



newpsych psychologists

NewPsych Psychologists

EAP HANDBOOK

CONTACT DETAILS

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Contents

About NewPsych	3
NewPsych's Key People	4
- External Relations Officer	4
- Clinical Director	5
- Intake Psychologist	6
- Client Support Team	6
The Nuts and Bolts of Counselling	7
- How Counselling can Help	7
- Modes of Counselling	7
- Reaching out for Counselling	7
- EAP Eligibility	8
Your EAP: The Nitty Gritty	9
- How you can help us to help you	9
- Invoicing	9
- Reporting	9
- EAP Awareness	10
Workplace Support	11
- Training	11
- Leader Support	11
- Critical Incident Response	12
Workplace Interventions	13
- Employee Assessments	13
- Other Workplace Interventions	14
Appendix A: Connecting with a Psychologist	16
Appendix B: Employee Assessment and Support Plan	17
Appendix C: Workplace Services – Stepped Support Model Guide	18

About NewPsych

Hello,

Firstly, thank you for trusting NewPsych Psychologists as your Employee Assistance Provider to support the wellbeing and mental health of your employees and their families. Our mission is to compassionately support people to create meaningful change using evidence-based clinical practice.

NewPsych Psychologists, founded by Tarnya in 1997, has grown to become one of Australia's leading multidisciplinary private practices, with 60 professionals on staff. It has delivered services to more than 35,000 people and guided the professional development of more than 100 psychologists through individual clinical supervision and support, group supervision, peer consultation and the provision of an encouraging and supportive, ethical clinical environment.

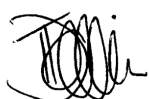
NewPsych draws on interdisciplinary expertise including clinical, health, and organisational psychologists, as well as child and adult psychiatrists who work together to address any individual, team and organisational challenges your people may face. NewPsych Psychologists commits to supporting your greatest asset – your people. We work collaboratively with you to develop a trusting relationship with your employees, leaders and H&ST and HR stakeholders to ensure we break down the stigma around mental health and people who would benefit reach out.

This handbook provides an overview of the many ways NewPsych supports your people such as;

- Ethical, evidence-based psychological treatment delivered by experience and qualified psychologists
- Prompt service delivery
- 24/7 crisis response
- Support for individuals, teams and organisations
- Support during times of change
- Support for employees returning to work
- Improving motivation and morale
- Improving the general health and wellbeing of your employees
- Up-skilling employees and leaders with a wide range of health initiatives and training packages

We are so looking forward to working with you. If there is anything you need at all, please reach out to Julia Koller Smith, External Relations Officer at julia@newpsych.com.au or on (02) 4926 5005.

Kind Regards



Tarnya Davis,
Clinical and Forensic Psychologist
Director
NewPsych Psychologists

NewPsych's Key People

External Relations Officer



Julia Koller Smith

External Relations

Julia is happy to support you with any request or need by calling (02) 4926 5005 or emailing her at julia@newpsych.com.au

Julia is NewPsych's External Relations officer and your dedicated Account Manager, working with you to deliver effective EAP support and associated specialist workplace services.

Julia completed an Honours degree in psychology before working in the community health sector providing mental health coordination services across Newcastle and the Hunter region. A shift into leadership roles developed Julia's passion for promoting wellbeing at work and supporting people to achieve their personal and professional potential.

Julia is a Provisional Psychologist and holds a Master of Business Psychology, as well as membership with the Australian Human Resources Institute. Julia has a keen interest in supporting organisational development, change management, positive workplace culture, and employee training and development.

Julia is your contact for all your EAP needs during normal business hours including:

- Critical incident response – during normal business hours
- Crisis requests for counselling (direct referrals)
- Workplace assessments
- Onsite service delivery
- Requests and planning for training, mediation and coaching
- Providing promotional material
- Requests for service reports and data
- Tailoring materials and promotional activities
- Designing and programming employee awareness sessions
- Monitoring the EAP program and identifying opportunities for your organisation to enhance wellbeing offerings to employees
- Any clinical and service delivery issues, i.e. complaints, feedback, concerns with service

NewPsych's Key People

Clinical Director



Tarnya Davis

Clinical Director and Principal

Tarnya and the clinical team are available for any afterhours clinical response needs by calling (02) 4926 5005 and pressing #1 or emailing her at tarnya@newpsych.com.au

Tarnya Davis, Clinical Psychologist and Director of NewPsych has worked with individuals, organisations and groups across the Hunter region for 30 years. Some of her key achievements are:

