



Support Contacts for MOP(S) Act Employees

Counselling and Support

- Support and advice for current and past workers within a Commonwealth Parliamentary Workplace (CPW)
- Conflict resolution, counselling and strategies to manage wellbeing
- Advice on having difficult conversations to reduce internal conflict and supporting effective working relationships
- Access to counselling and support on an anonymous basis and anonymous reporting is available through the PWSS website

1800 PH PWSS (1800 747 977) - Option 1
SMS: 0487 112 755
Email: Support@pwss.gov.au
24 hours a day, 7 days a week

Suite M2.105 Parliament House
8:30am - 8:00pm Mon - Wed of sitting weeks
8:30am - 5:00pm ALL other business days

HR Advice

- Recruitment
- Probation
- Performance management
- Office restructures
- Suspensions
- Termination of employment including deferral periods

1800 PH PWSS (1800 747 977) - Option 2
Email: HR@pwss.gov.au
9am - 5pm (AEDT/AEST) business days

Workforce Strategy

- Provide support to current and former MOP(S) Act employees and parliamentarians in respect of complaints
- Undertake preliminary assessments of formal complaints and recommend resolution pathways
- Oversee the Review of Decisions mechanism

1800 PH PWSS (1800 747 977) - Option 2
Email: workforcestrategy@pwss.gov.au
9am - 5pm (AEDT/AEST) business days

Work Health and Safety

- WHS risk assessments
- Nominated WHS roles
- Ergonomic and worksite assessments
- Early intervention support for ill or injured employees
- Workers compensation advice
- Support to remain at or return to work

1800 PH PWSS (1800 747 977) - Option 3
Email: whs@pwss.gov.au
9am - 5pm (AEDT/AEST) business days

PWSS Academy

- PWSS Academy, includes the Professional Development Program (PDP for MOP(S) Act staff)
- Executive coaching
- Studies assistance
- Ad hoc training reimbursement

1800 PH PWSS (1800 747 977) - Option 4
Email: training@pwss.gov.au
9am - 5pm (AEDT/AEST) business days



Support Contacts for MOP(S) Act Employees

Employee Assistance Program

The *Employee Assistance Program* is a free confidential counselling and support program which aims to enhance the emotional, mental and general psychological wellbeing of MOP(S) Act employees and their immediate family and household members support through TELUS health

The EAP can be accessed to assist you with work and personal issues, including:

- Conflict at work
- Work performance issues
- Personal and career direction
- Stress and pressure
- Anxiety and depression
- Anxiety and depression
- Personal Trauma and grief
- Alcohol, drug or gambling problems
- child and family concerns

Telus Health
Ph: 1300 360 364

Support line for First Nations Peoples
Ph: 1800 816 152

Website
telushealth.com/en-au

NewAccess Workplaces

NewAccess Workplaces is an evidence-based mental coaching service available to all MOP(S) Act employees. This service is developed by *Beyond Blue* in partnership with *ComCare*

NewAccess workplaces can help you manage a wide range of work life pressured, including:

- Work stress or uncertainty
- Financial worries or instability
- Family problems
- Change in work and living arrangements
- Isolation or loneliness

Ph: 1300 907 814

Email: newaccessworkplaces@rfq.com.au

Website: beyondblue.org.au

MaPS (Ministerial and Parliamentary Services)

Administers the employment framework under the MoP(S) Act

- Payroll
- Office management and property services
- Support using PEMS
- Office expense claims

Ph: 02 6215 3333

Email: mpshelp@finance.gov.au

Website: www.maps.finance.gov.au

Community Support

LifeLine Australia

(Crisis support and suicide prevention)

Ph: 13 11 14

SMS: 0477 13 11 14

Website: www.lifeline.org.au

1800 Respect

(Sexual assault, domestic and family counselling)

Ph: 1800 737 732

Website: www.1800respect.org.au

Beyond Blue

(Mental health information and support)

Ph: 1300 224 636

Website: www.beyondblue.org.au

Suicide Call Back Service

(Counselling to people affected by suicide)

Ph: 1300 659 467

Website: suicidecallbackservice.org.au

MensLine

(Counselling service and support for men)

Ph: 1300 789 978

Website: www.mensline.org.au

Q Life

(Anonymous, free LGBTQI peer support and referral)

Ph: 1800 184 527 (3pm to midnight)

Website: www.qlife.org.au