

The EAP can provide help with:

Personal/Family Issues

- Work-Life balance
- Concerns about children
- Relationship issues
- Financial or legal problems
- Stress management
- Substance abuse (including tobacco)
- Grief and loss
- Midlife issues
- Domestic violence
- Emotional or physical abuse
- Low self-esteem

Clinical Issues

- Anxiety
- Depression
- Alcohol, drug or other dependencies

Work Issues

- Problems with performance
- Relationships between co-workers
- Managing conflict
- Manager coaching
- Adjusting to change
- Change career
- Handling work stress
- Making career choices
- Dealing with traumatic events

Around the world

ASIA PACIFIC

Australia	Bulgaria	South Africa
China (PRC)	Croatia	Spain
French Polynesia	Czech Republic	Sweden
Hong Kong	Denmark	Switzerland
India	Egypt	Turkey
Indonesia	Finland	Ukraine
	France	United Arab

Japan	Germany	Emirates
Macau	Greece	United Kingdom
Malaysia	Hungary	USA & CANADA
New Zealand	Ireland	United States
Papua New Guinea	Israel	of America
Philippines	Italy	Canada
Singapore	Lebanon	Hawaii
South Korea	Netherlands	LATIN AMERICA
Taiwan	Norway	Argentina
Thailand	Poland	Brazil
Vietnam	Portugal	Chile

EMEA	Romania	Colombia
Europe, Middle	Russian Federation	Costa Rica
East & Africa	Saudi Arabia	Mexico
Austria	Scotland	Peru
Belgium	Slovakia	Puerto Rico
Luxembourg	Slovenia	Venezuela



EAP
EMPLOYEE
ASSISTANCE
PROGRAM

CUT THIS OUT & KEEP IN YOUR WALLET

To make an appointment from anywhere in Australia,

call 1 300 366 789

For Traumatic Incidents or Crisis Counselling,
call 1 800 451 138 (24/7)

From overseas,

call +61 2 9214 4411



HEADQUARTERS

Level 3 Imperial Arcade Office Tower,
85 Castlereagh Street, Sydney 2000 Australia

*Helping you face issues
that prevent the achievement
of your full potential*



From time to time issues come up in our lives that cause concern. They can lead to sleepless nights, an inability to stay focused, feeling down generally and, not to mention, a sense that we have no control.

“HAVE YOU EVER EXPERIENCED THE RELIEF THAT COMES FROM TALKING TO SOMEONE WHO IS GENUINELY INTERESTED, AND WHO CAN WORK WITH YOU TO RESOLVE YOUR CONCERNS?”



The issues we face can be related to work or can be about things happening at home. Regardless of where they come from, they can weigh us down and affect all areas of life including our ability to perform at work. So where can we turn to regain the balance?

THE EAP - what it can do for you



The Employee Assistance Program (EAP) is available to all employees and their immediate family. It is a free

service offered by your employer who believes that **less stress = a happier and more productive workforce.**

Through the service you can access professional advice to help cope with life's difficult issues. You can choose between **face-to-face** counselling during work hours. Alternatively you can access **phone counselling 24 hours.**

The EAP offers short-term professional counselling. Sometimes your counsellor may need to refer you to other specialists within the community. Appointments need to be made in advance for all counselling. Counselling is offered 'off site' in our professional offices which have easy access to public transport and parking.

Your questions answered

Q How much will it cost me?

A The EAP is free of charge to you and your family. In some instances, referral to other specialists or services may be necessary. If you are referred to another agency, the costs are your responsibility. In most cases referral will not be required.

Q Will anyone know I've gone to the EAP?

A No one needs to know. Your situation is dealt with in the strictest confidence. If it is during work hours, you may need to tell your supervisor that you will be absent from work. If you go on your own time, no one will know. Job security and promotional opportunities will not be jeopardised by seeking help through the EAP.

Q Do I get time off to go to the EAP?

A You will need to make arrangements with your supervisor or manager before taking time off. Appointments will generally be in your own time or by using normal leave arrangements. If you make your own arrangements, no-one at work will ever know you've used the service.

Q What if my English is not good?

A A professional interpreter can be arranged at no cost to you or your company. Just tell IPS when you make your appointment.

Q Well I am interested, what's the next step?

A All you have to do is call the number below to make an appointment or to access phone counselling.

CUT THIS OUT & KEEP IN YOUR WALLET

WALLET CARD

EMPLOYEE
ASSISTANCE
PROGRAM

EAP



Deciding to use the EAP is the first step to getting control back in your life.