- Providing care through NewPsych to more than 35,000 people
- Sharing accessible psychological strategies through a weekly column in the Newcastle Herald
- Contributing to community discussion on mental health through the media, including regular contributions to the ABC, Newcastle Herald and NBN News
- Speaking at charity and community events
- Authoring a book, All Things Considered, providing accessible psychological strategies
- Delivering psychological support through NewPsych to more than 100 businesses, reaching over 40,000 employees
- Pioneering innovative, targeted approaches to workplace counselling and psychological support:
 - **PRIMES:** Best-practice psychological response to workplace critical incidents, including fatalities and sudden death (presented at the NSW Mining Health, Safety Environment and Community (HSEC) conference in 2018)
 - **Mental Safety App:** A resource for leaders to support the workplace management of psychological injury and trauma before, during and after a critical incident (to be presented at NSW Mining HSEC Conference 2022) (learn more on our [website](#))
 - **My Mindset:** A unique model for raising mental health awareness in the workplace, delivered on Winnebago bus (award finalist, [NSW Mining HSEC Conference 2022](#))
 - **#SmashTheStigma:** An education campaign for employees to destigmatise mental health, demystify counselling and raise suicide awareness (www.smashthestigma.com.au)
 - **Workplace Mental Health Stepped Support Model:** An early intervention model for workplace psychological support and assessments (learn more on our [website](#))

Tarnya's contributions to community and her profession have been recognised through industry awards and professional acknowledgements, including being named one of the University of Newcastle's 50 most influential graduates in 2015.

NewPsych's Key People

Intake Psychologist

NewPsych's intake psychologist provides a comprehensive and clinically informed intake interview for new clients. This involves triage and risk assessment, ensuring clients are matched with a suitable psychologist who has expertise in their area of clinical need and who also aligns with the client's requirements regarding availability and other factors. As part of our EAP service agreement, we are committed to ensuring an appointment is offered to any employee or eligible family member seeking support within 24 to 48 hours of getting in contact with us.

NewPsych's intake psychologist provides a comprehensive intake interview for new clients, ensuring that they are matched with a suitable clinician, as well as that they feel supported and have a good understanding of the EAP service and NewPsych's processes.

The intake psychologist can be reached by calling (02) 4926 5005 and pressing #2.

Client Support Team

Our dedicated and skilled support team are on hand to respond to all clients who reach out. Our team are experienced and trained in mental health awareness and are kind and empathic, ensuring that those who reach out feel valued and safe.

NewPsych's processes include verification of EAP eligibility, data collation for effective and informative reporting, and ongoing monitoring of EAP usage against entitlement.

NewPsych's support team are available at reception@newpsych.com.au or by calling (02) 4926 5005.

The Nuts and Bolts of Counselling

How Counselling can Help

With a broad clinical team, we are experienced in providing counselling for:

- all age groups including children and adolescents
- individuals, couples and families, including separated families and blended families
- people living with disabilities
- Aboriginal and Torres Strait Islander people
- LGBTQIA+ people

The clinical issues NewPsych can help with include:

- | | |
|---|---|
| - ADHD and ASD (autism) | - Grief and loss |
| - Adjustment and change management | - Mood (Depression, Bipolar Disorder) |
| - Alcohol and Substance misuse | - Motivation and organisation |
| - Anger management | - OCD |
| - Anxiety and panic attacks | - Parenting support |
| - Attention and memory difficulties | - Personality struggles |
| - Career change and vocational counselling | - PTSD and trauma |
| - Chronic health issues and pain management | - Relationship issues and family dynamics |
| - Confidence, assertiveness and self-esteem | - Relaxation and mindfulness |
| - Disordered eating behaviours | - Sleep issues |
| - Financial struggles | - Stress |
| - Gambling | - Suicidality and self-harm |

Modes of Counselling

People can attend counselling via:

- Face to face: Either with a psychologist at our principal practice or with a local clinician in our affiliate team.
- Telehealth: NewPsych uses a secure platform allowing employees and their families who reside across Australia and beyond to access the clinician with the expertise they need across the whole of our clinical team regardless of location.
- Phone: Phone counselling is available for those who find it most comfortable, although we aim to encourage this as the last option.

Reaching out for Counselling

Initial appointments for counselling are arranged by:

- Calling (02) 4926 5005
- Emailing reception@newpsych.com.au
- www.newpsych.com.au and clicking [Book Now](#)

Initial contacts will be offered an intake interview with NewPsych's intake psychologist (see Page 6). Our website's client portal also allows people to book in follow-up sessions and easily manage their existing appointments. [See Appendix A for a flowchart of this process.](#)

NewPsych delivers

- A verification process to ensure that those using the EAP Service are employees and eligible family members.
- A state-of-the-art software system to ensure that all appointments are confirmed via SMS, email or phone 48 hours prior to an appointment. Our system also allows for the monitoring of session numbers and late cancellations.
- Multiple options for employees to book and reschedule their appointments including phone, email or our specialised online booking system accessed via our website.
- A secure online Telehealth System to make access safe and easy.

EAP Eligibility

Your eligibility criteria

We cater to diverse business needs regarding client eligibility, from employees only to the inclusion of family members. The definition of family member can be adapted, but is typically partner and children. If you would like us to verify eligibility by referencing an employee list, our external relations officer will arrange this.

Please provide an updated list following any known staffing changes.

