

## > Staff Support

### **Our services include:**

- On-site visits conducted on a regular basis:  
By providing visits on a regular basis, employees build a relationship of trust and confidence with the counsellor, making it easier for the employee to contact the counsellor in difficult times. Being on-site, the counsellor is more aware of workplace dynamics and is able to identify patterns of concerns raised. The issues can then be referred back to managers at the appropriate level, always keeping in mind our confidentiality policy.
- Off-site counselling available
- Mediation to resolve conflict in the workplace
- Confidential counselling on workplace and personal issues for employees and their immediate families
- Workplace Training
- Fee for Service for "one off" incidents
- Critical incident debriefing and counselling
- Access to a counsellor 24 hours a day for crisis situations
- Referral to other Agencies if required
- Statistical reports, consultation and feedback identifying organisational issues

## > CLS - Staff Support Specialists

