

Agreement for Service Delivery Employee Assistance Program (EAP)

Propel
COUNSELLING

Propel Counselling 2020
937 Wellington Street, West Perth WA 6005
hello@propelcounselling.com.au
propelcounselling.com.au

Corporate and community partnerships

This agreement is made between:

Propel Counselling

ABN: 40 486 973 927

937 Wellington Street, West Perth WA 6005

AND

Name: _____

ABN: _____

Address: _____

- The parties intend to enter into an agreement for services.
- Under the agreement for services, Propel Counselling is an independent contractor and will accept referrals to provide counselling services to the employees of the Corporate Client.
- Propel Counselling ensures that quality counselling services are provided.
- Propel Counselling will ensure that client confidentiality is protected at all times except where legally required in accordance with state laws.

IN WITNESS the parties have duly executed this Agreement on the last date written below.

PROPEL COUNSELLING

Signed by: _____

Date: _____

Print name: _____

Job title: _____

CORPORATE CLIENT

Signed by: _____

Date: _____

Print name: _____

Job title: _____

Process and procedures appointment bookings

- Employees can make contact with Propel Counselling to book appointments directly for counselling.
- The Corporate Client can also directly refer employees for counselling.
- Propel Counselling will arrange an appointment time with the employee.

Session allowances

Propel Counselling will see:

- Employees for a total of 6 / 12 sessions per calendar year unless otherwise directed by the Corporate Client.
- Immediate family members living under the same roof as the employee are also entitled to a total of 6 / 12 sessions per calendar year unless otherwise directed by the Corporate Client

OR

- Employees in accordance with a 'List of Employees' provided with the amount of sessions per year 6 / 12
- Immediate family members living under the same roof as the employee only if listed on the above mentioned 'List of Employees' provided.

Session extensions

- If Propel Counselling believes that further sessions are required a representative will contact the nominated Corporate Client Representative to request further sessions.
- Further sessions will be allocated at the discretion of the Corporate Client.
- If declined, no further sessions will take place under the Employee Assistance Program.

Request for information

As part of providing a therapeutic service to the employees, Propel Counselling will need to collect and record personal information from the employees that is relevant to their current situation. This information will be a necessary part of the assessment and treatment that is conducted.

Confidentiality

All employee personal information collated by Propel Counselling during the provision of the therapeutic service will remain confidential and secure except when:

- It is subpoenaed by a court, or
- Failure to disclose the information would place the employee and/or another person at risk; or
- The employee's prior approval has been obtained to:
 - provide a written report to another professional or agency. e.g. an employer (the Corporate Client), GP or lawyer; or
 - discuss the material with another person. e.g. an employer (the Corporate Client), or GP. Confidentiality and limitations are explained to the employees at the beginning of the counselling process.

Cancellation policy

If, for some reason the employee or the Corporate Clients needs to cancel or postpone the appointment, at least 24 hours is required, otherwise the Corporate Client will be invoiced for the cost of the session.

Invoicing and payments

- Propel Counselling will submit invoices for services to the nominated Corporate Client representative on a regular weekly basis.
- Invoices will be emailed to the nominated Corporate Client email address.
- Payments are to be made within 14 days of an invoice being issued. A Remittance Advice must accompany all payments.

All administrative information including this Agreement, terms of service and payments are confidential and all enquiries can be directed to:

Propel Counselling

Director: Lovina Triman 0415 947 772
hello@propelcounselling.com.au
propelcounselling.com.au
937 Wellington Street, West Perth WA 6005

Schedule of fees

Unlike most EAP providers, Propel Counselling is able to offer a competitive **fee-for-service** arrangement, rather than an annual fee that is often substantial. This provides our clients with low cost, value added service - you only pay for what you use. Additionally, counselling services are offered after hours as well as during the working day.

Our provision of training for the two day course, Mental Health First Aid is offered at a 50% reduced rate at \$125 per person (ordinarily \$250).

