



Your Employee Assistance Programme

Get the most out of life

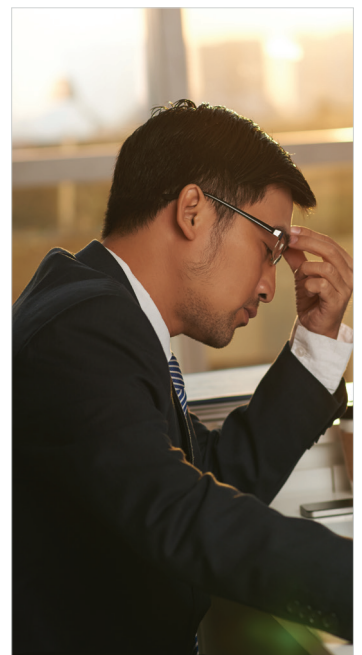
Support and information to help you manage life's predictable events – as well as the unpredictable ones.

Your Employee Assistance Programme

The challenges you face each day can overwhelm you. Your home life, your happiness and your performance at work all can suffer.

We can help. Your Employee Assistance Programme (EAP) provides support for those everyday challenges, and for more serious problems. It's available around the clock anytime you need it.

We're here to help you and your family with a wide range of personal and work-related needs.



How can this benefit help me?

You may be struggling with stress at work, seeking financial or legal advice, or coping with the death of a loved one. Maybe you just want to strengthen your relationships with your family. Your EAP offers assistance and support for all these concerns and more:

- Depression, anxiety and stress
- Substance abuse
- Problems or conflicts at work
- Parenting and family issues
- Financial or legal issues

How does it work?

Accessing your EAP is easy and available 24 hours a day. Simply call the numbers listed below on this brochure to talk to a specialist who will help you identify the nature of the issue and the appropriate resources to address it. If you need financial or legal services, we will refer you to an expert in that field. If you want to see a clinician, we'll match you with one in our network who has the appropriate experience to help. Specialists and experts are sensitive to your gender, language and cultural requirements.

How much will it cost?

The service is paid for by your employer and includes the initial consultation to identify the help you need. Thereafter, depending on your needs, there may be charge for further help but this will be made clear to you and you will always be able to decide whether to proceed. Please refer to your employer benefit scheme for further information. Access to the **Livewell** portal is available at no additional cost.

Are services confidential?

We will not share your personal records with your employer or anyone else without your permission. Information about you and the services you use is confidential in accordance with the local laws and regulations.

To get started, call

Australia: 1300 361 008

New Zealand: 0800 155 318

or log on to livewell.optum.com