

When can I use the EAP?

Counselling sessions are usually one (1) hour in duration, and should be accessed out of work hours. If time off work is required to attend counselling this must be approved by your Manager or Human Resources. Optum's Livewell online resources and the Email Assist Service can be accessed anytime.

Other options

Hospital Wellness Program

Your hospital or workplace may have other support programs available to assist you. Contact your local Wellness Coordinator or local HR team.

Other organisations

If you do not want to access the EAP there are other organisations that offer free or subsidised counselling including:

Life Line

131 114 (24 hour) or www.lifeline.org.au

Domestic Violence Resource Centre

1800 811 811 (24 hour) or www.dvrc.org.au

Beyond Blue: National Depression Initiative

1300 224 636 or www.beyondblue.org.au

Kids Helpline

1800 551 800 (24 hour) or www.kidshelp.com.au

Suicide Prevention

1300 360 980

Relationships Australia

1300 364 277 or www.relationshipsaustralia.com.au (costs apply)

It may also be appropriate to talk to your GP or health professional regarding referral to specialists in your area of need.



TELEPHONE: 1300 361 008
www.livewell.optum.com

Access Optum online services via the website above:
Access code: ramsayhealth

Need a hand ?
Here's how to get one

Work problem causing you concern or maybe a personal problem affecting your work performance.

Contact Optum directly to access free, confidential counselling. No referral is necessary. Visit the website to access Online Services.

3 X 1hr sessions are covered by the EAP. Your Optum Counsellor will arrange for further sessions if they recommend further treatment. If you require help outside Optum, please contact your Manager or HR.



RAMSAY HEALTH CARE
National Human
Resources



www.ramsayhealth.com.au

Employee Assistance Program



Employee Assistance Program

Ramsay Health Care (RHC) cares about your health and well-being, including your mental or psychological wellbeing. Our personal and work lives can present challenges to us, which at times are difficult to deal with alone.

To provide you with support when you need it most, as well as ensuring safe and healthy workplaces, the National Employee Benefits and Wellness Program includes employee access to the Employee Assistance Program (EAP).

What is the EAP?

Counselling

The EAP provides access to free, confidential counselling and advice from an external service provider called Optum (previously known as PPC Worldwide).

Optum counsellors are friendly, professionally qualified psychologists and social workers who will work with you to assist with the resolution of work and/or personal problems, which may affect work performance, health and quality of life.

In addition to face-to-face counselling, Optum also provides online services which can be accessed regardless of whether you have used the counselling service or not.

Livewell Online Resources

Optum's online service, *Livewell*, contains information, self-help tools and fact sheets which are accessible 24 hours, 7 days a week. Topics include:

- Health and Wellbeing (e.g. stress, nutrition)
- Work life (e.g. retirement, work life balance, time management)
- Personal life (e.g. successful relationships, parenting)
- Manager resources (e.g. managing change, difficult conversations, motivation, coaching))

To access online resources go to:

www.livewell.optum.com

(Access code: ramsayhealth).

Email@ssist (Email Assist)

This online service is designed to provide help and assistance to your general enquiries. You will receive a reply within 48 hours (during week days). All information exchanged is protected and all replies are confidential.

Legal@ssist

Visit Optum's website to contact a legal professional and receive guidance with legal issues.

Finance@ssist and Mortgage@ssist

Employees can obtain advice on purchasing a home and other financial decisions.

Manager Hotline

In addition to the resources provided by Ramsay National HR and relevant local HR teams, hospital management may also access the Manager Hotline provided by Optum. This service may be useful in addressing staff issues, for example managing a distressed employee, or managing challenging team dynamics. Human Resources should always be the first point of call for managing staff issues however out-of-office-hours support is available through Optum's Manager Hotline. The Manager Hotline number is **1300 361 008**.

Critical Incident Services

Optum can provide crisis management support when sudden or unexpected incidents have an intrusive or distressing impact in the workplace. Critical Incident services (either on-site or by phone) can be arranged by Ramsay Managers/Executive members by calling 1300 361 008.

What kind of difficulties can the EAP help with?

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

- Conflict at work
- Work performance
- Relationship and marital difficulties
- Coping with change at work or home
- Anxiety, depression and stress management
- Grief and bereavement
- Drugs and alcohol related issues
- Balancing family and work responsibilities
- Concerns about children or family members.

Who can access the EAP?

Australian based Ramsay employees and their immediate family (ie. household members) can access the EAP.

What happens in counselling?

Counselling should help you to:

- Clarify the problem
- Identify and explore options
- Develop an action plan

Counselling is informal, friendly and focused on your needs. Counselling can help you to see things from a different perspective and develop personal plans to approach difficult issues in a constructive manner.

Is it confidential?

Yes, Optum is an independent company and confidentiality is assured. Your problem cannot be discussed with anyone without your permission, unless there is a legal obligation to do so.

Who pays for this service?

Ramsay will pay for you to access up to three (3) x one (1) hour sessions with Optum. If ongoing treatment is required, Optum will liaise with Ramsay National HR to obtain approval from Human Resources and/or Executive for additional sessions. Confidentiality will be preserved throughout this process. Please note that the EAP is designed to provide you with access to short-term counselling.