Service description

SERVICE	DESCRIPTION	SESSION	TOTAL Day (9am-5pm)	TOTAL After hours (5pm-9pm) / Saturdays
Individual Counselling or Coaching	Face to face counselling at Propel Counselling office in West Perth	60 mins	\$140	\$140
Mobile Counselling or Coaching	Counselling at the Corporate Client's office location	60 mins	\$140	\$160
	Travel Time	60 mins	\$140	\$140
Tel/Skype Counselling	Counselling via telephone or Skype	60 mins	\$140	\$140
	Mental Health First Aid is the help provided to a person who is developing a mental health problem, or who is in a mental health crisis (e.g. the person is suicidal). Like physical first aid, mental health first aid is given until the person receives professional help or until the crisis resolves.	2 Day (50% discount)	\$125	\$125
	Mental health first aid strategies are taught in evidence-based training courses authored by Mental Health First Aid (MHFA) Australia and delivered by accredited MHFA Instructors across the country.			
	Passionate Lives offers Standard and Youth MHFA courses as authored by MHFA Australia, delivered by Instructors who are currently accredited by MHFA Australia.			

Fees will be reviewed on the 1st day of each financial year.

Partner information

I, _____ have read and understood the Agreement.
I agree to these conditions for the counselling services provided to employees by Propel Counselling.

CORPORATE CLIENT

Company/organisation: _____

Number of employees: _____

Name of company representative: _____

Position: _____

Business address: _____

Telephone: _____

Email: _____

Authorising signature: _____

Date: _____

This Agreement is valid until superseded.

(EAP) Employee Assistance Program

We appreciate your time and consideration of our service. Propel Counselling is a preferred counselling service in West Perth. Our EAP program can be a great way for you and your staff to access confidential and professional support that is conducive to health, wellbeing and productivity.

An EAP is designed to provide counselling assistance to staff who are dealing with work/ personal issues and coaching for personal/ cultural benefit. The aim of an EAP is to assist your business or organisation to be more productive through the enhanced performance of staff... simply because they are happier, healthier and better equipped to deal with life's challenges.

There is no annual or upfront fee as our services are charged on a usage only basis. This means that you and your staff have the comfort of knowing that support is available if and when you need it, without additional cost and whilst OH&S obligations with regards to mental health are appropriately met.

Propel Counselling offers an Employee Assistance Program that intentionally educates staff about the normality of mental and emotionally struggles, eliminating stigma and shame. Our approach is:

- Proactive
- Preventative
- Professional

As part of our service we offer a significantly discounted (50%) two day course of Mental Health First Aid Training (as seen on ABC) and are able to deliver training and counselling in your premises or at our West Perth clinic.

If you would like to know more about Propel Counselling and our EAP service, or if you would like to meet in person to discuss further, please don't hesitate to contact us.

Kind regards,
Lovina Triman

Propel Counselling
0415 947 772
hello@propelcounselling.com.au
propelcounselling.com.au

Employee Assistance Program

WHO?

Propel Counselling is a professional, confidential counselling service provided to you under your employers EAP (Employee Assistance Program)

WHAT?

EAP is a service that enables employees to access free and confidential counselling or coaching sessions.

- A safe rapport is built with a counsellor where you are supported to talk about issues that may be effecting you.
- You may just need a 'one off' session to discuss a key issue
- You may benefit from short term counselling, where you have opportunity to work through unpleasant thoughts or feelings.
- You may want some coaching in an area of leadership, motivation, communication or work/life balance.

WHY?

- To address communication and relationship issues
- To address anxiety
- To alleviate and manage stress
- To deal with grief and loss
- To achieve a better work/life balance
- To better deal with difficult people
- To think and feel better

WHEN?

- If you are experiencing unhealthy stress with or experiencing circumstances that are troubling you, make the call.
- If you need someone to talk to about your mood or a mindset that you are struggling to shake, make the call
- If you are finding a relationship at work or at home difficult to manage, make the call.

