

Assure Employee Assistance Program (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 Star Electrical employees and managers.

How do I access the Assure EAP?

You can contact Assure directly on **1800 808 374** to arrange an appointment or visit: www.assureprograms.com.au and complete their [online booking form](#). No referral is needed.

Is it confidential?

Yes. All discussions with Assure remain private and confidential. Star Electrical receives bi-annual and annual reports from Assure with statistical information 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 you receive the appropriate level of support and will arrange an appointment at a convenient time and location.

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	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 Dealing with workload pressures Conflict with colleague or Supervisor 	4 sessions per issue	<ul style="list-style-type: none"> Phone Skype Face to Face
Wellbeing Coaching	Wellbeing Coaching based on Positive Psychology principles will help you in setting and reaching personal and professional goals to increase your wellbeing and life satisfaction	<ul style="list-style-type: none"> Improve energy Reduce stress Achieve goals Self-development Time management Poor sleep 	4 sessions	<ul style="list-style-type: none"> Phone Skype Face to face
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