

Laura Bowman

From: Official Information
Sent: Wednesday, 7 September 2022 1:02 pm
To: 7(2)(a)
Cc: Official Information
Subject: Final Response - LGOIMA 274203 - 7(2)(a) - Information relating to EAP services used by Hamilton City Council
Attachments: LGOIMA 274203 - Employee EAP Induction PowerPoint Nov 21.pdf; LGOIMA 274203 Instep EAP Flow Chart.pdf; LGOIMA 274203 - 7(2)(a) - EAP.pdf
Importance: High

Kia Ora,

I refer to your **information request below**, Hamilton City Council is able to provide the following response.

Your Request 1:

Any and all policy documents related to Employment Assistance Programmes (EAP) offered by HCC and its associated and controlled organisations.

Our Response 1:

Please see the attached documents for the policy documents relating to the Employment Assistance Programmes (EAP) offered by the Hamilton City Council

Your Request 2:

The name of the organisation that provides your EAP.

Our Response 2:

The organisations that Hamilton City Council uses for the purposes of providing EAP support to staff are; Skills Consulting Group NZ (formally known as Instep) and Vitae.

Your Request 3:

The **number** of sessions that have been utilised by employees of HCC and its associated and controlled organisations each year for the last 3 years.

Our Response 3:

Please see the following tables for this information for the following organisations:

Skills Consulting Group (Instep)

Year	Number of Sessions used
2019	405
2020	337
2021	259
2022- YTD	176

Vitae

Year	Number of Sessions used
2019	N/A (Vitae were not providing support to HCC before 2020)
2020	48

2021	59
2022- YTD	26

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Kind Regards,

Laura | Official Information Coordinator
 Governance & Assurance Team | People and Organisational Performance
 Email: officialinformation@hcc.govt.nz



Hamilton City Council | Private Bag 3010 | Hamilton 3240 | Hamilton City Council

From: 7(2)(a)
Sent: Sunday, 24 July 2022 8:16 pm
To: official information <officialinformation@hcc.govt.nz>
Subject: LGOIMA Request

Kia ora

Under the Local Government Official Information and Meetings Act I would like to request the following information:

- any and all policy documents related to Employment Assistance Programmes (EAP) offered by HCC and its associated and controlled organisations.
- the name of the organisation that provides your EAP.
- The number of sessions that have been utilised by employees of HCC and its associated and controlled organisations each year for the last 3 years.

I look forward to your reply.



EMPLOYEE ASSISTANCE PROGRAMME

We're passionate about
helping people

WHAT IS AN EMPLOYEE ASSISTANCE PROGRAMME (EAP)?

- An EAP is a **confidential** way for you to get advice and support on things that may be worrying you.
- It is designed to assist in the improvement and resolution of **problems that can impact your wellbeing, both inside and outside the workplace.**
- **EAP is short term support paid for by your organisation,** with the understanding that everyone needs support sometimes.



CONFIDENTIAL ADVICE & SUPPORT

EAP can help you with:

- Anxiety and Depression
- Stress – Work and Personal
- Personal Relationships
- Family issues
- Addictions
- Grief and Loss
- Budgeting support
- Career or Job Changes
- Any other personal concerns which may adversely affect your work performance

Call us on **0800 284 678**
or use our website [**https://instep.nz/**](https://instep.nz/)

WHO CAN USE EAP?

- All permanent employees can use this service and those who are members of organisations who have opted to take up the Instep EAP service
- Many organisations also cover support for partners and dependent family members of their employees.