HOW?

- Propel Counselling will provide your organisation with a website booking address, contact number and email which will enable you to confidentially arrange an appointment with Propel Counselling.

About Propel Counselling

Propel Counselling is a confidential and professional counselling service with an emphasis on improved relationships and wellbeing. Our intent is to provide the most suitable and effective counselling solutions possible to individuals, couples and families. We understand from statistical evidence, research and practice that the counselling relationship itself is one of the most important elements of therapy. Subsequently, our approach reflects the value we place on this relationship.

Propel Counselling presently provides services from our West Perth clinic. We provide counselling during the working week, after hours (to 9pm) and on weekends. With both male and female therapists, we offer a professional service that is affordable, solution focused and sensitive to the unique personal needs of the client.

In addition to counselling services, Propel Counselling delivers training in the areas of Mental Health First Aid, Marriage and Preparation for Marriage Courses, Emotional Intelligence and Anger Management. Our qualified trainers have a combined history and wealth of experience in the delivery of PD education.

All counsellors and therapists associated with Propel Counselling are appropriately qualified and engaged in regular professional development, professional counselling and psychology supervision. Our counsellors are members of either or both ACA (Australian Counselling Association) and PACFA (Psychotherapy and Counselling Federation of Australia).

What is an Employment Assistance Program (EAP)?

An Employee Assistance Program provides confidential support to employees of businesses or organisations in dealing with work or personal related challenges that may impact on health, wellbeing, performance, health and safety and morale. The service is free to employees (and immediate family members living under the same roof - if agreed by the Corporate Client).

Why have an EAP?

The aim of an EAP is to assist your organisation through the provision of supportive, preventative intervention for both personal and work related concerns that may be detrimental to wellbeing and performance of staff.

THE FACT IS

Australian businesses lose over \$6.5 billion every year through their failure to assist staff into early intervention and treatment for employees struggling with mental health conditions.

It's good for business

- When employees feel respected and cared for, they generally feel better about themselves and the work they do. This leads to better morale, and a happier, more productive workplace.
- Supporting staff through nurturing a positive, safe and healthy work environment lessens absenteeism and negative work attitudes
- Staff loyalty and cultural excellence is nurtured and developed in the context of an authentically supportive workspace.
- Investment in relationships is investment in your most valuable resource - people.

What we offer

- Counselling is the most commonly accessed service from EAP. Counselling offers a safe, confidential space for an individual, couple or family to discuss and address personal and/or work related concerns with a skilled therapist. The number of sessions available to each employee is up to your organisation.
- Coaching is offered in a similar format to counselling, but is suited more for those who are seeking strategies with regards to motivation, time management, communication, leadership and work/life balance.
- Training and Workshops Mental Health First Aid strategies are taught in evidence-based training courses authored by Mental Health First Aid (MHFA) Australia and delivered by accredited MHFA Instructors across the country. Propel Counselling offers Standard and Youth MHFA courses as authored by MHFA Australia, delivered by Instructors who are currently accredited by MHFA Australia.

Confidentiality

All employee personal information collated by Propel Counselling during the provision of the therapeutic service will remain confidential and secure except when:

- It is subpoenaed by a court, or
- Failure to disclose the information would place the employee and/or another person at risk; or
- The employee's prior approval has been obtained to:
 - provide a written report to another professional or agency. e.g. an employer (the Corporate Client), GP or lawyer; or
 - Discuss the material with another person. e.g. an employer (the Corporate Client), or GP.

Confidentiality and limitations are explained to the employees at the beginning of the counselling process.

THE FACT IS

Australian businesses lose over \$6.5 billion every year through their failure to assist staff into early intervention and treatment for employees struggling with mental health conditions.

THE TRUTH IS

Stress related workers compensation claims have recently doubled, costing \$10 billion every year.

THE REALITY IS

3.2 days per worker are lost every year through workplace stress, your OHS obligations include staff with mental illness.