

ITIM's Services

ITIM provides leading edge best practice services that help organisations to achieve safe, positive and productive work environments. Organisations may use one or more of the following services in the delivery of an EAP.

Organisational Development and Consultancy

- Leadership Assessment, Support and Development
- Management Assistance
- Change Management
- Corporate Coaching and Mentoring
- Conflict Resolution
- Dispute Management
- Mediation
- Organisational Research and Surveys
- Psychological Assessments and Testing
- Recruitment and Outplacement
- Career Planning and Assessment
- Interpersonal Mediation
- Policy and Program Development
- Executive Conferencing
- Investigation and Conflict Management Procedures

Organisational Counselling and Support

- Confidential Counselling
- On-site Support
- Performance Management Related Referrals

Organisational Training and Development

- Organisational Development
- Professional Development
- Individual Development

Organisational Critical Incident Management and Response

- Policy and Procedure Development
- Immediate Response and Follow-up
- Peer Support Programs
- Psychological Assessment
- Critical Incident Training
- Disaster Recovery

About ITIM

ITIM Australia Limited is a national organisation with offices in every state and territory. Established in 1960, ITIM is Australia's first provider of Employee Assistance Programs and is today one of the country's largest providers of support services to people in workplaces. ITIM engages more than 300 qualified staff who provide over 130 000 hours of service to 630 organisations in more than 200 locations.

The purpose of ITIM is to provide services which will assist you to achieve a safe, positive and productive work environment. ITIM is a Level One Member of the Employee Assistance Professionals Association of Australia and is a 100 per cent not-for-profit Australian organisation.

Making an Appointment

To make an appointment or to find out more about ITIM's EAP, telephone freecall 1800 337 068.

The receptionist will ask you a few questions about the types of services you are interested in, before connecting you with an ITIM consultant who will best meet your needs. ITIM has consultants all around Australia. Your consultant will be your key contact person which means you will normally liaise with one person during the course of a contract with ITIM.

Freecall
1800 337 068

www.itim.com.au

ITIM Australia Limited

“Using an **ITIM**
EAP could improve
performance in your
organisation”

Your Employee Assistance Program

ITIM Australia Limited

“Using an **ITIM** EAP could improve performance in your organisation”

Because you care about the performance of your organisation and the wellbeing of your staff ITIM Australia's Employee Assistance Program will interest you.

How does an ITIM EAP work?

An ITIM EAP involves the delivery of one or more services to an organisation. Some organisations request support in a specific area while others are provided with enterprise-wide consultation, management support, coaching, training and counselling services.

How do you know if an ITIM EAP has made a difference?

This can be done in a variety of ways. Surveys completed before and after an EAP contract measure morale, staff satisfaction, organisational commitment, stress levels and the incidence of accidents and injuries. Continuous promotion of an EAP raises awareness of the service, supervisor training helps identify and refer troubled staff and training sessions for employees all improve performance.

ITIM Australia Limited

ITIM's Employee Assistance Program (EAP)

ITIM Australia's Employee Assistance Program (EAP) provides a wide range of professional services for organisations that care about improving productivity, safety and morale in the workplace. Over 40 years experience in successfully working with organisations throughout Australia has led to ITIM's unique approach which involves understanding and awareness of organisations' cultures and the changes and challenges facing them.

ITIM's unique approach

ITIM's unique approach is always to be:

- **Consultative:** The design, implementation and evaluation of ITIM's Employee Assistance Programs are determined in consultation with our clients.
- **Customised:** No two organisations are exactly alike. ITIM understands that every organisation has its own set of behaviours and norms and what may work in one workplace may not in the next.
- **Proactive:** ITIM works actively to overcome the cultural taboos and workplace fears often associated with seeking professional help.
- **Strategic:** ITIM offers on and off-site counselling services. Being approachable and accessible, through workplace visits or on-site, 'walking-the-floor' promotes a climate of trust and familiarity with staff, encouraging them to take early measures to reduce problems before they become serious.
- **Comprehensive:** Whether it's counselling or hospital visits, workplace mediation or funeral services, critical incident management or program development, ITIM's range of skills and experience means the provision of holistic care for organisations and their staff.
- **Responsive:** Critical incidents are dealt with 24 hours a day, seven days a week. Telephone counselling can be provided within two hours and face to face counselling within two hours to two working days depending upon need.
- **National:** ITIM has staff in more than 200 locations throughout Australia.

Does using an ITIM EAP improve performance?

Yes. According to Australian, British and American research, EAPs improve workplace performance. Benefits to employers include:

- lower turnover of key staff
- increased employee morale
- greater productivity
- improved workplace relations
- being seen as an employer of choice
- positive relationship with the media
- more likely to be meeting Occupational Health and Safety regulations
- minimisation of risk and savings in costs - less costs associated with recruiting and inducting staff, accidents and injuries, mistakes, absenteeism, shutdowns, work cover premiums, litigation and poor performance.

What are ITIM consultants' qualifications?

All ITIM consultants are qualified professionals with many years' experience in their specialty areas.

Will an ITIM EAP make a manager's job easier?

Yes. Many managers know that when staff are positive about their lives and jobs, their work performance improves. Having an EAP in place helps them with this demanding role.

“At any time, up to 18 per cent of a workforce is adversely affected by problems such as a financial difficulty, marital problems, bereavement, workplace conflict, alcohol, drug and gambling problems.”

Assisting you to achieve a safe, positive & productive work environment