

# FREQUENTLY ASKED QUESTIONS

## What should I expect when I call Assure Programs?

When you call 1800 808 374, you should experience a respectful conversation with our Client Support Team (CST) who will work with you to arrange a suitable time for you to meet/speak with one of our psychologists. At the time of your initial call you should be prepared to provide details of your employer and yourself to ensure we can register you accordingly.

You can also request an EAP appointment online via our online booking request form. You just need to visit [www.assureprograms.com.au](http://www.assureprograms.com.au) from your PC, smart phone or device and follow the links the form and fill in your details. A member from the CST will then contact you to confirm your booking.

Once your registration has been completed Assure's Client Support Team will work with you to secure an appointment at a suitable time and location to meet your needs. Sessions could be conducted over the phone, via Skype or in person at one of the Assure offices close to your work or home so please let the team know of your preferences.

## What happens if I need to speak with a psychologist at the time of the call?

If you require urgent assistance when you call, you can request to speak with a psychologist over the phone immediately or at a time suitable to you or later that same day as required. Please ensure that you inform Assure's Client Support Team if you need to speak with someone urgently.

## What if I would like to access a special area of counselling?

If you require support for a specific concern, that may be best provided by a psychologist with specialist training (for example couples counselling, addiction, LGBTIQ or counselling for children/young people) Assure will be able to link you in with the most suitable psychologist.

Due to the specific nature of the request, appointments with specialist psychologists may require you to travel to an appointment outside of your immediate area or wait a longer period to secure your first appointment. Assure will work with you to discuss your needs and ensure the most suitable psychologist and appointment is scheduled for you.

If there are any unusual delays in the booking process Assure will contact you via phone/SMS to discuss other options. If at any stage your circumstances change, and your request becomes urgent, please contact the Client Support Team immediately.

## How do I prepare for the first counselling session?

Thinking about what you want to get out of the conversation is most important. Many people find it helpful to write down what would be new, better or different following the conversation with the psychologist. It also helps to write down on a scale of 1 to 10 how the various parts of your concern impact on your work or personal life. The conversation with the psychologist will be non-judgemental and should encourage you to continue with your quest to talk about what is most important to you.

## Does my contact with Assure and what I say get reported back to my employer?

No. Confidentiality is governed by our agreement with your employer and by many codes of conduct and ethics and Australian laws. It is a core element of our work, similar to doctors and lawyers.

To find out more about our privacy and confidentiality requirements, please call us on 1800 808 374.

## Are the psychologists qualified?

Yes. The majority of our services are delivered by psychologists with a minimum of four years degree level training plus an additional two years of supervision or Masters training. In addition, we require a minimum of five years post graduate experience and ongoing registration with the Australian Health Professionals Regulation Authority (APHRA). We also do have limited numbers of highly qualified Social Workers, should you prefer to speak with them.

# FREQUENTLY ASKED QUESTIONS

## Can I access the service afterhours?

Urgent needs during afterhours, on weekends and public holidays are supported by our senior psychologists. We operate 24/7/365. We also have a team of psychologists on standby during normal business hours if urgent support is needed – just let the Client Support Team member know you really need to speak to someone at the time of your call.

## What happens after my first appointment?

After your initial counselling appointment, the psychologist will work with you to set up a subsequent appointment time that you feel comfortable with. If you are provided with an appointment time that doesn't suit your preferences or needs, please do let the counsellor know and they can make alternative arrangements with you.

## How much does it cost me?

Support through your EAP is free for you – it's a benefit provided by your employer to support your health and wellbeing. When you are nearing the maximum number of sessions your employer provides through the EAP, your psychologist will discuss options for ongoing support which includes referral into other long-term services or continuing to work with your Assure psychologist as a private client. Any costs following the referral will be your responsibility.

## What happens if I miss my appointment?

We require at least one business days' notice if you are not able to attend a booked appointment. This is important to allow others to access the service sooner by taking your appointment time. If you do not provide the one business days' notice, you will lose a session from your allocation and this will impact on the costs of the EAP to your employer. Assure will provide you with reminders that you need to give at least one business days' notice if you cannot attend an appointment, however, it is your responsibility to provide enough notice.

## Is there a specific service for managers?

A Manager Support Program (MSP) is available for leaders to gain confidential and timely advice across a range of people management scenarios. These include managing wellbeing, the impact of negative events, change, difficult performance conversations and how to refer employees to the EAP. The MSP is provided over the phone by experienced senior psychologists.

## Is there somewhere I can find out more about Assure and the EAP?

Our website provides a wealth of information including who we are and what we do. The site also has a host of resources including tip sheets, questionnaires, quizzes on many topics and typical concerns people bring to their EAP psychologist. Just go to our website – [assureprograms.com.au](http://assureprograms.com.au). Alternatively, you can connect with a member of our Client Support Team on 1800 808 374.

## What modes of communication can I use for my EAP sessions?

You are able to have any of your sessions via face-to-face, phone, video conference and SMS;

1800808374  
Individual Counselling

1800 505 015  
Manager Support Program

0439 449 876  
SMS Counselling

1800 671 561  
I-CARE

1800 692 378  
1800MYBEST

[Info@assureprograms.com.au](mailto:Info@assureprograms.com.au)