

## Instep EAP Client Information

*Ko koe ki tēnā, ko ahau ki tēnei kīwai o te kete*

You take that handle of the basket and I'll take this one.

Nau mai, and welcome to Instep EAP. At Instep, we understand that taking the first step in seeking support can be challenging. That's why we are here to provide you with the highest quality well-being services, tailored to your unique needs. Our approach places you at the centre of your EAP support.

During your appointments, our professionals will actively seek and value your input to ensure that you receive the best possible support. We understand that you may have concerns or questions about the process, and we encourage you to share them with your wellbeing professional or case manager. Our goal is to support you on your journey towards positive change.

Remember, your sessions are confidential, and our case managers and wellbeing professionals are committed to supporting you. You can rest assured that your privacy will be protected throughout the process. By using our service, you are consenting to our T&C as outlined in this link. Please follow this link to view our frequently asked questions, including more details about confidentiality.

Ngā mihi nui,

*The Instep team*

## Pātai / Frequently Asked Questions (FAQ)

### What is EAP?

EAP stands for Employee Assistance Program. It is a program paid for by your employer to provide wellbeing support to their employees. You can access support for mental well-being, financial counselling, career support, and more. If you're unsure if Instep can help, please get in touch, and we'll do our best to guide you in the right direction.

### Is Instep EAP confidential?

All your contact and EAP support with us is confidential. On rare occasions, if your Instep case manager or wellbeing professional is concerned about your safety, or the safety of others, they may break confidentiality to provide you with safety. But rest assured that they will only discuss matters relating to your safety with services that can help. If this is deemed necessary, we will always attempt to inform you first.

### **Will my manager know?**

We understand that you may have concerns about your employer or manager knowing that you have accessed EAP support. We report only statistical information, such as age group, business unit, and gender. This allows your employer to make informed decisions about the well-being of your organisation.

### **How many sessions can I have?**

An Employee Assistance Program (EAP) is a brief intervention program designed to provide short-term support to employees who may be experiencing personal or work-related issues. The number of appointments or sessions available to you through Instep will depend on the contract your employer has with Instep, which usually ranges from 3 to 6 sessions.

If you and your Instep professional agree that more sessions are needed, your well-being professional will apply to Instep to confirm approval. Instep has a designated representative within your organisation who must approve additional sessions before they proceed. Your Instep professional can assist you with this process. Please note, that no identifying information will be shared with your business without your consent.

### **What records are kept?**

Your Instep case manager keeps brief notes to assist them in supporting you. These records are stored in a secure case management system. Only members of the case management team have access to these records.

Your Instep professional will keep necessary notes to track if you are reaching your goals, and what you talk about in sessions remains between you and your professional. Our Instep professionals can answer further questions about how they store information.

### **How long do I have to wait to be seen?**

We understand that time is of the essence, and we strive to have all clients seen promptly. We will keep you informed as we seek to match you with a counsellor who fits your needs. Instep case managers are trained to assess your needs and will work to find you a provider promptly based on this assessment.

### **How much does EAP cost?**

Your EAP is fully funded by your employer, so there is no cost to you.

### **Who do I speak to when I call, are they a counsellor?**

When you call the Instep 0800 number during business hours, we understand that you may be going through a difficult time. That's why we have a team of compassionate Instep case managers who are here to support you as you navigate the EAP process. Our case managers come from a variety of helping professions, such as social work, and have the necessary skills and expertise to provide you with the support you need while waiting to see your counsellor or other Instep professional.

If you need to call us outside of business hours, our after-hours team members will be there to take down your details and guide you to urgent support if necessary. Your information will be passed on to our case management team, who will immediately begin finding you a suitable Instep professional.

### **What happens if I don't like the professional that I am assigned?**

We understand that feeling comfortable with your professional is crucial for you to get the most out of your sessions. If you have your first session and don't feel that the person is the best fit for you, we encourage you to contact Instep and speak to your case manager immediately. They will seek to understand what was missing from the match and may assign you an alternate provider.

### **Can my Instep professional write a letter for my manager or talk with them?**

Our professionals are not authorised to communicate with any third party, including your manager. However, if you need proof of attendance, Instep can provide you with a letter that confirms the dates of your appointments. To request a letter of attendance, please contact your Instep Case Manager who will assist you.

If you have further questions, please don't hesitate to get in touch with an Instep case manager by calling us on 0800 284 678 or emailing [admininstep@instep.nz](mailto:admininstep@instep.nz).