Extension requests

NewPsych will seek for clients to achieve goals in the sessions allocated. If further support is needed, we can refer on to external services or other funding models such as Medicare or private health funds, if eligible. On occasion a few more sessions may make a difference to treatment goals being attained and reduce the impact upon work. If this is the case, with your permission we write a de-identified email outlining the clinical issue and requesting approval for additional sessions.

Direct referrals and confidentiality

In order for the EAP program to function effectively NewPsych is required by law to protect the confidentiality of its clients including those seen through the EAP service. We ensure in all correspondence with you, including invoicing, we use an anonymous ID number.

Sometimes you may wish to make a direct referral to the EAP. If you refer someone directly to NewPsych, we will reach out and call them if they have given you consent for us to do so. However, once we have made contact with the client, we will be unable to share any information related to their appointments, and any information about our work together, without their consent to do so.

We will also not release any personal information relating to the client and their psychology sessions without written consent from the client themselves.

Your EAP: The Nitty Gritty

How you can help us to help you

Please keep NewPsych aware of any organisational changes such as:

- employee numbers
- staffing change (via employee listing where provided)
- business location
- any other issues likely to impact upon your people such as critical incidents or organisational change

Invoicing

Invoices include:

- Purchase Order Number (if required)
- Service Category (i.e., offsite, onsite or management services)
- Service Date, duration and rate
- Line delineation for different EAP services such as individual EAP counselling, critical response delivery, training, manager support etc.
- Codes to maintain client confidentiality

Dependent upon the size of your business, we invoice per session or per month.

Our terms are 14 days from the date of invoice, unless otherwise agreed.

NewPsych has a cancellation policy which is explained to clients upon booking their first appointment. If a client fails to provide 24 hours' notice of a cancellation, then the session is billed and counted as one of the client's allocated sessions.

Reporting

While maintaining confidentiality, EAP utilisation reports provide high-level statistical data to allow you, together with NewPsych, to explore mental health trends and take appropriate action, for example through training or tailored interventions.

NewPsych provides reporting to your relevant business contacts on the following KPI's to provide measurable outcomes in relation to human resources, health and safety interventions, and measuring the effectiveness of counselling:

- Number of sessions attended and a breakdown of location (e.g. offsite vs onsite)
- Demographics of sessions (e.g. age group, gender, and employee or family member)
- Indication of clinical themes and emerging trends (e.g. identifying if there is a high incidence of work-related issues, or family, financial, or drug and alcohol issues).

Report Title	Description	Frequency and Timing	Detail Provided
EAP Utilisation Report	Provision of utilisation information across the EAP program	Quarterly and annually (or as agreed)	Summary of EAP utilisation, trends and recommendations
Critical Incident Report	Brief summary of EAP response to critical incident	Within 1 week of incident	Overview of incident, actions and recommendations

EAP Awareness

In order to maximise the wellbeing of your employees, it is important to raise awareness of your EAP and how we can help. Most people leave it too long before reaching out and it's this stigma that contributes to poor mental health and sometimes costs lives. NewPsych can create awareness both face to face and via zoom. Contact External Relations officer Julia at julia@newpsych.com.au to arrange an awareness session or request promotional materials.

EAP awareness sessions

- What is an EAP
- How to use it
- Who can access it
- What issues EAP can help with
- What happens in counselling
- Confidentiality
- Myths and facts about EAP

Collateral to raise awareness

NewPsych can make available material including:

- Posters
- Magnets
- Flyers
- Stories for newsletters
- Videos for your website
- PowerPoint slide for meetings
- Digital material including email banners

Sample materials



Website



Website and media

Our [website](http://www.newpsych.com.au) is designed to be an important support tool for the services we offer. Its user-friendly interface allows clients to enquire about an initial appointment, as well as book in follow-up sessions and easily manage their existing appointments. It also allows clients to browse self-help information and other resources, as well as choose the clinician that suits their area of need. The dedicated [EAP section](http://www.newpsych.com.au/eap-employee-wellbeing-portal) also provides detail about all aspects of our EAP services.

Employees can access the EAP-only wellbeing portal via our website at www.newpsych.com.au/eap-employee-wellbeing-portal using passcode 'NewPsych'.

In addition to our website, we are active on social media platforms and our director writes a weekly column in the Newcastle Herald and is a regular speaker on ABC National radio.

Workplace Support

NewPsych has delivered psychological support to more than 100 businesses, reaching over 40,000 employees. We offer a number of additional services to our EAP customers, allowing them access to the wealth of expertise and specialist knowledge within our diverse team.

If you would like to know more about any of our additional services, or arrange a tailored solution for your business, contact our External Relations officer Julia via julia@newpsych.com.au.

Training

NewPsych provides an extensive catalogue of training options for your employees and leaders, including personal and wellbeing, professional (communication, time management, dealing with uncertainty), and management (leading change, mental health for managers). We prefer to tailor the training to your need and the outcomes you are looking for.

