

Employee Assistance Program (EAP) For Managers and HR

Enhancing your wellbeing

What does the EAP mean for your employees?

With your Employee Assistance Program you can relax knowing that your employees and their immediate family members will be able to confidentially discuss any work or personal issues that are an inevitable part of life.

EAP resolves issues

When an issue affects your employee's peace of mind, it affects your company's bottom line. Our highly professional and caring team of qualified psychologists and social workers provide effective solutions across a wide range of issues including:

- 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?

Your employees will have access to counselling over the phone and off-site, face to face at any one of our national services - it's up to them!

How long are sessions?

Each session lasts about an hour and you and your employees are each entitled to **3** sessions. Your employees will also have access to LiveWell, which has an abundance of wellbeing resources and self-help tools.



Livewell and self-help tools

LiveWell allows your employees to access their very own 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
- Manager Hotline

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).

Manager Hotline

Our Manager Hotline is there to help you help your employees. The hotline is resourced by our most experienced senior consultants. Book an appointment and receive support on any people issues or organisational matters that may arise.

Optum contact points

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

Australia 1300 361 008

+61 3 9658 0025 (From abroad)

New Zealand 0800 155 318

+64 9 353 0906 (From abroad)

Access LiveWell

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

Access Code: **care aust**

Reporting

To access reports on online usage please enter your access code as below:

Access Code: **care austr**

Click on 'Utilisation Reports' to access your reports.

