

# Employee Assistance Program (EAP)

Improving lives. Improving businesses.

## What is the EAP?

The EAP is a confidential support service that can help you and your immediate family members (if eligible) solve a wide range of problems and challenges in your lives, at no cost to you. The EAP offers timely, qualified assistance and support to help manage all of life's complexities. You can contact the EAP 24 hours per day, 7 days per week. Support is at your finger tips.

## Confidentiality

Information relating to participation in the EAP is strictly confidential. No information will be shared with anyone without informed, voluntary and written consent.

## Who pays for the service?

Your employer has fully subsidised the EAP so there is no cost to you for taking advantage of the EAP. For each concern you are experiencing, you can receive a series of support sessions, over the telephone or in person.

The EAP focuses on short term solution therapy. If you need more specialised or long-term support, your EAP will help you select an appropriate specialist or service. While fees for these additional services are your responsibility, a qualified consultant will review with you your possible support options and any related costs.

## EAP can support you with:

- Strengthen relationships
- Improving communication
- Depression, anxiety and stress
- Children or family member concerns
- Maximising performance
- Addictions
- Work life balance
- Conflict and communication
- Grief and bereavement
- Retirement
- Organisational changes
- Elder care

## Financial and Legal Support

In addition to the EAP, we can provide professional advice to you if you have any concerns on legal or financial matters. Our advice is not intended to replace the need for an in depth consultation with a professional in the relevant field but is rather to assist you in planning your next course of action. Simply let our representatives know you have a legal or financial matter when seeking an appointment.

## The Platform

Access our wellbeing platform\* which has an abundance of wellbeing resources and self-help tools. Access [www.login.lifeworks.com](http://www.login.lifeworks.com) or download the LifeWorks App.

\*Access must be granted to your company before you are able to access the Platform. Please speak to your HR if there are any issues.



**Australia: 1300 361 008**

**New Zealand: 0800 155 318**