For more information about our training packages on our [website](#). You can also learn more about our #SmashTheStigma education campaign and associated workplace training at smashthestigma.com.au.

Leader Support

Being a workplace leader can be tough when it comes to managing people and sometimes support from a psychologist experienced in workplace human behaviour can help. All of our leader support is confidential and can help with a number of issues, including:

- Assessing risk to the organisation, members, staff and people who access the service
- How to communicate EAP to staff
- Effective communication
- Team issues including conflict resolution
- Reasonable adjustment to work
- Fitness for work duties and supporting a return to work
- Performance issues
- Organisational change
- Critical response to incidences
- Improving morale

Coaching

NewPsych also offers coaching to leaders to help them achieve their best when it comes to managing people. Coaching is a collaborative relationship with an aim of supporting a leader to be the best they can and help to optimise performance in managing people, maximising productivity, refining decision making and improving communication. The phases of coaching involve establishing a partnership, developing goals and then working towards achieving those goals as well as periods of reflection.

Training

We have a suite of leader training sessions and programs available which can be adapted for your business. In addition, we can develop something specific to meet your particular need or circumstances.

Contact our external relations officer Julia at julia@newpsych.com.au or via (02) 4926 5005 to arrange training, coaching or leader support.

Critical Incident Response

A critical response is appropriate when there is a serious event that has the likelihood to impact upon the workforce. These can include sudden and unexpected events that are life threatening or potentially life threatening. The response from NewPsych will be tailored to the event, and may include:

- onsite service
- drop-in support as needed
- coaching to leaders
- follow up offered off-site

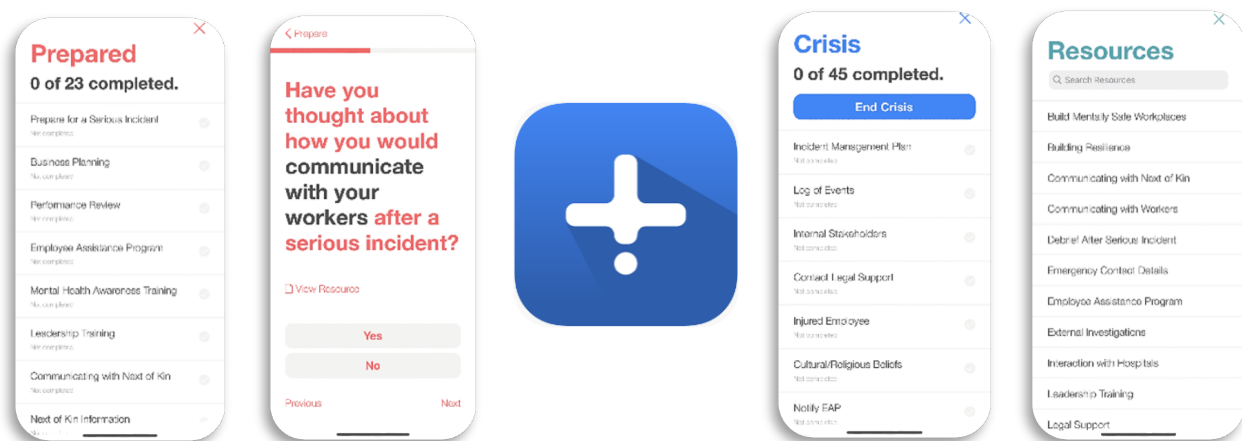
NewPsych implement a best-practice model of critical incident support, PRIMES, which has been recognised as industry standard, and was presented at the 2018 NSW Mining HSEC conference. You can learn more about NewPsych's critical incident response on our [website](#).

If there is a critical incident, please call (02) 4926 5005 and if after hours, press #1 and your call is transferred to the after-hours psychologist who will plan the most appropriate response. We will need to know information such as the number of employees, nature of the event, address, timing, duration of onsite service, and contact details of key personnel. NewPsych will provide you a post-incident report at the conclusion of the service.

Mental Safety App

The mental health of workers can be seriously impacted by a workplace incident. NewPsych's Mental Safety app is designed to help you and your business protect both your own and your employees' mental safety before, during and after a significant workplace incident.

The Mental Safety app is available for free from the [Apple app store](#).

