

Employee Assistance Program (EAP)

Enhancing your wellbeing

What does the EAP mean for you?

Your Employee Assistance Program allows you to feel comfortable knowing that you or your immediate family members can **confidentially** discuss any work or personal issues that are an inevitable part of life.

What EAP assists you with?

Optum will help you to identify, explore and manage any issues impacting your life, which can include:

- Conflict and communication
- Maximising performance
- Depression, anxiety and stress
- Relationship and marital problems
- Children or family member concerns
- Grief and bereavement
- Elder care issues
- Addictions
- Career path issues
- Retirement
- Work life balance
- Work stress
- Lesbian, Gay, Bisexual, Transgender support



What you need to know...

Where does counselling take place?

It's up to you! We can provide counselling services over the phone or off-site, face to face at one of our national locations.

Who pays for the service?

The program is fully subsidised by Morgan Stanley and is provided to you and your family members for free.

Livewell and self-help tools:

Livewell is your wellbeing resource. It provides interactive and user friendly information on work and personal issues. In addition, there are a number of tools available such as:

- Wellbeing Screeners – helping you to review your health
- Smoking Cessation Planner
- Health and Wellbeing Calculators
- eCards – enabling you to send special messages of thanks or support to colleagues, friends and family.

Who are the counsellors?

All Optum counsellors are highly professional qualified psychologists and social workers, with peak industry body accreditation and experience.

How long are EAP Sessions?

Each EAP session lasts about an hour and you are entitled to **six (6)** face-to-face sessions. You will also have unlimited access to the online member portal and consultation over the phone and email.

Make an appointment:

By calling the toll free number below you can arrange an appointment in any of the following countries at a convenient time and location.



Australia: 1300 361 008 (Australia) +61 3 9658 0025 (From abroad)	Indonesia: 0800 1321 321 (Office hours) 0812 1123 123 (After hours) + 62 812 1123 123 (From abroad)	China: 800 820 8723 (Landline) 400 820 8723 (Mobile) +86 21 6101 0030 (From abroad)
Hong Kong: 2581 1811 +852 2581 1811 (From abroad)	Thailand: (02) 2318 011 +66 2231 8011 (From abroad)	Philippines: 02 893 7606 (Within Manila) 1800 10 136 5488 (Outside Manila) +63 2893 7606 (From abroad)
Singapore: 1800 366 7891 +65 6550 9707 (From abroad)	Japan: 0120-247-553 +81 3 3541 8650 (From abroad)	India: 1800 102 7293 (AIRTEL) 1800 209 8424 +91 80 6764 9900 (TATA Indicom) 1800 425 1212 (BSNL/MTNL)
Korea: 02 3439 9412 +82 2 3439 9412 (From abroad)	Taiwan: 00 800 3667 8910 (from IDD phones) 03 526 8269 (Office hours) 00 852 2581 1811 (After hours) +886 3526 8269 (From abroad)	<ul style="list-style-type: none"> ● Network of accredited counsellors ● Professional, empathetic and effective ● Confidential guidance and support

Access Livewell:

Visit www.livewell.optum.com and enter your access code as below:

Access Code: **mseap**