HOW TO BOOK A SESSION

HOW TO BOOK A SESSION

Via phone:

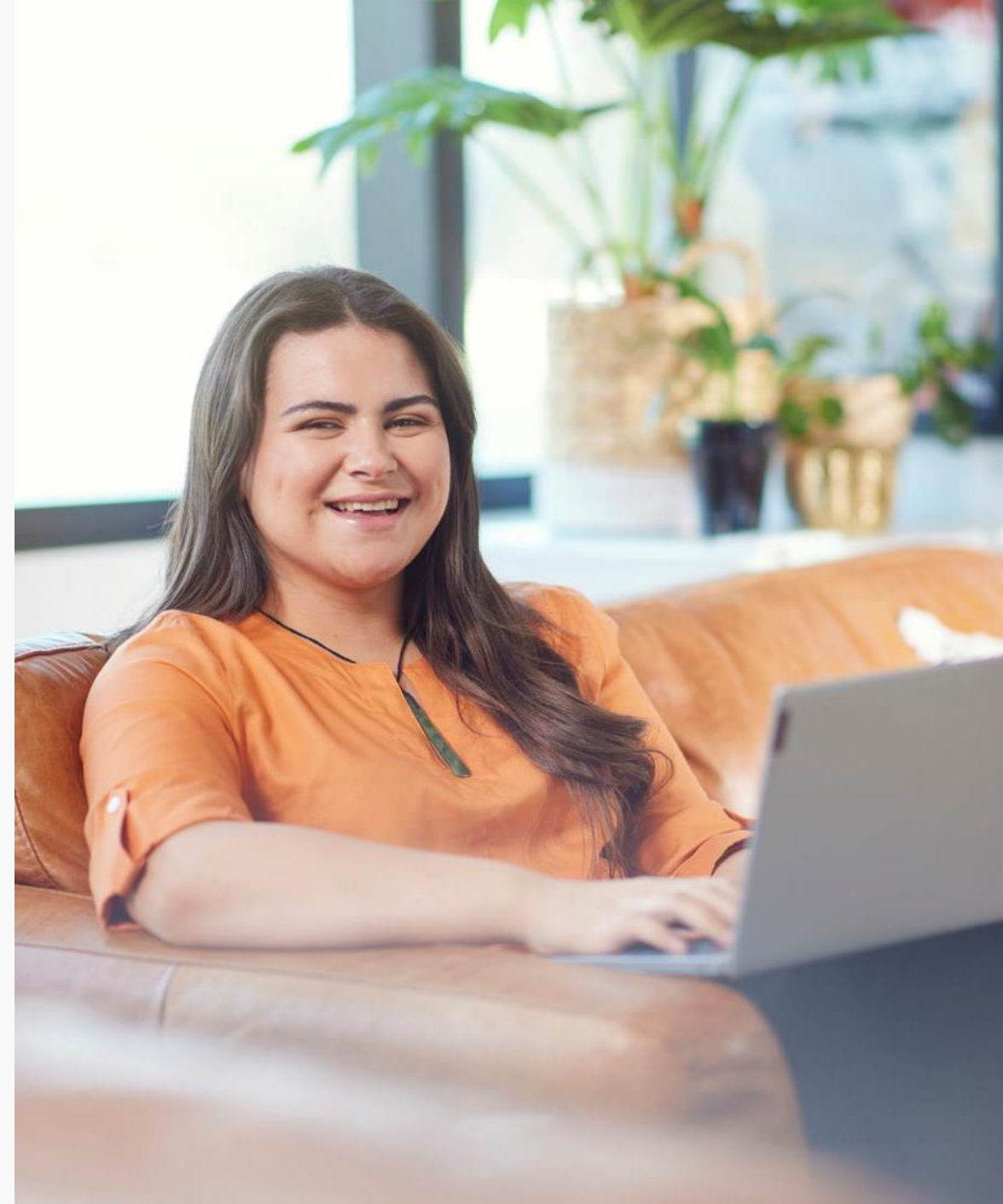
- Our skilled team will be available **24/7** to answer your call.
- You will be connected to one of our helpline team members, who will ask about the support you would like and answer your questions.

0800 284 678

- You will be provided with potential options and support for the issue(s) you are facing.
Sessions can be delivered face-to-face, online or by phone.

Via the website:

- Online Bookings are also available via [instep.nz](https://www.instep.nz)
- Your company has a unique login and password to access the member's site



WHAT'S THE PROCESS?