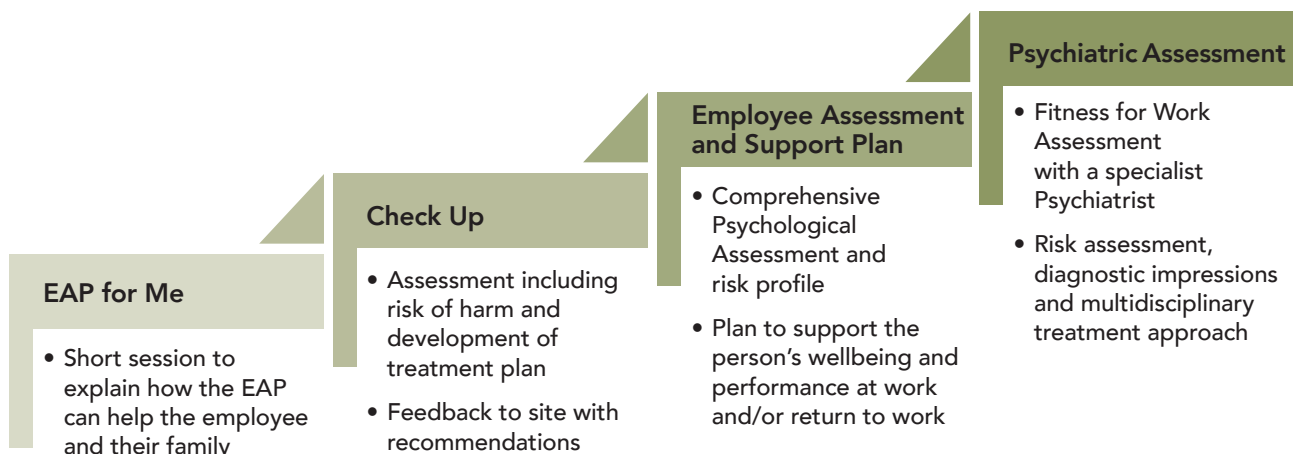


Workplace Interventions

Employee Assessments

Stepped Support Model

NewPsych have developed a tiered model for supporting and appropriately addressing concerns around an employee's mental health and functioning at work. This model ensures that the right level and type of support is provided for each individual.



See [Appendix B](#) for a guide to determining the most suitable intervention for each employee situation

1. EAP for Me

When a leader or co-worker notices that someone isn't their usual self or their wellbeing is affected, they can seek the employee's consent to pass on their name and contact number to NewPsych for an 'EAP for Me' session.

This is a short session with a psychologist to provide employees with an understanding of what counselling is and how it can help them and their family, as well as how confidentiality works for EAP support. This approach is an effective and accessible way to make a connection to the service, demystify EAP and break down barriers to counselling for those who are unsure and may benefit.

2. Check Up

In the same way that someone who is physically struggling or feeling off might get a GP or first aid check-up, NewPsych's EAP can provide a psychological wellbeing check up for an employee, where they or someone else has identified concerns.

A check up session allows the psychologist to complete an initial assessment, including a risk assessment, and develop a plan moving forward. With the employee's consent, the psychologist can provide the relevant workplace leader, HR or Health and Safety contact with an outline of how the business can best support the employee at work.

3. Employee Assessment and Support Plan

Where a more formal assessment is required, NewPsych has psychologists who specialise in Psychological Assessments regarding the persons safety and wellbeing at work. These comprehensive assessments include tailored and practical recommendations for the employee and the organisation, to ensure the best possible outcome. This service also includes the opportunity for a Review with the same psychologist to assess progress and make adjustments over time, as well as connection to EAP and other services for treatment and support where appropriate. An Employee Assessment and Support Plan is also valuable where an employee intends to return to work after a period of absence related to their mental health.

Contact our external relations officer Julia at julia@newpsych.com.au or (02) 4926 5005 to learn more.

4. Psychiatric Fitness for Work Assessment

Our adult psychiatrists can provide a formal independent assessment of an employee's fitness for work, including diagnostic assessment, review of medication, medical opinion and recommendations.

Psychiatric Assessment and Consultation (with approval)

Our psychiatrists also have expertise in other assessments including for Workers Compensation, medication review and diagnosis as well as other assessments where required or for those who may need psychiatric support.

Pre-employment Assessment

We can tailor and administer pre-employment assessment programs including psychometric testing, as well as assist with planning for reasonable adjustments or employee wellbeing plans where a pre-existing condition may require additional arrangements and supports.

Other Workplace Interventions

Mediation and Conflict Resolution

From time-to-time workplace relationships can become difficult and impact the individual, their team and sometimes the broader organisation. We have trained and experienced professionals who can assess the situation and develop a plan. It's important that the mediation is independent so that hot spots in the working relationship can be objectively identified and a mutual agreement made for managing those hot spots going forward. Mediation can be voluntary and also mandated as a part of a performance management plan.

It may be that mediation isn't appropriate or that people aren't ready to engage with this. Usually, the process is an individual session with each employee and then a joint session with the aid of the mediator, a joint agreement is reached for behaviour going forward. Feedback to the organisation is usually general with an outcome specified.

Case Management and Referral

NewPsych offers case management and referral for those who may require additional support in scheduling and connecting to services. This can include sending reminders for appointments, finding appropriate services, checking in and coordinating with other professionals.

The clinician may also arrange referrals to other professionals when appropriate and if considered beneficial for the individual. Examples include connection to Psychiatrists, Clinical Psychologists, Occupational Therapists, or other services that may be necessary for the individual's needs.

