

Employee Assistance Program

Counselling for work related or personal problems

What is the Employee Assistance Program?

LifeWorks' Employee Assistance Program (EAP) is a free and confidential counselling program offered by employers to their employees to support their wellbeing in the workplace and in their personal lives. Depending on the arrangement with your employer, EAP may also extend to immediate family members.

When might I need the EAP?

The EAP is available to give assistance for work related and personal issues such as:

• interpersonal conflict at work

• work overload

• bullying and harassment

• difficulty with change

• depression

• emotional stress and anxiety

• relationship problems

• separation and divorce

• parenting

• work and family life balance

• family violence

• grief and bereavement

• anger management

Who pays for the service?

Your employer will pay for an agreed number of sessions. If you choose to continue counselling beyond this, you will be charged according to LifeWorks' fee schedule which is based on a sliding scale according to income. If during counselling you are referred to a specialist service and you choose to take this up, any costs involved will be your responsibility.

Is the counselling confidential?

LifeWorks provides confidential counselling for employees. When matters arise that have serious implications for the workplace, or the safety and wellbeing of yourself or others, non-identifying feedback may be given to your employer. Counselling is provided off site at LifeWorks' branches located throughout Victoria.

How do I make an appointment?

Depending on the particular arrangement LifeWorks has with your employer, appointments may be made in either of two ways:

Supported referral:

Your manager, supervisor or a work colleague may encourage or recommend that you seek assistance for a particular issue you are facing. Whether you accept this advice or not is entirely up to you. If you wish to follow through, you can do so by telephoning (03) 8650 6262.

Check with your manager or supervisor to ascertain if appointments need to be authorised by them.

Self referral:

Appointments can be made directly by telephoning (03) 8650 6262.

Download our EAP Brochure in pdf format