

## **About Us**

At Positive Solutions we engage accredited social workers, psychologists and counsellors with diverse backgrounds to ensure we can provide assistance which fits with your needs. Our counsellors are interested in assisting you to address problems through listening, discussion of options, and in working with you to implement the solution you choose. Depending on the issue, your counsellor may also refer you for specialist assistance.

## **Your Employee Assistance Program**

From time to time, we all have had to deal with difficult or stressful events in our lives. Usually we deal with these personal challenges fairly well on our own. However, there are times when our problems can become significant enough that they begin to interfere with our happiness, mental health and wellbeing.

Your Employee Assistance Program from Positive Solutions can help you address these problems, providing both support and professional guidance. It is a free, voluntary and confidential counselling service for a broad range of work related and personal issues, including:

- Conflict at work
- Stress at work
- Restructure / redundancy
- Career planning and development
- Bullying and harassment
- Workload issues
- Serious incident at work
- Difficult customers, clients,, colleagues
- Work / life balance
- Family Relationships
- Difficulties with separation
- Grief and loss
- Change
- Stress, Anxiety and Depression
- Care for family members
- Interpersonal conflict

## **The Employee Assistance Program is free**

There is no charge to employees for the counselling provided by Positive Solutions. You will be informed how many sessions you will be entitled to by your counsellor at your first session. If your counsellor refers you to a specialist resource, the cost of that treatment is your responsibility.

## **Confidential support**

No details regarding your enquiry or participation in the Employee Assistance Program are released, regardless of whether you arrange the counselling directly, or it is recommended via your Supervisor or Human Resources section. Reporting to your organisation about overall utilisation of the program is done through general non-identifying usage data only, with no names or personal details provided.

## **Your Supervisor's role**

Your supervisor or manager may notice if your work performance is suffering and will understand that sometimes there may be personal or work-related problems behind this.

In these situations your supervisor may discuss your work performance and consider whether to recommend outside counselling. The aim is to support you to regain improved health and work performance. Whether or not an employee decides to participate in the program remains a voluntary decision.

## **Participation is up to you**

Your participation in the Employee Assistance Program is voluntary and confidential. It will not affect job security, employment status or promotional opportunities. Your organisation supports your decision to participate in the program.

## **How do I access my Employee Assistance Program?**

You can contact Positive Solutions directly, or your supervisor/employer may recommend the program to you, assisting you to make an appointment. In either case, your decision to seek assistance through Positive Solutions is voluntary.

## **Appointment availability**

Positive Solutions will endeavour to organise a counselling session for you, at a time that suits you. Normal office hours are Monday to Friday, from 9.00 am to 5.00 pm. Counselling outside these hours can be organised, subject to counsellor availability. Appointments are able to be held via face to face, phone or online.

## **Making an appointment**

For further information or to make a confidential appointment, you can contact Positive Solutions:

**Toll Free: 1800 064 039**

**Email: [admin@positivesolutions.com.au](mailto:admin@positivesolutions.com.au)**

Counselling offices are located in Hobart, Launceston, Burnie and Devonport.

## **Other Services**

Positive Solutions offers a number of other services including:

- Family Mediation and Dispute Resolution
  - Private Counselling
  - Community Mediation

Please contact our office for further information.