

Employee Assistance Program (EAP)

Carfi

On-Demand

With video and phone counselling services available, our service is available to staff at a time and in a manner that best meets their needs.

Consistent

Your staff will be matched with a clinician, ensuring that rapport will be built, and a consistent service provided each session.

Seamless Support, No Red Tape

Streamlined systems ensure staff can access support quickly and easily, without red tape or unnecessary barriers

More Than Just EAP

In addition to traditional EAP, staff can access additional services.

CARFI'S EAP

Carfi's Employee Assistance Program (EAP) provides support and resources to people when they need it most. Carfi's EAP is a flexible, inclusive, and nationally accessible psychological support service designed to help employees address personal and professional challenges. Whether they are facing a difficult situation at work or in their personal life, the focus of the services is to provide employees with support that enables them to regain their psychological equilibrium, connect with appropriate ongoing supports and continue to function in all aspects of their life and work.

WHY ORGANISATIONS CHOOSE CARFI

- Bespoke tailored solutions that meet the needs of each organisation
- Qualified and experienced psychologists and counsellors
- Comprehensive wellbeing service offerings
- National delivery capability
- Over 35 years of industry experience

Employee Assistance Program (EAP)

WHAT WE OFFER



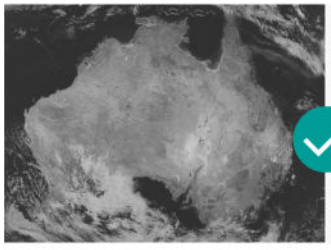
Confidential Counselling with a Trained Professional

Delivered by qualified psychologists, provisional psychologists and counsellors Carfi's EAP provides short-term, solution-focused counselling to address work-related or personal challenges.



Access to Services

Counselling sessions are available Monday to Friday, 8:30AM to 5:00PM, ensuring timely support during the workday. For organisations seeking extended support, Carfi offer 24-hour access to emergency triage EAP services.



National Reach

Carfi has head offices in Melbourne and Sydney, and provides services nationwide through face-to-face, telephone, and virtual platforms (Zoom, MS Teams).



Flexible Fee-for-Service Model- No Retainers Required

Carfi invoices monthly for services used, making it a cost-effective solution for organisations of all sizes.



Inclusive & Accessible

Carfi's EAP service is designed with inclusive communication, flexible access options, and a robust intake process to ensure EAP services are accessible and responsive to the needs of the people we support.



Flexible & Adaptable

Carfi's EAP is designed to adapt to the unique needs of each organisation. Whether you require tailored session formats, specialised support streams, extension of services or integration with existing initiatives, Carfi works collaboratively to align services with your goals and workforce requirements.

Employee Assistance Program (EAP)

EAP SERVICES

Employee Assistance Program Counselling

Short-term, solution focused, confidential counselling for an individual and/or their family members.

Manager Assistance Program (MAP)

One-on-one consultations with a Carfi consultant for advice and counsel on challenging workplace and people issues, as well as mentoring/coaching to enhance their management capabilities.

Critical Incident Debriefing (CID)

Professional psychological support following a traumatic or distressing workplace event, helping individuals and teams process the incident, reduce distress, and support recovery.

Mediation

Carfi offers workplace mediation to provide a structured, decisive and effective response to interpersonal conflict in the workplace.

Consulting Services

Carfi works with client organisations to offer a range of consulting services to support improvement in employee wellbeing.

Training workshops / Information sessions

Carfi has developed a range of presentations and training sessions that can be utilised to improve organisational and employee wellbeing. Carfi offers both off the shelf and bespoke designed sessions to meet clients needs.

CARFI HEAD OFFICE LOCATIONS

Melbourne – Suite 58, Level 2, 255 Drummond St, Carlton VIC

Sydney – Suite 12.01, Level 12, 80 Mount Street, North Sydney NSW

EAP SERVICE INCLUSIONS

- Reporting as requested by the client
- Electronic promotional material
- Satisfaction/Feedback survey
- Quarterly Wellbeing Newsletter
- Wellbeing portal

info@carfi.net.au

1300 737 403

www.carfi.net.au