



Personal & confidential support
24 hours, 7 days

www.insteplimited.com
username: inst699, password: nzru or nzs

Who is Instep?

Instep is an independent behavioural healthcare company employed by NZ Rugby to provide a confidential Employee Assistance Programme (EAP) and trauma support to **all employees (players, referees, staff) and their families**. They understand elite sport and also support cricket and rugby league. Since Instep are a national provider (their call centre is in Wellington), you can receive assistance whether at work, at home or on leave, anywhere in New Zealand. Instep is a member of the Employee Assistance Professionals Association and is also accredited by international quality company, Investors in People.

NZ Rugby recognizes that we all face issues that are hard to deal with from time to time. These issues affect our ability to do our normal job and if left unresolved can cause unhappiness and hardship for us all – mistakes made, absenteeism, irritability, loss of confidence. Your employer values you as a member of their team and by helping you and your work colleagues to help themselves they ensure a happier and thus more productive work force.

What is an EAP?

An Employee Assistance Programme (EAP) is a confidential way in which employees can seek advice on things that may be worrying them. Such issues include **personal/work relationships, separation/divorce, anger, grief, stress, depression, anxiety, drug, alcohol and gambling concerns, career and retirement planning** etc. Instep will manage financial and budgeting issues or legal issues by referring to free services provided by community specialists.

Who is eligible?

Any NZRU employee or their immediate family living at their same address. HR and Personal Development Managers have brochures which give details as to how to access the EAP. If you can't find any, ask for one. All the brochure details are within this flyer.

How does it operate?

- ring 0800 **284 678** – the service operates 7 days a week / 24 hours a day. Alternatively, you can go on-line via www.insteplimited.com, username: inst699, password: nzru
- the call will be answered by an Instep EAP professional
- the Instep staff member may simply talk to you or else they will make an appointment for you to see a specialist experienced in the area you are ringing in about

How many sessions can I have?

EAP is short term help so Instep uses a 3 session model which is sufficient for most. However, for some matters, people may require more and they can apply for them when necessary. For an alcohol and drug referral, the model used is an assessment plus 6 sessions.

Will anyone know I have called?

No. **Confidentiality** is very important. All discussions with the EAP provider will remain **totally confidential**. Instep and its psychologists and counsellors are bound by codes of ethics which demand that privacy, including personal information, is respected. There are exceptions. First, if Instep believes that someone may harm themselves or someone else, then Instep can break confidentiality to bring in the urgent help required. Second, if Instep believes that your employer should be involved in the solution to your problem (i.e., it is a workplace matter) then Instep will seek your formal consent for that to happen. You don't have to give it. It is only a recommendation. The consent gives Instep permission to approach the NZ Rugby EAP co-ordinator (Manager People & Capability in Wellington) to initiate involving the relevant manager in the solution.

Instep do write reports on the EAP utilisation but no information is offered which might identify the caller. The purpose of the report is to track costs and to see whether there is a wider need for a NZ Rugby initiative, such as a stress prevention and wellbeing workshop, or a bullying or harassment workshop or a financial management and budgeting seminar.

Do I have to pay anything?

No. NZRU will pay for short-term counselling sessions that you need for EAP support. Sessions beyond the initial three are a matter of negotiation with HR.

How does it work?

You and your immediate family have 24 hour, 7 day a week access to **0800 284 678** or by going on-line. You will be asked some questions, perhaps offered some advice and if further work is necessary, we will then find the best person for you in your local area.

To help you feel more comfortable Instep has arranged for a special member of staff to be available during working hours to help you.

Her name is Jamie Fukofuka and she has worked at Instep since 2011. Please feel free to give her a call and she will be happy to tell you all about the service and answer any questions.



It is in everyone's best interest for players, referees and staff to enjoy coming to work and not be weighed down by unresolved issues - be they personal or work related. **EAP is free and in place to help you!!!**