# Accessing the employee assistance program following disaster or emergency events

## Information for all staff

Following a disaster or emergency, Department of Education (DoE) staff and their immediate family members are able to access free, confidential counselling services through the department’s external employee assistance provider (EAP), **TELUS Health**. These services are accessible by calling **TELUS Health** on **1800 604 640.**

For urgent counselling matters immediately following a disaster or emergency, **TELUS Health** provides free 24/7 telephone counselling (subject to damage to telecommunications infrastructure).

A specialist telephone consultancy service also exists for principals, managers and supervisors seeking information and advice on broader workplace management and support issues. Access to the free Manager Assisttelephone service is available through **TELUS Health** contact number above.

## Post disaster or emergency

Once it is safe to travel and most community services have resumed, including education and government services, schools and other departmental workplaces are able to access counselling and support services for affected staff through the following means:

### On-site counselling

Principals and managers may consider that an on-site counselling visit would be of benefit to staff following a disaster or emergency. This service can be arranged by contacting the Regional Human Resources (HR) Director who will arrange a suitable on-site visit by **TELUS Health**.

An on-site visit may include the **TELUS Health** counsellor providing a session for all available staff to attend. This session will provide general information on common reactions following a natural disaster and self-care strategies, followed by an offer of brief individual, confidential counselling sessions for interested staff.

Please note that the provision of on-site counselling may be affected by the conditions, local access restrictions and the counsellor’s ability to travel safely.

### Face-to-face counselling

Individual staff or their immediate family members are able to book free face-to-face confidential counselling sessions with a locally based **TELUS Health** counsellor through **TELUS Health**. contact number above.

Not all staff will require counselling following a disaster or emergency event, however some staff will benefit from this support. Some staff and family members may not feel the need for counselling until some months after the disaster or event. In such cases, even if specific disaster or emergency recovery efforts have concluded, staff and immediate family members can still access EAP services through **TELUS Health**. ongoing support to the department.

## Community recovery services (including counselling services)

The Department of Communities is the lead agency for establishing community recovery services for all affected Queensland communities following a disaster or emergency. These services include financial hardship, personal and family support assistance, and grants including counselling services.

Individuals can also obtain information on these services by contacting the Community Recovery Hotline on telephone 1800 173 349 or by downloading the ‘Self Recovery’ app.

For more information, [visit the department’s employee assistance program (EAP) page.](https://intranet.qed.qld.gov.au/Services/HumanResources/payrollhr/healthwellbeing/staffwellbeing/Pages/employeeassistanceprogram.aspx)