

What will it cost?

Sessions with your ITIM counsellor are funded by your organisation's contract with ITIM Australia. This means you do not pay. If, however, your ITIM counsellor refers you for specialist treatment, the cost of the specialist would be your responsibility. Of course, you are free to accept or refuse the assistance of a further specialist.

About ITIM

ITIM Australia Limited is a national organisation with offices in every state and territory. Established in 1960, ITIM is Australia's first provider of Employee Assistance Programs and is today one of the country's largest providers of support services to people in workplaces. ITIM engages more than 300 qualified staff who provide over 130 000 hours of service to 630 organisations in more than 200 locations.

The purpose of ITIM is to provide services which will assist you to achieve a safe, positive and productive work environment. ITIM is a 100 per cent not-for-profit Australian organisation.

Making an Appointment

To make an appointment with an ITIM counsellor, telephone freecall 1800 337 068.

This number does not appear on your telephone bill. The only information you will be asked over the telephone is your name, the name of your employer and possibly a telephone number for contacting you.

Freecall
1800 337 068

www.itim.com.au

“Talking with an **ITIM**
counsellor could
change your life”

Your Employee Assistance Program

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If you are reading this brochure it is because your organisation has an ITIM Employee Assistance Program in place for you.

What is an Employee Assistance Program?

An Employee Assistance Program is an initiative of your employer to provide you and your fellow employees with confidential counselling and support for workplace and personal issues. Your employer understands that if you are generally positive about your job and life, your work performance and overall wellbeing will be good. Your immediate family may also be able to seek support. This can be discussed with ITIM when you call.

Why talk with an ITIM counsellor?

Talking with an ITIM counsellor can help you to identify and resolve issues that may be causing you difficulty. It is possible you may be feeling stressed or overwhelmed with work or personal commitments and sometimes it is hard to know what to do or whom to talk to, particularly about concerns you would like to keep private. At ITIM, all counsellors are qualified professionals with many years' experience in specialty areas. They are also good listeners and provide unbiased strategies and ideas to help you deal with your problems.

What do people talk about with counsellors?

ITIM counsellors say people talk to them about:

- workplace conflict
- managing heavy workloads
- problem solving
- coping with change
- stress
- anger
- motivation and self-esteem
- down-sizing and redundancies
- workplace bullying, harassment and abuse
- dealing with a crisis
- career transitions
- emotional difficulties
- relationship and family problems
- gambling, drug, alcohol and other addictions
- depression, anxiety and phobias
- grief, bereavement and loss
- suicide
- family conflict
- pain management, and
- any other issue that is affecting work performance.

What happens during counselling?

Your first session with a counsellor generally lasts about one hour. During this time you will talk with your counsellor about the key issues that brought you to counselling. ITIM counsellors are trained to help you focus on and talk about issues that are preventing you from achieving your goals. In following sessions, with the assistance of your counsellor, you start to work towards resolving your issues. People who have seen counsellors report that it helped them to better understand themselves and their situations.

Is ITIM counselling confidential?

Yes. Confidentiality and privacy are important at ITIM. When you see an ITIM counsellor, no details of your issues will be discussed with anyone without your permission. Your job security will not be affected. ITIM does provide periodical reports to your organisation's management. These reports only contain information on the number of employees using the service and the types of issues for which people sought help. No names or identifying facts are ever mentioned.