MY Mindset

The MY Mindset program commenced with the adoption of the well-known model of a periodic medical. A MY Mindset bus visits the workplace and a clinician from our EAP team offers a 20-minute one-on-one dedicated mental health awareness session with every single employee. The approach has broken down barriers and increased the likelihood of workers accessing mental health support when they need it. What was once a taboo topic is now being discussed as workers begin talking about mental health with their workmates.

Drug and Alcohol Support

Drug and alcohol issues are associated with multiple negative workplace outcomes, including absences from work, accidents, turnover, arguments and fighting at work, sleeping on the job, and other sources of productivity loss.

NewPsych have psychologists with specific substance use and addiction training who provide interventions for drug and alcohol issues. As part of the EAP, workers may access sessions with a trained psychologist who can support impacted employees to address these issues, as well as manage their effect on health and wellbeing. With permission from the employee, workplace intervention can also be incorporated to provide a holistic support mechanism including coaching for leaders on how to best support their employees.

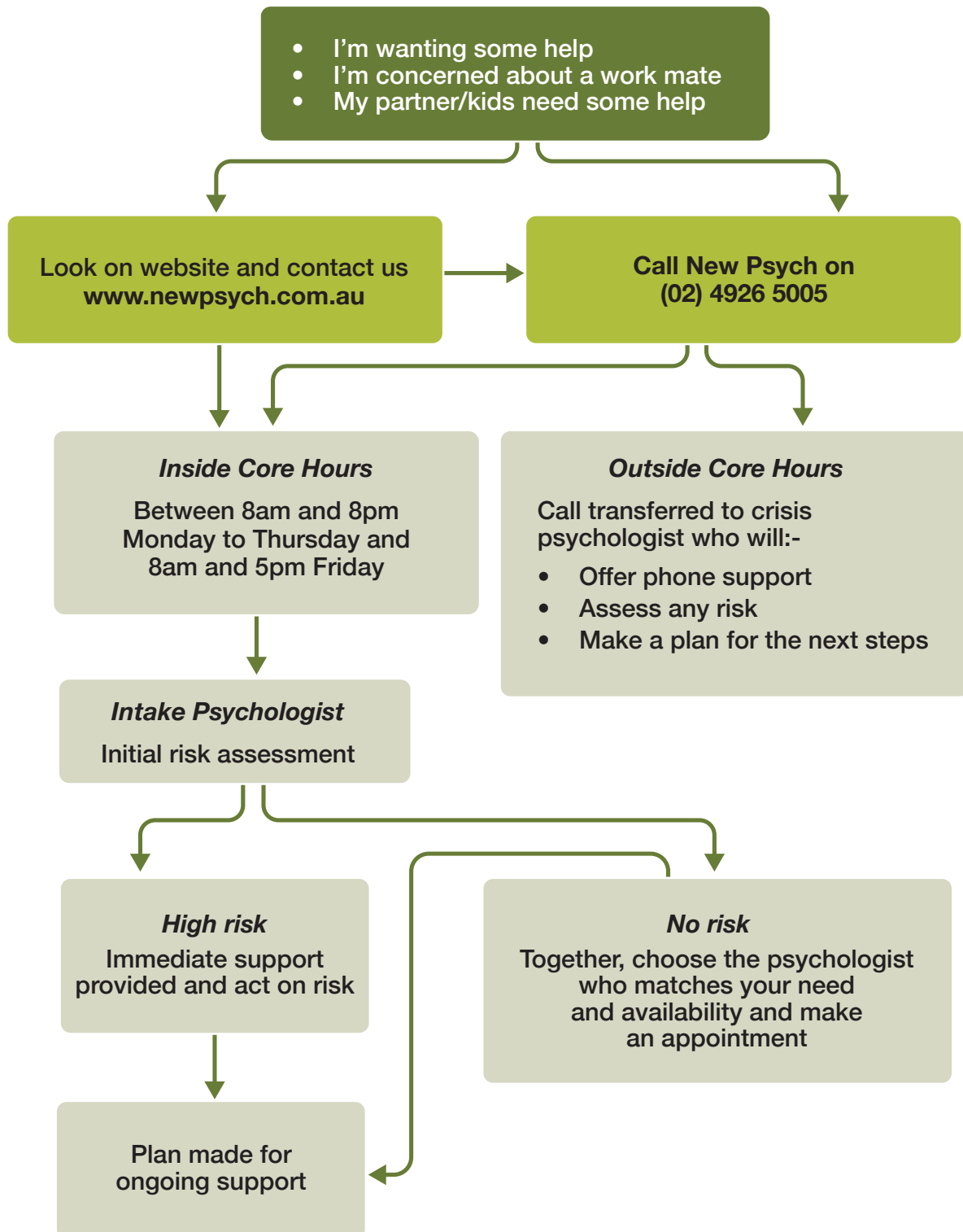
Performance Management

NewPsych have specialist clinicians, including an Organisational Psychologist, who can assist leaders and employees where there is a need for performance management.

