

How to get in touch

You may decide that you would like to speak to an ACCESS counsellor, or a work colleague or supervisor may suggest that you consider using the EAP service. It will always be your decision to make contact.

You need only contact Centacare and mention your place of work.

Once you've contacted Centacare, you will be offered an appointment to speak with a counsellor.

Mission Statement

CENTACARE is the Catholic Church reaching out to individuals and families seeking assistance. We respond out of our commitment to the Gospel values of dignity, respect and justice for all and offer a range of professional counselling, support and related services in partnership with the community and governments.

Our Offices



Centacare

A Mission of

the Catholic

Diocese of

Townsville

TOWNSVILLE

410 Ross River Road, Cranbrook
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PO Box 1375, MOUNT ISA Qld 4825
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BOWEN

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PO Box 826, BOWEN Qld 4805
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ACCESS

Employee Assistance
Program



Kellie Ackerman Type & Design (07) 4725 8027

What is an Employee Assistance Program?

Your Employee Assistance Program (EAP) is a service provided by your employer which is free, voluntary and confidential.

EAPs are programs provided to assist employees in dealing with personal, family and work issues that affect your quality of life.

Through access to qualified counsellors, employees and their family have the opportunity to identify problems and find ways of resolving them.

Your EAP is provided by Centacare's ACCESS Program, an external service that offers counselling to employees of a number of organisations.

All counsellors employed by Centacare are qualified and experienced.



When to get in touch

How you feel is always a good way of knowing when you might need assistance.

If you find yourself:

- Being distracted by problems at work or home;
- Getting tired or sick;
- Having days off;
- Running late, missing deadlines or being involved in conflicts;
- Or just burdened by everyday concerns.

These are the times you may wish to make use of your EAP. Some of the more common issues people seek assistance for are:

- Marriage and family problems
- Grief and loss
- Conflict with fellow workers
- Gambling
- Alcohol and drug use
- Stress and emotional distress

“ACCESS helped me through a time when I really felt that I wasn't going to cope.”

Is the EAP confidential?

Your EAP is provided by counsellors who are outside of the workplace and are committed to confidentiality.

Information shared with a counsellor will not be disclosed to your employer unless you agree in writing.

Your privacy is important and will be assured.

Will it affect my position?

Your employer will not know if you have attended counselling.

Counselling can be offered out of hours and in a number of locations ensuring no one need know of your attendance.

(Counsellors like other professionals may be legally bound to disclose information, for example in the case of risk to persons.)

“Without the assistance of ACCESS I wouldn't have been able to keep going and most likely would have had to take time off.”

“I appreciate the quickness with which we can access this counselling service.”