

Where else can I find help?

A list support contact numbers is provided below:

Alcohol and Drug Information Service
(02) 9361 8000
www.yourroom.com.au

Child Protect Helpline/Community Services
132 111
www.community.nsw.gov.au

Child protection services, parenting support and early intervention, foster care and adoption services

Domestic Violence Line
1800 656 463 (freecall)
www.community.nsw.gov.au

Telephone counselling, information and referrals for people who are experiencing or have experienced domestic violence

Kids Helpline
1800 55 1800 (freecall)
www.kidshelp.com.au

Confidential and anonymous counselling service specifically for young people aged between 5 and 18

Law Access NSW
1300 888 529
www.lawaccess.nsw.gov.au

A range of services for people who need advice, assistance and representation

NSW Victims Access Line
1800 633 063 (freecall)
www.lawlink.nsw.gov.au

Support and information for victims of crime

Rape Crisis Centre
1800 424 017
www.nswrapecrisis.com.au

24/7 telephone and online counselling for anyone who has experienced, or is at risk of, sexual assault, family or domestic violence

Salvation Army Crisis Line (suicide prevention)
1300 363 622 www.salvoscounselling.org.au

SIDS and Kids NSW
1800 651 186 www.sidsandkidsnsw.org

Transcultural Mental Health Centre
1800 648 911 (freecall)
www.dhi.health.nsw.gov.au

Support service to assist people of non-English speaking backgrounds

Accessing Critical Incident Support

Sydney Trains provides professional support for employees who have been exposed to a serious incident in the workplace.

Critical Incident Support is available 24 hours, 7 days a week by phoning the **Sydney Trains EAP Helpline** on **1300 364 213**.

Managers and supervisors should initiate immediate post-incident support for employees.

Critical Incident Support

For urgent support and counselling
Managers/supervisors should initiate immediate post-incident support for employees

1300 364 213

Support & counselling line available 24 hours



For immediate crisis intervention when life may be in danger, contact the **police** on **000** or go to your **local hospital emergency department**

Employee Assistance Program and eapdirect™



A professional, confidential and free counselling service for Sydney Trains employees and their immediate family

JB1639 Oct 2013



Employee Assistance Program (EAP) one-to-one support

The EAP provides free, confidential and professional assistance to help you and your family resolve personal problems that may affect your health, family or work.

The types of problems that the EAP can assist with

- Marital or relationship issues
- Emotional stress
- Gambling issues
- Financial issues
- Parenting troubles
- Work-related issues
- Balancing family and work responsibilities
- Depression and anxiety
- Poor health
- Care of the elderly
- Management issues
- Alcohol and drug related issues

You can feel comfortable using the EAP to confidentially discuss any work or personal issues.

Call the **Sydney Trains EAP Helpline** on **1300 364 213** to make an appointment. Both face-to-face and phone counselling sessions are available.

Sydney Trains EAP Helpline
1300 364 213

(From anywhere in Australia)

Office consultation hours are:

Monday to Friday 8.00 am – 6.00 pm

For urgent counselling the EAP Helpline can be contacted 24 hours a day, 7 days a week.

What about confidentiality?

Confidentiality is guaranteed. All contact between you and the EAP is confidential. No information can be released without your written consent.

In the case of work-related issues, you can authorise your counsellor to speak directly with your manager, or you can nominate another person to help address the situation. The final decision to authorise a discussion between your counsellor and your manager or representative is up to you.

Who pays for the service?

The EAP is free to all Sydney Trains employees and their immediate family members.

If you require long-term counselling, you will be referred to the most appropriately qualified health professional. Any costs associated with referred services will be your personal responsibility.



eapdirect™ online support

eapdirect™ is an online resource that can be accessed at work or from home by you and your family.

eapdirect™ includes an information library, self-assessment tools and online counselling.

How can I access the eapdirect™ website?

First time users will need to create a private account with a username and password.

It's easy, just follow these steps:

1. Go to **www.eapdirect.com.au**
2. Click the 'Register Here' button and use the initial Sydney Trains login:
Username: railcusr Password: usrkey
3. Create a new username and password for yourself. This will ensure your identity remains confidential.
4. The site will appear after you successfully enter your details.

Information library

Access the information library by clicking on the 'menu' button on the left hand side of the website.

Online self-assessments

The online self-assessments can assist you to determine the effects of an issue on your personal and work life and may provide some options for you to pursue.

Online counselling

The online counselling service is completely confidential and is controlled and maintained within the eapdirect™ system. If you choose to send an email, you will receive a reply within one working day.