Manager hotline
This telephone-based service offered by Optum is designed to support managers in proactively addressing staffing issues at an early stage.

Some examples being how to manage:
» Encouraging an employee to access the EAP;
» Vulnerable and distressed employees;
» Performance issues for employees with significant personal problems;
» Challenging interpersonal and team dynamics;
» The impact of these situations on work teams in the workplace.

Accessing the service
Whenever you, or your family, are experiencing problems of a work or personal nature, the EAP is only a phone call away. You can make an appointment over the telephone, or in person at the counselling offices. For contact details please see the back panel of this brochure.

You do not require a referral. Managers, work colleagues and family members can encourage employees to make use of the services.

The decision to make an appointment, whether by self-referral or encouraged referral, is at the discretion of the individual. Participation is entirely voluntary.

Uniprint 115474 CRICOS Provider Code: 00126G
Optum
Level 15, 140 St George’s Terrace
Perth WA 6000
Other locations include Subiaco, Joondalup, Midland and Fremantle.
Tel: 1300 361 008 (24 hrs)

UWA Counselling and Psychological Service
The University of Western Australia
1st Floor, Social Sciences Building, South Wing
M302, 35 Stirling Highway
Crawley WA 6009
Tel: +61 8 6488 2423 (office hours)
safety.uwa.edu.au/policies/eap
The Employee Assistance Program offers free confidential counselling to UWA staff and immediate family for personal or work problems.

There are times when all of us have challenging issues to deal with. When personal or work-related issues and problems make life difficult, your health, well-being and job performance can be affected. The University of Western Australia has counselling services available to help you manage these difficult issues more effectively. When you have an opportunity to work with someone to resolve such issues, everyone benefits.

The Employee Assistance Program (EAP) is a professional, confidential counselling and consultative service. Two providers are used:

**External Provider:** Optum. Their counsellors are all experienced professionals who have extensive training in counselling and workplace consulting.

Optum also offer the Livewell online resource which includes web accessible fact sheets, programs, and links to external websites to help provide relevant advice and information on aspects of personal life, work life and health and wellbeing. Visit safety.uwa.edu.au/policies/eap to access this service.

**Internal Provider:** UWA Counselling and Psychological Services is located on the Crawley campus. The counsellors are all psychologists and have extensive specialist training in counselling and experience working with students and staff at the University.

---

**Who can use the EAP?**
- All staff members;
- Immediate family members and people in close relationships with staff.

**What kinds of issues can be discussed with the counsellors?**

Often, the longer an issue remains unresolved, the more aspects of your life are affected by it. Early help with a minor issue may prevent its development into a major one. The EAP is a resource to help you with any personal or work-related issues such as:
- Conflict resolution;
- Coping with change;
- Interpersonal relationships;
- Marital and family problems;
- Anxiety, stress, depression;
- Alcohol and substance misuse;
- Grief and loss issues;
- Trauma and critical incidents;
- Impact of financial and legal problems;
- Coaching for managers and supervisors.

**Do I have to pay for the EAP?**

No. This service is free to you and your family for up to six sessions per year. Occasionally, your counsellor may suggest that more specialised assistance is required. Where possible, referral is made to a service which is free, within your capacity to pay or covered by private health insurance.

---

**What happens in a counselling session?**

The EAP operates with a four stage process:
- Clarifying the problem
- Identifying options
- Developing an action plan
- Skills development and application

The counselling session involves discussion which is relevant to and focussed on your needs. Counselling often helps you to see things in a different light and to develop plans to approach difficult issues in a constructive manner.

**How confidential is the EAP?**

All EAP consultations are confidential. Your counsellor will not share information about you with anyone unless authorised by you in writing — there are exceptions to this which the counsellor will discuss with you.

**Will my job be affected?**

The University supports the EAP. Use of the program will not be held against you, or detract from any employment opportunities. Details of the EAP policy are located at safety.uwa.edu.au/policies/eap