1 Call **0800 284 678** – the service operates 7 days a week / 24 hours a day. Alternatively, you can go on-line via **www.instep.nz**



2 The call or online request, will be answered by an Instep EAP professional



3 The Instep staff member will listen to what is going on for you and match you with an appropriate provider. They will listen to any preferences you may have for appointment times, location and your preferred communication method (phone, email or text)



4 They will then make an appointment for you to see a provider, that they believe would best suit your needs

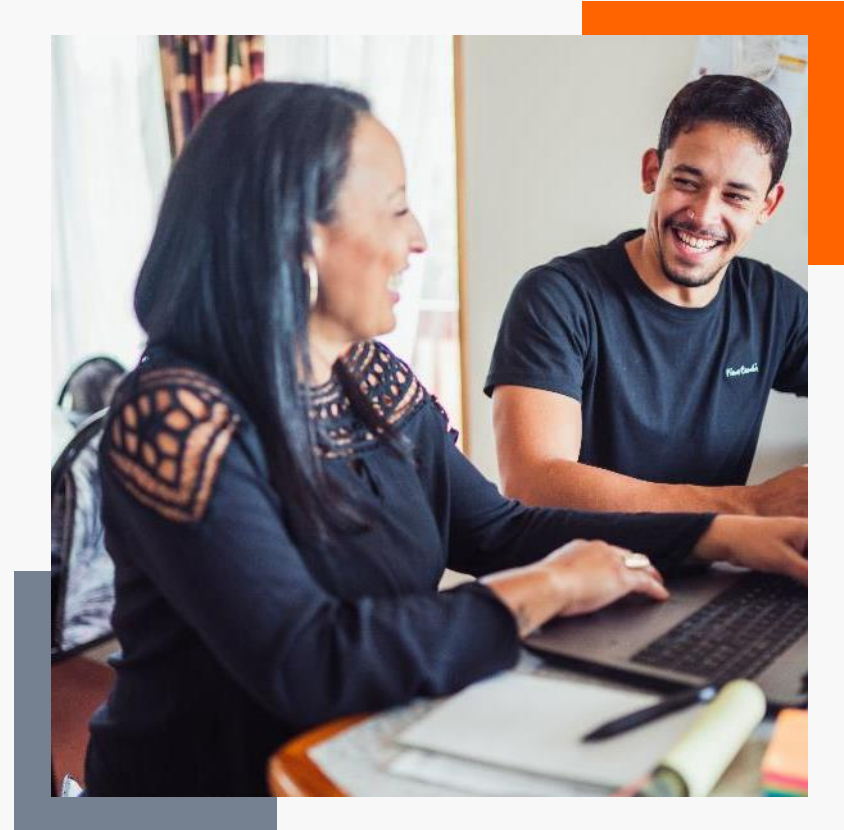


5 The staff member will then contact you to give you the appointment details

REFERRING OTHER PEOPLE FOR HELP

Managers, colleagues and family members can refer people for EAP support – as long as the person being referred wishes to receive help from us.

- Asking for help can be hard, and sometimes someone needs support to engage with us – with their permission, give us their details and we can contact them
- You can call us while sitting with the person requiring support, introduce the person and situation to us and then pass the phone over to them
- Complete the online booking process with the person and help them select a provider that they feel comfortable to meet with



CRITICAL INCIDENT / ONSITE SUPPORT

Critical incident support is also available to your company or organisation in the event that an unexpected event that causes suffering and loss occurs or where the impact goes beyond the bounds of normal stress

If this should happen:

- Your company will contact the Instep EAP team who will assess the support needed and the situation
- We will find an appropriate provider to come onsite to talk with your people either individually or as a group





WHAT ELSE MAY HAPPEN?

Our Instep EAP team may suggest additional support options for you.