Interventions may involve:

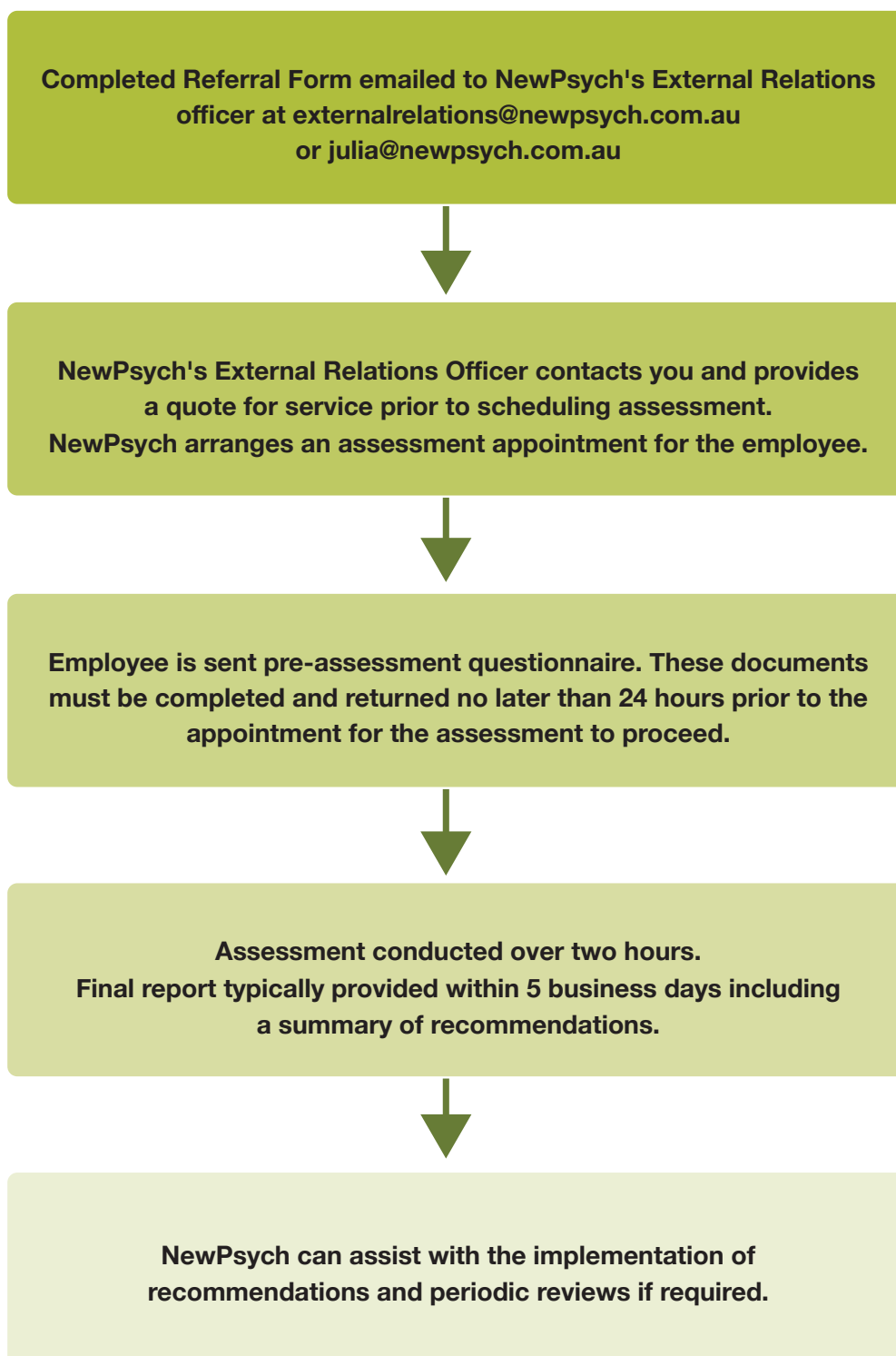
- Onsite attendance at your workplace to meet with key stakeholders and professionally assess the situation, and subsequently provide an tailored intervention taking account of behavioural outcomes aligned to company strategies
- Application of specialised assessment tools to inform best-practice intervention and measure progress against establish milestones
- Individual employee coaching and development support at all levels of the organisation
- Developing skills with the broader team and relevant leaders
- Additional, confidential and individualised support for individuals (such as EAP) to comprehensively address concerns and support wellbeing
- Professional independent review of the intervention outcomes and presentation to employees and leaders as required

Appendix A: Connecting with a Psychologist



Appendix B: Employee Assessment and Support Plan

Process to refer an employee for an Employee Assessment and Support Plan (EAsP):



Appendix C:

