Employee Assistance Management is an experienced provider of Employee Assistance services.

Counselling is offered to all employees of your company on a contractual basis. During the first session your counselor will explain the details of what counselling can offer, answer any queries and discuss any fears or concerns. We will provide a secure and respectful environment. You will also be given a jointly signed Statement of Understanding that states our ethics and protects your rights. The document outlines confidentiality, client records, clinical supervision, etc.

In Addition

Your counselor will have explained the manner and style in which they work and discussed the length and frequency of the sessions.

Remember participation in counselling is voluntary and will not affect your employment security or advancement within your company.

Any feedback, complaints, or enquiries can be directed to the EAM Duty Consultant’s line on 0800 780 784.

You can access an independent confidential counselor through the EAP line 0800 917 6767.

About Accenture

Accenture is the world’s leading management consulting and technology services company. Committed to delivering innovation, Accenture collaborates with its clients to help them realize their visions and create tangible value. With deep industry expertise, broad global resources and proven experience in consulting and outsourcing, Accenture can mobilize the right people, skills, alliances and technologies.

With more than 75,000 people in 47 countries, Accenture works with clients in nearly every major industry worldwide. Through the integration of consulting and outsourcing, Accenture:

- Identifies critical areas with potential for maximum business impact.
- Innovates and transforms the processes in those areas.
- Delivers performance improvements and lower operating costs by assuming responsibility for certain business functions or areas—and Accenture holds itself accountable for results.

This service is for you

Accenture HR Services Employee Assistance Management (EAM) has contracted with your employer to provide a full spectrum of Employee Assistance services which can include up to 4 sessions of face to face counselling.

The EAM has a nation-wide team of professional counselling consultants with considerable experience in organizational and employee well-being.

They manage the Employee Assistance Program (EAP) to ensure a high level of support is given to those using the service.

The Employee Assistance Program

• Is pre-paid and free at the point of use
• Includes face to face counselling and telephone support
• Operates 24 hours a day, 7 days a week, 52 weeks a year
• Is voluntary and confidentiality will be explained to you
• Is completely independent

Face to Face Counselling

If you choose to attend a face to face session you will see a fully qualified practitioner. You will be offered a voluntary and confidential contract which offers an ethical framework to explore your own situation.

It can be hard to seek help but early action can avert greater problems.

If you attend during working hours you will need to request time off when operationally suitable.

However your employer has policies to support access to this service and actively encourages its use. Dealing with a problem as early as you can is the best way forward for all.

Your employer will not receive a report and will not be privy to the content of the discussions.

Our Employee Assistance Program (EAP)
0800 917 6767

The EAP can help with all sorts of issues through a variety of services.

Counselors can help with a wide variety of issues including:

• Relationship problems
• Alcohol or drug misuse
• Emotional problems
• Anxiety or depression
• Bereavement
• Abuse
• Awaiting referral to specialists
• Work place difficulties
• Managing stress in work or at home

A professional counselor can help callers work through a wide range of life issues and look at alternative methods of resolving them.

Advice lines manned by experts will also help with:

• Debt problems
• Legal problems
• General queries such as DSS and disability advice
• Financial advice