These options may include:

- Public or volunteer support groups
- Medical support
- A government agency

Our team has a wide knowledge of support on offer through other avenues that may be more suitable for you

OUR PROVIDERS



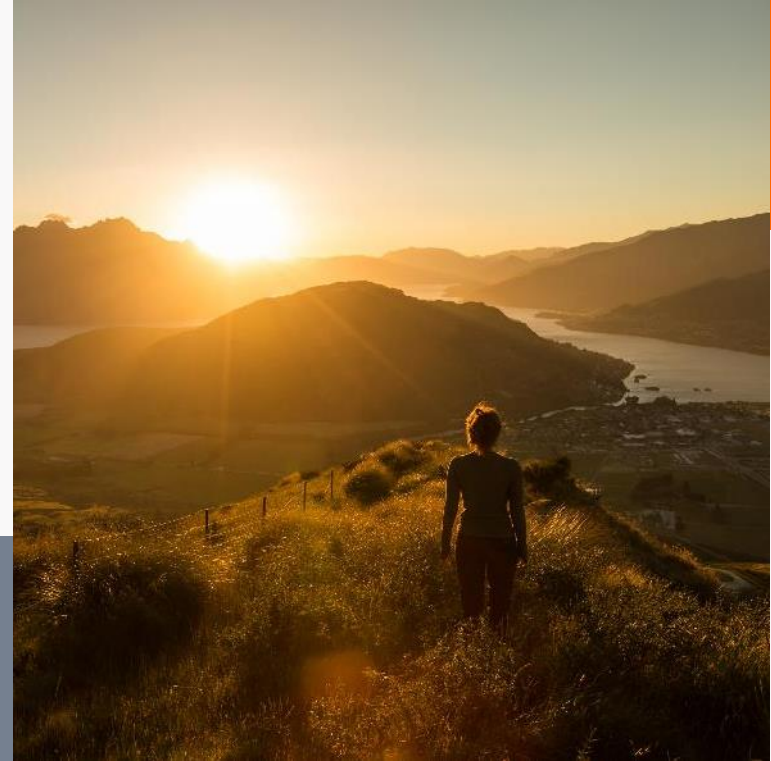
WHO WILL PROVIDE MY SUPPORT?

