

# LawCare

Taking Positive Action



Externally provided by:





## **What is LawCare?**

LawCare is an Employee Assistance Program which provides free, confidential and voluntary counselling services to QLS members, their immediate family and legal support staff. The aim of LawCare is to assist with the resolution of work related and personal problems which may affect work performance or quality of life.

QLS has engaged an external counselling service, Assure Programs, to provide this short-term personal counselling. Assure Programs counsellors are recognised for their professional qualifications and experience in the provision of Employee Assistance Programs.

## **Why use LawCare?**

Most people experience problems which may have an impact on their work at some point in their lives. Many people find the problems short-lived and can be easily resolved, sometimes with the help of family or close friends. Other times the difficulties may persist. In these cases it is important to seek help before more serious problems develop.

The Assure Programs counsellor will approach your concerns in a sensitive and practical way, and then together with you, develop a plan to overcome the problem.

## **Who can access LawCare?**

- QLS members and their support staff
- QLS members' immediate family

## **What are the costs to the individual?**

There is no cost associated with accessing LawCare.

## **What problems can LawCare assist with?**

Assistance can be provided for a variety of personal, emotional or work related problems including:

- Anxiety, depression and general emotional problems
- Workplace conflict or disharmony
- Coping with organisational change
- Addictions
- Reactions to traumatic or distressing events
- Ongoing stress and burnout
- Grief and bereavement
- Misuse of alcohol and drugs
- Interpersonal relationships
- Introductory financial counselling
- Marriage and family relationship difficulties
- Schooling and study difficulties

## **What about confidentiality?**

A key feature of LawCare is that complete confidentiality is assured and maintained. Any discussion you may have with a counsellor will remain strictly confidential. Like doctors, Assure Programs counsellors are strictly bound by a professional code of ethics preventing them from giving out personal information without your written consent.

As professional counsellors, Assure Programs only provides QLS with general statistics about the use of LawCare. It is not possible to identify who has used the service from this general information. Therefore there are no employee files about the use of the service.

## **Can using LawCare affect my job?**

Your job security and career prospects will not be affected because no one will know you have used the program or the reasons why. Because of the confidentiality of this service, no information is sent to QLS or any other party that can identify who has accessed LawCare.

## How long are the sessions?

Sessions usually last for one hour and generally most difficulties can be resolved within four sessions.

## How can I access LawCare?

Assure Programs counsellors are located Australia wide. To arrange an appointment, obtain details on how to access the service in your local area, or for 24 hour contact phone:

Freecall

**1800 177 743**

**Email:** [info@assureprograms.com.au](mailto:info@assureprograms.com.au)

**Website:** [www.assureprograms.com.au](http://www.assureprograms.com.au)



QLS has engaged Assure Programs to provide this service



ABN 33 423 389 441