

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 pays for the service?

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

Who are the counsellors?

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

How long are EAP sessions?

Each EAP session lasts about an hour and you're entitled to **3** sessions. You will also have access to LiveWell, which has an abundance of wellbeing resources and self-help tools.



Livewell and self-help tools

LiveWell 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
- eCards - enabling you to send special messages of thanks or support to colleagues, friends and family

Livewell online application on smartphone

1. Go to the App Store or Google Play and search for the *myLivewell* app.



2. Download the app, open it and enter your company-specific access code: **care aust**

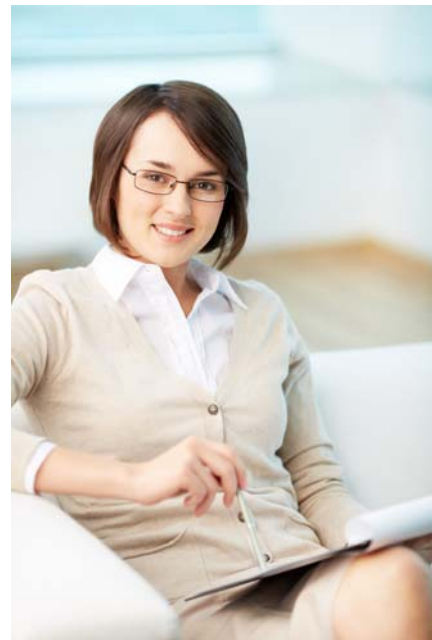
3. After the access code is entered, enter your country and language preferences, which are stored for future use.

4. Use the app whenever and wherever you need it (there is no charge to download or use the app).

Access LiveWell

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

Access Code: **care aust**



Make an EAP appointment

By calling the number below you can arrange an appointment at a convenient time and location.

Australia 1300 361 008

New Zealand 0800 155 318

+61 3 9658 0025 (From abroad)

+64 9 353 0906 (From abroad)