Across New Zealand, we work with over 350 providers who specialise in a variety of areas and are ready to help.

They are:

- Psychologists
- Counsellors
- Therapists
- Coaches

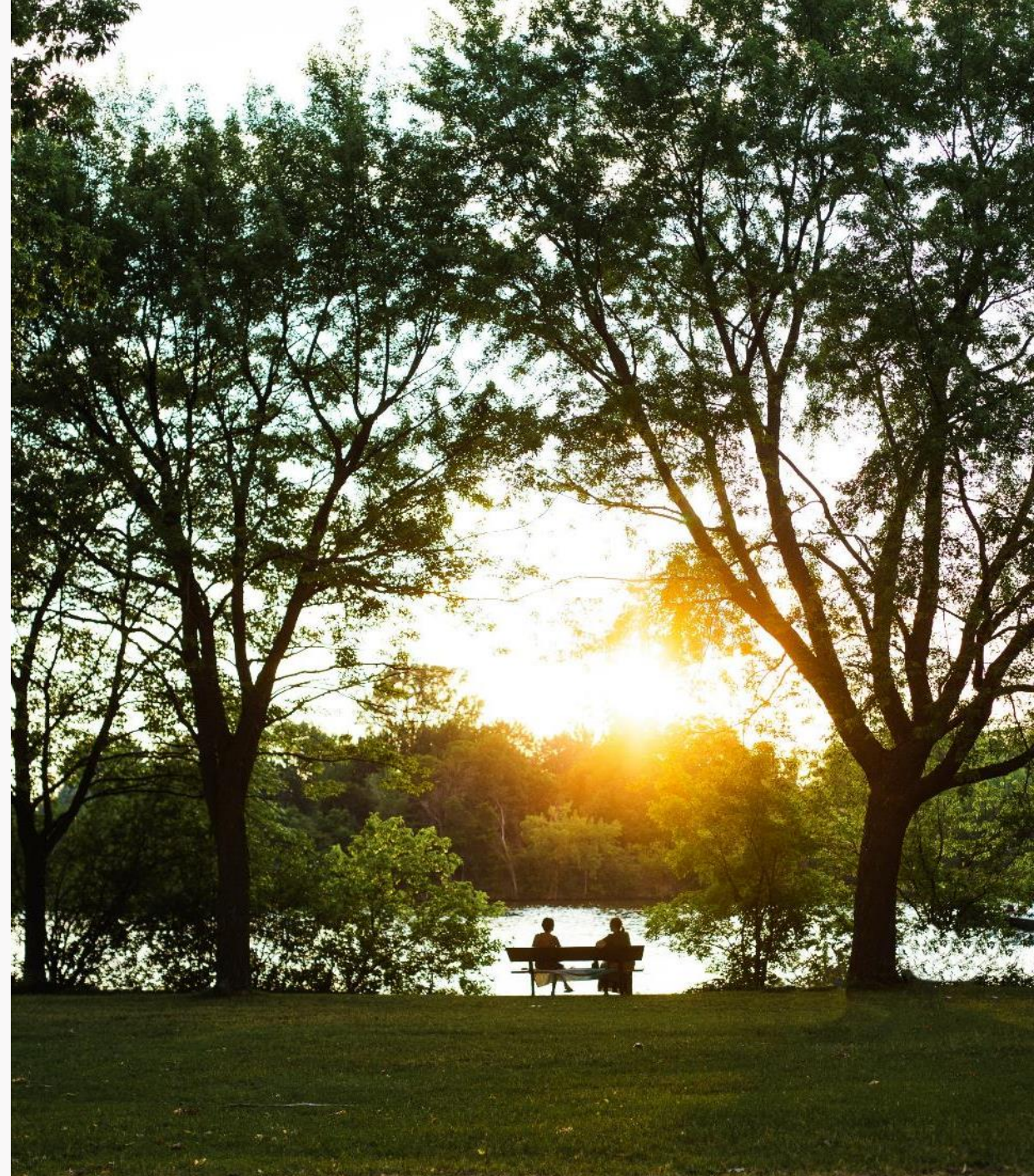
With professional body memberships and current qualifications



