

Assure Employee Assistance Programs (EAP)



Who are Assure?

Assure are an independent psychology firm specialising in professional, evidence-based counselling, and positive psychology coaching, for employees and managers.

Who would I be seeing?

Assure exclusively use qualified psychologists with at least 5 years' experience. Many of Assure's psychologists have psychology Masters and Doctorates. All our psychologists are experienced in treating a range of concerns and are committed to helping their clients achieve their goals.

Who can use the Assure EAP?

All employees, contractors and their immediate family members. There are also services available to assist managers in supporting their team.

How do I access the Assure EAP?

You and your family members can contact Assure directly on **1800 808 374** to arrange an appointment or visit: www.assureprograms.com.au. No referral is needed.

Is it confidential?

Yes. All discussions with Assure remain private and confidential. Your organisation receive quarterly reports from Assure with an overview of service uptake only. No personal or identifying information is provided in the reports or anywhere else.

What can I expect from Assure?

You can expect a completely confidential, high quality, professional service from registered, experienced psychologists. When you ring **1800 808 374**, Assure will ask a few questions to ensure everyone receives the appropriate level of support.

Immediate phone support is available for urgent matters 24/7, 365 days a year. For non-urgent sessions, Assure's Client Support Team will work with you to schedule a suitable appointment.

Services include:

Service	Description	Reasons for using it	Number per year	Delivery
Counselling & Wellbeing Coaching	Evidence-based counselling will assist you to address any work or personal concerns	<ul style="list-style-type: none"> Relationship issues Parenting/family problems Coping with stress Workplace conflict 	3 sessions per issue	<ul style="list-style-type: none"> Phone Skype Face to Face
	Coaching based on Positive Psychology principles will help you in setting and reaching personal and professional goals to increase wellbeing and life satisfaction	<ul style="list-style-type: none"> Improve energy Achieve goals Self-development Strengths-based solutions 	3 sessions p.a.	
Holistic Support	Additional guidance and support services	<ul style="list-style-type: none"> Financial coaching Legal advice Nutritional support 	1 sessions p.a. 1 session p.a. 1 session p.a.	<ul style="list-style-type: none"> Phone
Manager Support Program	Timely, practical advice provided by a Senior Triage Psychologist, for any people management support required	<ul style="list-style-type: none"> Managing a distressed employee Supporting staff on sick leave or on a return-to-work plan Identifying signs of stress in staff Handling critical events and serious workplace issues 	Unlimited	<ul style="list-style-type: none"> Phone Skype Face to face