



NTG Central

## Quick guide - Provision of employee assistance programs

### About the contract

<b>Contract number</b>	D18-0205
<b>Contract term</b>	1 March 2019 to 28 February 2022
<b>Status</b>	Mandatory for all Northern Territory Government (NTG) agencies, government business divisions and government owned corporations (excludes NT Police, Fire and Emergency Services (NTPFES)).

### Who are the contractors

<b>Contractor</b>	<b>Contact details</b>	<b>Address</b>
Bereaved Parent Support NT & SIDS and Kids Northern Territory	Toll free: 1800 875 182 Phone: 08 8948 5311 or 0448 849 234 (24 hour bereavement line) Email: <a href="mailto:darwin@sidsandkids.org">darwin@sidsandkids.org</a>	PO Box 188 Nightcliff NT 0814
Darwin Consultant Psychologists t/a Kim Groves and Associates Pty Ltd	Toll free: 1800 289 129 (NT only) Phone: 08 8941 5369 Email: <a href="mailto:dcp@dcpnt.com.au">dcp@dcpnt.com.au</a>	<b>Darwin:</b> 5/90 Frances Bay Drive Tipperary Waters NT 0820  <b>Alice Springs:</b> The Retreat Aurora Alice Springs Leichhardt Terrace Alice Springs NT 0870
Darwin Psychology Services Pty Ltd	Toll free: 1800 769 205 Phone: 08 8932 8460 Email: <a href="mailto:reception@darwinpsychology.com.au">reception@darwinpsychology.com.au</a>	3/6 Woodlake Boulevard Durack NT 0830

Contractor	Contact details	Address
EASA Incorporated	<p><b>Darwin:</b> Toll free: 1800 193 123 (NT only) Phone: 08 8941 1752 Email: <a href="mailto:easadarwin@easa.org.au">easadarwin@easa.org.au</a></p> <p><b>Nhulunbuy:</b> Phone: 08 8941 1752 Email: <a href="mailto:easadarwin@easa.org.au">easadarwin@easa.org.au</a></p> <p><b>Katherine:</b> Phone: 08 8941 1752 Email: <a href="mailto:easadarwin@easa.org.au">easadarwin@easa.org.au</a></p> <p><b>Alice Springs:</b> Phone: 08 8953 4225 Email: <a href="mailto:easaalicesprings@easa.org.au">easaalicesprings@easa.org.au</a></p>	<p><b>Darwin:</b> The Avenue Level 2/12 Salonika Street (above Karma cafe) Parap</p> <p><b>Katherine:</b> Block F (Room 3) Katherine Regional Training Centre 19 Second Street Katherine NT 0850</p> <p><b>Alice Springs:</b> Jock Nelson Building 10/16 Hartley Street Alice Springs NT 0870</p>
Industry Health Solutions	<p>Toll free: 1800 432 303 (NT only) Phone: 08 8931 2642 Email: <a href="mailto:info@industryhealth.solutions">info@industryhealth.solutions</a></p>	<p>6/5 McCourt Road Yarrowonga NT 0830</p>
Relationships Australia Northern Territory Inc	<p><b>Darwin:</b> Toll free: 1300 364 277 Phone: 08 8923 4999 Email: <a href="mailto:reception@ra-nt.org.au">reception@ra-nt.org.au</a></p> <p><b>Katherine:</b> Toll free: 1300 364 277 Email: <a href="mailto:receptionfrc@ra-nt.org.au">receptionfrc@ra-nt.org.au</a></p> <p><b>Alice Springs:</b> Free call: 1800 634 405 (Remote areas) Phone: 08 8950 4100 Email: <a href="mailto:rantreception@ra-nt.org.au">rantreception@ra-nt.org.au</a></p>	<p><b>Darwin:</b> 5 Shepherd Street Darwin NT 0800</p> <p><b>Katherine:</b> 6 Katherine Arcade 15 Katherine Terrace Katherine NT 0850</p> <p><b>Alice Springs:</b> 5/11 Railway Terrace Alice Springs NT 0870</p>
Solace Consulting Pty Ltd	<p>Toll free: 1800 001 061 Phone: 0410 685 613 Email: <a href="mailto:kate@solaceconsulting.com.au">kate@solaceconsulting.com.au</a></p>	<p>20 Parsons Street Alice Springs NT 0870</p>

Contractor	Contact details	Address
Wisemind Psychology Pty Ltd	Toll free: 1800 166 180 Phone: 08 8981 5605 Email: <a href="mailto:admin@wisemind.com.au">admin@wisemind.com.au</a>	2/7 Fannie Bay Place Fannie Bay NT 0820

## What services are available

Counselling may assist with issues such as:

- personal and workplace relationships
- health, depression, anxiety disorders
- family disintegration, marital problems
- alcohol and substance misuse
- gambling and other addictions.