PREFERENCES FOR SESSIONS

We want to make sure the provider we select is the right fit for you. To do this we will ask questions about the kind of person you think you would feel comfortable working with. Let us know if you have preferences in:

- Gender
- Culture
- Location
- Face to Face, Online or Phone session
- Individual or Couples Counselling

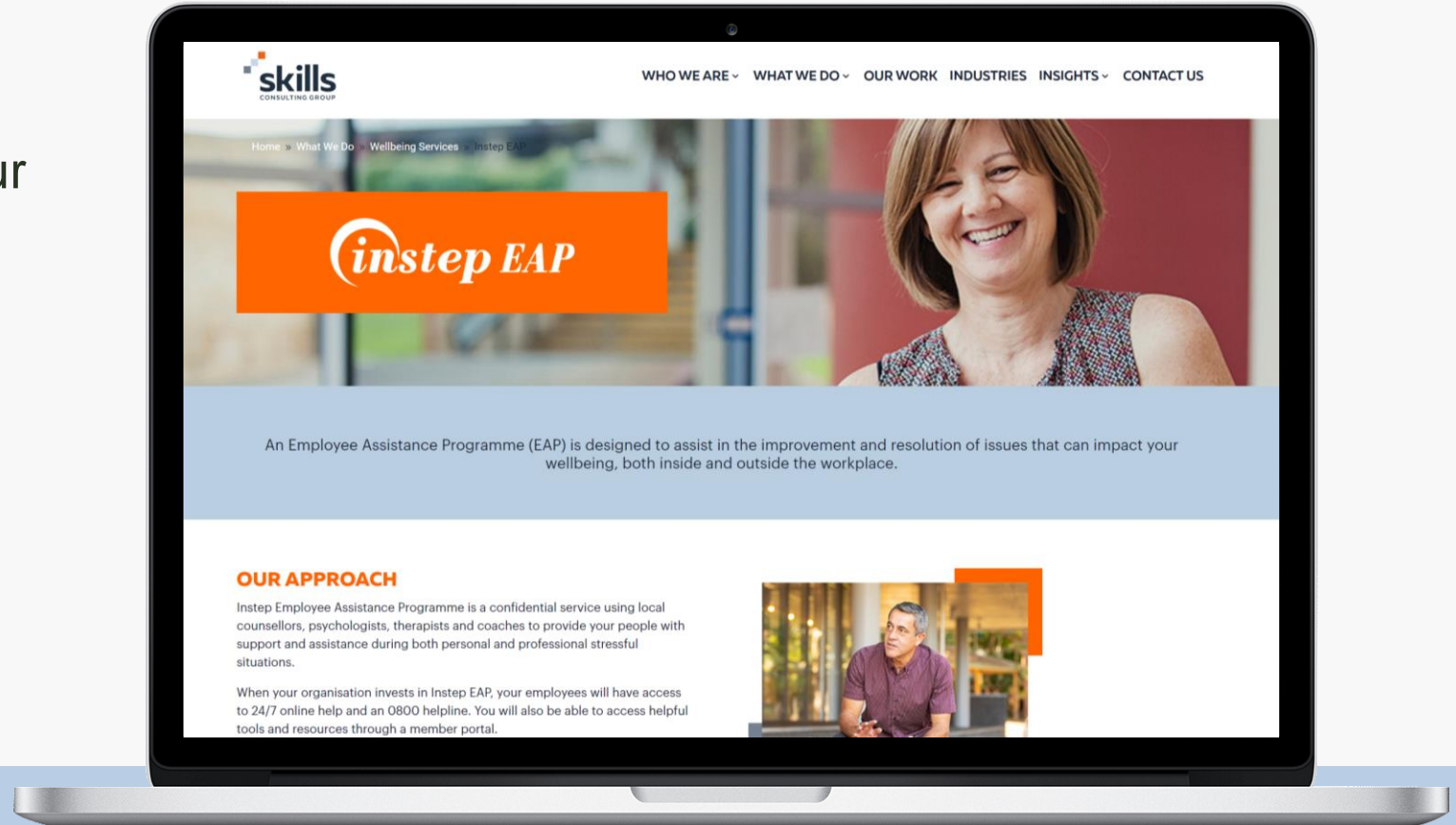


OPTION TO SELECT PROVIDER

We understand that you might like to select your own provider and this can be done through our website using our online booking form.

Provider details include:

- Geographical location
- Experience
- Specialist areas



HELP IS AVAILABLE AND WE'RE HERE 24/7

0800 284 678

www.instep.nz

The logo for instep EAP, featuring the word "instep" in a bold, lowercase, sans-serif font, followed by "EAP" in a smaller, uppercase, sans-serif font. The "i" in "instep" is stylized with a circular graphic element.

A Skills Consulting Group Service



The logo for skills CONSULTING GROUP, featuring a stylized graphic of three squares (blue, orange, and grey) to the left of the word "skills" in a bold, lowercase, sans-serif font, with "CONSULTING GROUP" in a smaller, uppercase, sans-serif font below it.

EAP Providers

Instep EAP on 0800 At Instep (0800 284 678) or visit www.instep.nz
Vitae (0508 664 981) or visit www.vitae.co.nz

Velocity link to EAP

[Home](#) [Working Here](#) [Our Business](#) [Tools and Resources](#)

Working Here

People, Safety and Wellness

Working with us

Employee Relations

Employee Assistance Programme (EAP)

Superannuation

Reward and Recognition (BRAVO!)

Taking Leave

Resolving Employment Relationship Problems

Purchasing additional annual leave

Bravol General Manager (GM) Reward Nomination Form

Salary Deductions

Parental Leave

Peer Support

Pay and Remuneration

EMPLOYEE ASSISTANCE PROGRAMME (EAP)

If you have a personal or professional issue that's affecting your work or home life, it may help to talk to someone through our Employee Assistance Programme (EAP). This **free and confidential** counselling service is **accessible 24/7** and covers issues such as:

- Anxiety and Depression
- Stress – Work and Personal
- Personal Relationships
- Family issues
- Addictions
- Grief and Loss
- Budgeting support
- Career or Job Changes

What is EAP?

