



Making an appointment

For further information or to make a confidential appointment, you can contact Positive Solutions direct on 1800 064 039.

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

Counselling by telephone or Zoom can be organised if required.

**For information, articles
and referral information
see our web site
www.positivesolutions.com.au**



Employee Assistance Program

1800 064 039

**TOLL FREE
STATEWIDE
1800 064 039
165 Davey Street, Hobart**

**Offices in:
Hobart, Launceston,
Devonport & Burnie**

Email admin@positivesolutions.com.au

Your Employee Assistance Program

From time to time, we all have 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 personal effectiveness, happiness and safety - at work, and at home.

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

Positive Solutions 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.

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 become involved?

You can contact Positive Solutions direct, or your supervisor 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.