Intervention type professional services are also available to assist with:

- conflict management
- mediation
- critical incident response
- trauma counselling.

## Frequently asked questions

### Who is required to use this contract?

All NTG agencies (excluding NTPFES) and employees in the NT are obliged to use this contract if they require these services.

NTPFES provides a similar service but under a different panel period contract.

### Who can access the services?

NTG employees, their current spouse/partner and dependants can each access three short term counselling sessions per issue per year at no cost (dependants are defined as a child, parent or other person who ordinarily resides with an employee and is wholly or substantially dependent on the employee).

Agencies can access professional services for employees including group mediation to deal with team conflict, assessments to inform disciplinary situations and post trauma management.

### How can I access the services?

Employees can seek assistance through their HR unit or arrange counselling sessions directly with one of the nominated providers (self-referral). Employees may also be referred to a specific provider by their HR unit (agency-referral).

## **Can I use any of the providers?**

Self-referring employees can make an appointment with any of the providers. If an employee feels more comfortable using an alternative provider, arrangements should be made and agreed with their HR and Procurement unit.

## **Who pays?**

Services provided under this contract are paid for by the relevant NTG agency. If after three sessions further assistance is required, agencies may agree to pay for additional sessions.

## **Are my details kept confidential?**

Service providers are required by law to maintain self-referring client's confidentiality at all times. Agencies will receive invoices and reports on the use of EAP but they will not contain individual personal information.

Agency referral services may include the provision of reports or other feedback, dependent on the type of engagement.

## **What services are available in regional and remote areas?**

Services are also available to employees in regional and remote areas. Some providers have offices in Katherine, Tennant Creek, Nhulunbuy and Alice Springs. Telephone or web-based counselling is available from a number of providers for remote services.

Before arranging face to face counselling in regional and remote areas, check provider schedules to these localities and ensure availability to reduce the costs of travel and accommodation.

A full list of localities and service types are available in the buyers guide.

## **How do I order and pay**

### **Self-referrals**

#### **Step 1 – Appointment requirement**

This service is available to employees and their immediate family members only. Self-referrals do not require prior approval from your agency if within counselling session entitlements.

Employees may choose a provider (due to availability, method of counselling or location) to a maximum of three sessions per issue per financial year. Further sessions must be approved through your HR unit.

## **Step 2 – Initiating a consultation**

Contact one of the eight nominated providers to arrange an appointment. Providers will take reasonable steps to verify the identity of staff and their immediate family members to ensure eligibility for these services. Measures include completing a registration form; outlining your agency, business unit and AGS number. Copies of payslips or emails may be requested. Your details will be confidential.

## **Step 3 – Payment for services**

Providers will invoice your agency for payment of services provided. Individual names will not appear on the invoice/statement. A summary of information may be provided to your HR unit regarding the number of visits and purpose. Invoices will be lodged electronically through InvoiceNTG and/or emailed to **Accounts Payable**.

## **Agency referrals**

### **Step 1 – Consultation requirement**

The employee or HR unit identifies a need for EAP services, and the HR unit will arrange an appointment with the selected provider.

### **Step 2 – Consultations and recommendations**

The provider will submit reports to your agency on the counselling session and may make recommendations to assist in resolving issues. Reporting requirements are outlined in the buyers guide.

### **Step 3 – Payment for services**

The provider will invoice your agency for payment of services provided. Invoices will be lodged electronically through InvoiceNTG and/or emailed to **Accounts Payable**.

## **More information**

Read the buyer's guide and supporting documentation, or contact the contract manager on 08 8924 3837 or **Across Government Contract**.