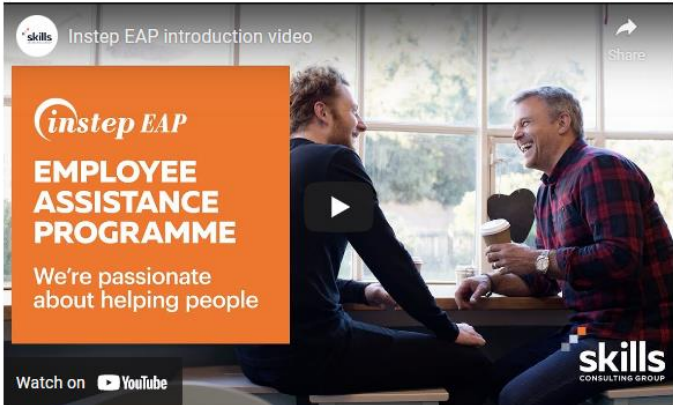
An Employee Assistance Programme offers a confidential and independent solution to assist staff and their families through difficult times. This service is provided through an external organisation who have trained and qualified psychologists and counsellors ready to help you through any work related or personal issues. At Council, this service is available through an organisation called Instep Ltd who offer a range of resources - telephone, in person and web-based - to support our staff.

This five minute video steps you through what EAP is, how the service works and how to book a session.

Useful Information

[EAP Induction](#)

[EAP Flowchart](#)



How do I contact Instep?

To arrange an appointment call Instep EAP on 0800 At Instep (0800 284 678) or visit www.instep.nz to book online or view some online resources. If you are booking online through the Instep website, you will need to log in with the Members Login using the following username and password:

What is available?

- Up to three face to face counselling sessions **per issue** are available to each staff member every year (so for example, if you need three sessions for work stress and then later in the year need three sessions for a grief or loss issue, this is covered by the service).
- If more than three sessions are required, the provider will contact Safety and Wellbeing, who will seek permission from the budget holder to grant permission for more sessions - your name is not disclosed in this process.
- This service is free and available to all staff via the 0800 freephone or online counsellor
- This service is available to immediate family members as well (those who live at the same address as you)
- This confidential and voluntary service is available 24 hours, seven days a week, and from any location (eg if you are on holiday or out of the region)

Each counsellor or psychologist is professionally registered with either:

- NZ Association of Counsellors
- NZ Association of Psychotherapists
- NZ Psychological Society
- NZ College of Clinical Psychologists
- Drug and Alcohol Practitioners of Aotearoa NZ
- Employee Assistance Professionals Association

What are the benefits to me?

- There is someone to talk to when I need them
- It's confidential - no one else needs to know
- It's free
- The counsellors are trained professionals and will have the best advice available
- It will help me improve my relationships with family members, friends or work mates
- It will reduce the risk of harm or injury and the associated welfare costs (medical, police) for these
- It will help me get through a really tough time
- It can provide me with more resources and tools for improving my overall wellbeing



We also have Vitae services for work related trauma or situations where a higher specialist level of support is required, this may also include face to face sessions on site if requested.

Call 0508 664 981 24/7 or complete the online referral form on www.vitae.co.nz/referral



WHAT IS AN EAP?

An Employee Assistance Programme (EAP) is a confidential way in which you can seek support on things that may be worrying you.

Such issues may include personal/work relationships, separation/divorce, anger, grief, stress, depression, anxiety, drug, alcohol and gambling concerns.



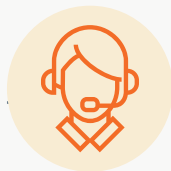
HOW TO ACCESS EAP



1 Call 0800 284 678 – the service operates 24 hours, 7 days a week. Alternatively, you can visit www.instep.nz



2 The call or online request, will be answered by an Instep EAP case manager



3 The case manager will listen to what is going on for you and match you with an appropriate provider. They will listen to any preferences you may have for appointment times, location and your preferred communication method (phone, email or text)



4 They will then make an appointment for you to see a provider, that they believe would best suit your needs



5 The case manager will then contact you to give you the appointment details

We're here to help
0800 284 678 | www.instep.nz