Workplace Services - Stepped Support Model Guide

	Employee Presentation	Leader Action	What this looks like	Outcome
EAP for Me	Employee has a slight change to "their usual self" evidenced in:	EARLY CONNECTION		
	<ul style="list-style-type: none"> • Mood • Language • Physical appearance Or ... they disclose mild mental health or wellbeing impacts (anxiety, stress).	EAP for Me referral: <ul style="list-style-type: none"> - obtain employee's consent - provide employee's name, phone number and work site to NewPsych 	Up to 30-minute session with NewPsych's Intake Psychologist to explain how the EAP can help the employee and their family. Confidential: no feedback provided to the referrer or workplace.	The employee has individual understanding of what the EAP is, including: <ul style="list-style-type: none"> - What counselling involves - How their family can be supported - Confidentiality and assurance nothing will be shared with workplace from counselling - Option to book an EAP session Employee more likely to access EAP now or at a time in the future
Check Up	Employee has more significant or ongoing change to "their usual self" evidenced in:	EARLY INTERVENTION		
	<ul style="list-style-type: none"> • Mood • Language • Physical appearance Or ... they disclose moderate mental health or wellbeing impacts (anxiety, stress). And/or there has been a minimal change in workplace performance/absenteeism frequency Or they disclose risk of harm to self or others	Leader is concerned about employee wellbeing, or the employee reports risk and wants to know what the workplace can do to help. Check Up referral <ul style="list-style-type: none"> - obtain employee's consent, explaining NewPsych will be asked to provide brief feedback on the Check Up to the referrer - provide employee's name, phone number and work site to NewPsych 	50-minute assessment, including a risk assessment, with a psychologist. Psychologist and the employee develop a plan to support their wellbeing. With the employee's consent, the psychologist can provide the relevant workplace leader an outline of how the business can best support the employee at work.	Early intervention and collaborative support provided regarding wellbeing concerns: <ul style="list-style-type: none"> - Employee has a treatment plan and can easily be connected to EAP counselling via referral to a psychologist with the right expertise - Risk is assessed and managed - Workplace can make adjustments to support the treatment plan

Appendix C:

Workplace Services - Stepped Support Model Guide

	Employee Presentation	Leader Action	What this looks like	Outcome
Employee Assessment and Support Plan	<p>Evidence of moderate mental health condition in:</p> <ul style="list-style-type: none"> • Mood • Language • Physical appearance and ... <p>moderate impact upon workplace performance in terms of safety, role or absenteeism</p>	<p>INTERVENTION AND PLANNING</p> <p>Employee may be stood down dependent upon safety risks and advised of the requirement for EAsP</p> <p>Employee Assessment and Support Plan (EAsP) referral</p> <ul style="list-style-type: none"> - submit EAsP referral - keep employee informed 	<p>Comprehensive Psychological Assessment of Functioning as it relates to the person's safety, wellbeing and performance at work.</p> <p>Involves written pre-assessment, 2-hour assessment consultation, and report outlining the support plan.</p> <p>Includes opportunity for periodic review with the same clinician.</p> <p>The employee is aware of limits of confidentiality and requirement of reporting to workplace.</p>	<p>Written support plan to the workplace outlining employee's work capacity and required adjustments.</p> <ul style="list-style-type: none"> - Includes practical recommendations for the employee and leaders - NewPsych can assist leaders with communicating outcomes to the employee - The assessing clinician can provide further review as needed.
	<p>Employee intending to return to work after period of absence due to mental health condition</p>	<p>SAFE RETURN</p> <p>Returning to Work EAsP referral</p> <ul style="list-style-type: none"> - submit EAsP referral - keep employee informed 	<p>Comprehensive Psychological Assessment of Functioning as it relates to the person's safety, wellbeing and performance at work.</p> <p>Involves written pre-assessment, 2-hour assessment consultation, and report outlining the support plan.</p> <p>Includes opportunity for periodic review with the same clinician.</p> <p>The employee is aware of limits of confidentiality and requirement of reporting to workplace.</p>	<p>Written support plan to the workplace outlining employee's work capacity and required adjustments.</p> <ul style="list-style-type: none"> - Includes practical recommendations for the employee and leaders - NewPsych can assist leaders with communicating outcomes to the employee - The assessing clinician can provide further review as needed.

Appendix C:

Workplace Services - Stepped Support Model Guide

Employee Presentation	Leader Action	What this looks like	Outcome
Complex workplace situation or significant concerns regarding an employee's fitness for work, requiring a psychiatric diagnostic assessment, review of medication or other medical opinion.	MEDICAL REVIEW		
	Psychiatric Fitness for Work Assessment referral - contact NewPsych to initiate referral process	Independent psychiatric assessment of the employee's fitness for work. The nature of the assessment and report focus will be determined by the referrer through a letter of instruction. May include risk assessment, diagnostic impressions and recommendations regarding treatment, including medication. The employee is aware of limits of confidentiality and requirement of reporting to workplace.	Formal report and recommendations in response to letter of instruction provided by referrer. The report can be shared with the employee's GP for ongoing management and planning if appropriate. The employee can be connected with a psychologist through the EAP if treatment is recommended.



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