

## Accessing The Service

### Self-referral

Whenever you, or a family member, are experiencing problems of a work or personal nature, the EAP is only a phone call away.

### Encouraged referrals

Managers and work colleagues can encourage employees to make use of the service. The decision to make an appointment, whether by self-referral or encouraged referral, is at the discretion of the individual and participation is entirely voluntary.

### Email@ssist for individuals

Email@ssist is an online advice and information service. You can engage with a qualified counsellor via email through [www.osagroup.com.au](http://www.osagroup.com.au). Replies are guaranteed within a 24 hour period (on working days). This is an anonymous service. All information gathered is protected and all replies are confidential.

### Counselling in a Click

Counselling in a Click is a confidential service provided to employees working irregular hours or in remote, regional or distant locations. This service enables you to receive confidential counselling that is not face-to-face but facilitated in real time. The service can be accessed via the internet using a java-enabled web browser. No software installation is necessary. The entire session is protected. Access codes and identification such as a staff ID number are required to book a session.

## What About Confidentiality?

Confidentiality is guaranteed. OSA Group is completely independent of your employer and no information about you will be disclosed without your permission.

## To Make An Appointment:

By calling the toll free number below, you can arrange an appointment anywhere in Australia or New Zealand at a convenient time and location.

## Cancelling An Appointment:

A minimum of 24 hours notice is required.

**1300 361 008**  
(Australia)

**0800 327 669**  
(New Zealand)

24 hours - 7 days



[www.osagroup.com.au](http://www.osagroup.com.au)

# EMPLOYEE ASSISTANCE PROGRAM

## How Can We Help You?

### Employee Assistance Services

Your **Employee Assistance Program (EAP)** provides counselling and support to all employees and immediate family members. You can feel comfortable using your EAP to confidentially discuss any work or personal issues that are an inevitable part of life.

### About Our Counsellors

OSA Group counsellors are a friendly and caring team who provide services throughout Australia and New Zealand. The team are all professionally qualified psychologists or social workers with peak industry body accreditation and substantial experience.

OSA Group's counsellors help employees to identify, explore and manage issues that are impacting on their lives. Some of the issues that are often presented include:

- Maximising your potential/performance
- Relationship and marital problems
- Work-related issues
- Balancing family and work responsibilities
- Concerns about your children or family members
- Changes at work or home
- Depression, anxiety
- Stress management
- Elder care (coping skills, etc)
- Eating disorders
- Alcohol and other drug related issues



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24 hours - 7 days

- Professional
- Confidential
- Free Counselling Service
- For Staff and Immediate Family



People and Performance