

Our Branch Locations

LifeWorks has branches located throughout metropolitan Melbourne and regional Victoria.

For your convenience, you can make an appointment at any of our locations by phoning our centralised EAP number **03 8650 6262**.

Offices are located in

Melbourne City, Frankston, Wyndham, Armadale, Prahran, Bayswater, Preston, Moonee Ponds, Geelong, Ringwood and Wangaratta.

If preferred or you are unable to attend a branch, we also provide **phone** and **online counselling**.

EAP Direct Line - 03 8650 6262

For a confidential EAP appointment, please call the **EAP Direct Line** on **03 8650 6262** or use our **online Request an Appointment form** via www.lifeworks.com.au/eap

About LifeWorks

LifeWorks has been providing high-quality family and relationship services for over 65 years. We are a not-for-profit organisation that aims to promote healthy, respectful and fulfilling relationships within the community. LifeWorks' specially trained EAP counsellors can assist you in identifying issues and finding solutions that can have a positive impact on your wellbeing.

For more information visit www.lifeworks.com.au



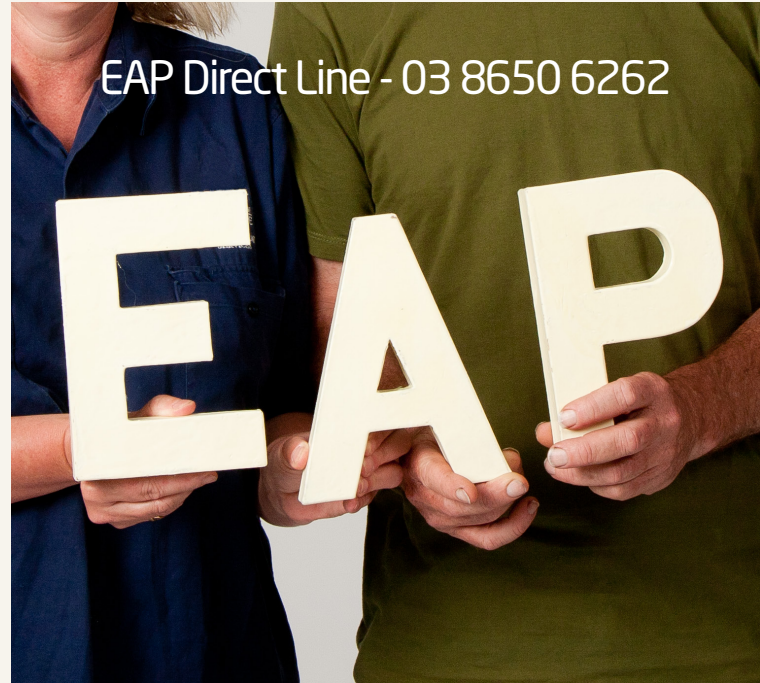
[/LifeWorksAu](https://www.facebook.com/LifeWorksAu) [@LifeWorksAu](https://twitter.com/LifeWorksAu)



LifeWorks is a not-for-profit organisation approved by the Federal Attorney-General's Department under the provisions of the Family Law Act 1975 and is partially funded by the Australian Government. All fees charged by LifeWorks are returned to the organisation to support its public programs.
May 2016 - ACN 071 373 950 ABN 50 071 373 950

Employee Assistance Program

Counselling for work-related or personal issues



LifeWorks Relationship Counselling and Education Services



What is an EAP?

An Employee Assistance Program (EAP) is a free and confidential counselling service offered by employers to their employees to support their well-being in the workplace and in their personal lives.

Depending on the employer's arrangement, EAP may also extend to immediate family members.

Who pays for the service?

Your employer will pay for an agreed number of sessions.

You are not required to pay for using LifeWorks EAP service. The number of available sessions depends on the agreement we have with your employer. On your first visit we will let you know how many sessions you can access.

At the end of your last available session, your counsellor can discuss with you options for further counselling or support if needed.

Is it confidential?

LifeWorks provides confidential counselling for employees. Face-to-face counselling is provided off-site at LifeWorks' branches and satellite offices.

Why might I need the EAP?

The EAP is available to give assistance for work-related and personal issues such as:

- work overload or stress
- interpersonal conflict at work
- bullying and harassment
- difficulty with change
- anxiety or depression
- relationship issues, separation and divorce
- parenting and step-parenting issues
- grief and loss
- work and family life balance
- substance abuse or gambling problems
- domestic violence
- anger management.

How do I make an EAP counselling appointment?

Depending on the particular arrangement LifeWorks has with your employer, appointments may be made in either of two ways:

Self Referral

Self referral means you can make a confidential appointment directly with LifeWorks by telephoning our EAP direct line on **03 8650 6262** or by using our online appointment form.

HR/Manager Referral

HR/Manager referral means that your appointment may need to be authorised by your manager or HR team. You can still call us first on **03 8650 6262** and we will let you know if this is the case and who you may need to speak to at work for authorisation.