

Employee Assistance Program (EAP)

Enhancing your wellbeing

What does the EAP mean for you?

Your Employee Assistance Program allows you to feel comfortable knowing that you or your immediate family members can confidentially discuss any work or personal issues that are an inevitable part of life.

What EAP assists you with?

Optum will help you to identify, explore and manage any issues impacting your life, which can include:

- Conflict and communication
- Maximising performance
- Depression, anxiety and stress
- Relationship and marital problems
- Children or family member concerns
- Grief and bereavement
- Elder care issues
- Addictions
- Career path issues
- Retirement
- Work life balance
- Work stress



What you need to know...

Where does counselling take place?

It's up to you! We can provide counselling services over the phone or off-site, face to face at one of our national locations.

Who are the counsellors?

All Optum counsellors are highly professional qualified psychologists and social workers, with peak industry body accreditation and experience.

Who pays for the service?

Your employer has fully subsidised the EAP so it's free to you and any eligible immediate family members.

How long are EAP Sessions?

Each EAP session lasts about an hour and you're entitled to **4** sessions. You will also have access to the new member portal, which has an abundance of wellbeing resources and self-help tools.



Member portal and self-help tools:

The new portal is your wellbeing resource. It provides interactive and user friendly information on work and personal issues. In addition, there are a number of tools available such as:

- Wellbeing Screeners - helping you to review your health
- Smoking Cessation Planner
- Health and Wellbeing Calculators
- E-cards – enabling you to send special messages of thanks or support to colleagues, friends and family

Make an appointment:

By calling the toll free number below you can arrange an appointment in Australia or New Zealand at a convenient time and location.

Australia:

1300 361 008

New Zealand:

0800 155 318

Access Member Portal:

Visit www.livewell.optum.com and enter your access code as below:

Access Code: **edithcowan**



- Network of accredited counsellors
- Professional, empathetic and effective
- Confidential guidance and support