness webinar. A 40-minute video that introduces EAP to employees, highlights the confidentiality of the services, overviews some reasons why they may want to access the service and how to contact us.
- Employees have access to our online Employee Portal accessed via our website.
- Monthly newsletters: These monthly messages are a helpful resource to remind your employees of your commitment to their wellbeing and the EAP services available to them. They contain wellbeing tips and special event days to incorporate into your workplace (e.g. Mental Health Week), enabling you to get conversations started around mental health and Well-Being.

Optional inclusions – additional charge as per the Summary Schedule on page 3.

- Unlimited hard-copy collateral.
- 1X EAP Awareness Session: One of our support team will introduce the EAP program to you via Webinar. This session can also be recorded for use in the future i.e. New Employee orientations.
- Reporting on EAP usage (while maintaining confidentiality) each quarter, annually and Adhoc as requested.

WHAT OTHER SERVICES DOES ACACIA CONNECTION OFFER?

- **Crisis Calls:** this service provides 24/7/365 days a year access for employees in crisis via 1300 364 273. We provide immediate support for these employees with our on-call clinician. Crisis Calls are generally 1-hour in duration and are deducted from the employee's session allowance.
- **Manager Hotline:** this is a service available to managers that may be facing complex staff issues which may be impacting morale and workplace performance. Examples of issues may include supporting staff exhibiting suicidal behaviour; managing extreme behaviour; and dealing with team conflict. We offer an immediate response for all calls to our Manager Hotline. This service also accessed via our 1300 364 273. Please check with National Office for further detail on how many of these sessions you can access.
- **Critical Incident Response Service:** this service provides support to employees following the unfortunate event of a death, serious injury or traumatic incident. Events can range from workplace incidents or indirect workplace impacts like the death or serious injury to a loved one.
- **Manager Referral:** this is a mandatory counselling program, initiated by a manager, to address particular behavioural concerns displayed in the workplace. This process generally requires up to 6 sessions which can be either delivered face to face or via telephone.
- **Welfare Check:** this service is utilised by employers when they have concern about the wellbeing of an employee and would like a clinician to contact the employee directly to offer a check-in chat. This service is often requested by employers following an incident in the workplace or after receiving word of an incident that occurred in the employee's personal life.

EAP Schedule Summary

All prices GST excl.

1. Session Allowance	Minimum of 3 sessions per employee per year (sessions renew annually from first session date)
2. EAP Services & Fees	
Solution focused EAP counselling to eligible client employees. EAP counselling includes well-being counselling support, financial coaching, legal referral service and dietician advice.	\$155 per 1-hour session [Possible counselling options: Face to face/phone/live chat/video call]
3. Other Services & Fees	
Urgent Crisis/Same Day Counselling *Does not require approval – triaged as “at risk to self or someone else” or in distress and needing immediate support.	\$189 per hour
(All services below will only be provided if approved by Primary Contact or other nominated Managers)	
Manager Hotline	\$189 per hour
Welfare Check	\$189 per hour
Manager Referral service	\$189 per hour
Critical Incident Response Services + Return Travel (including phone support)	\$229 per hour
Exit Interview	\$169 per hour
Onsite Support + Return Travel (not including Critical Incidents)	\$199 per hour
Psychological Assessments	\$265 per hour
Optional inclusions	
Unlimited hard-copy Collateral, 1x EAP Awareness Session (In-person or delivered by Webinar) plus EAP usage reporting	\$500 Annually
Additional Awareness Sessions	\$300 each
4. Cancellation Fees	
Cancelled with 0-24 hours’ notice	100% of total fee charged to Company
Cancelled with 24-48 hours’ notice (only applicable for Other Services)	50% of total fee charged to Company

Fees will remain the same for the first 12 months, and then subject to CPI (2.98%) increase in subsequent years.

This is a condensed services list. If you would like further information or have any queries, please don't hesitate to contact us on 1300 364 273 or email our Client Support Team on clientsupport@acaciaconnection.com.

To activate EAP for your employees please complete this page and return it to our National Client Support team on clientsupport@acaciaconnection.com.

Acacia Connection EAP – QBIC Membership Opt-In Enrolment Form

Company Name:		Number of Employees	Gender
			Male:
ABN:			Female:
Opt-In Date:			Undisclosed:
Support Extended to Immediate Family:			Yes/No
Optional inclusions (Cost = \$500+gst Annually) <small>Unlimited Collateral, 1x EAP Awareness Session (delivered by Webinar) plus EAP usage reporting.</small>			Yes/No

Locations to Service and Employee Numbers & Other Details

Site Office Locations – Address(es)	Postcode	# Employees at site

Primary Contact Person

Name:	Email:
Position:	Phone:

Additional Authorised Person(s) -

Name:	Email:
Position:	Phone:
Name:	Email:
Position:	Phone:

Accounts/Invoicing to be Sent To

Email:	Name:
	Phone:

**Please note our payment terms are 21 days from the invoice date*

Authorised Representative Sign

Date

Print Name

Position