



WELLBEING AND HR ADVICE AND SUPPORT CONTACT LIST - FOR MOP(S) ACT EMPLOYEES

<p>MaPS Help Desk</p>	<p>Phone: (02) 6215 3333 (option 1)</p> <p>Email: mpshelp@finance.gov.au</p> <p>Website: www.maps.finance.gov.au</p>	<p>The primary way for parliamentarians and MOP(S) Act employees to connect with MaPS.</p> <p>Advice and support including:</p> <ul style="list-style-type: none"> • terms and conditions of employment under the MOP(S) Act • support using PEMS and MOP(S) Learning
<p>Parliamentary Workplace Support Service (PWSS)</p>	<p>Phone: (02) 6215 3333 (option 2)</p> <p>For HR matters email: MOPSSupport@finance.gov.au</p> <p>For WHS matters email: MOPSWHS@finance.gov.au</p> <p>Website: www.maps.finance.gov.au</p>	<p>Confidential advice on HR, staffing and employment matters and referral to PWSS if required. Advice and support includes:</p> <p>Generalist WHS advice</p> <ul style="list-style-type: none"> • early intervention and rehabilitation • workers compensation processes • ergonomic workplace assessments • WHS roles <p>Generalist HR advice</p> <ul style="list-style-type: none"> • office structures/restructure • performance management • terminations of employment • recruitment
<p>Employee Assistance Program (EAP)</p>	<p>Phone: 1800 747 977 SMS: 0487 112 755</p> <p>Email: Support@pwss.gov.au Website: www.PWSS.gov.au</p> <p>In person: M2.105 at APH 8:30am-8pm Mon-Wed sitting weeks 8:30am-5pm all other business days</p>	<p>Independent and confidential support, advice and complaint resolution service for all workplace conflict, serious incidents and misconduct; available nationally 24 hours a day, 7 days a week to all workers or volunteers in Commonwealth Parliamentary workplaces.</p> <p>The PWSS has three core functions: support, including conflict resolution; education; and workplace investigations for parliamentarians and their staff. Trauma-informed support and counselling for individuals impacted by all workplace issues.</p> <ul style="list-style-type: none"> • Early intervention and resolution of workplace matters (including facilitated resolution and mediation) • Review (investigation) mechanism for current and former MOP(S) Act employees and parliamentarians • Anonymous reporting through the PWSS website.
<p>NewAccess Workplaces</p>	<p>Phone: 1300 360 364 Websites: www.benestar.com Employee Assistance Program</p> <p>Or</p> <p>Aboriginal and/or Torres Strait Islander Support line on 1800 816 152</p>	<p>An independent professional counselling service that can provide assistance in dealing with work and life issues, critical incident debriefs and culturally appropriate counselling services. The EAP also provides a Manager Support Program that can help managers with team management and complex staffing challenges.</p>
<p>Community Supports</p>	<p>LifeLine Australia (crisis support and suicide prevention) Phone: 13 11 14 SMS: 0477 13 11 14 Website: www.lifeline.org.au</p> <p>1800RESPECT (sexual assault, domestic family violence counselling service) Phone: 1800 737 732 Website: www.1800respect.org.au</p> <p>Beyond Blue (mental health information and support) Phone: 1300 224 636 Website: www.beyondblue.org.au</p> <p>Suicide Call Back Service (counselling to people affected by suicide) Phone: 1300 659 467 Website: www.suicidecallbackservice.org.au</p> <p>MensLine (counselling service and support for men) Phone: 1300 789 978 Website: www.mensline.org.au</p> <p>Q Life (anonymous, free LGBTI peer support and referral) Phone: 1800 184 527 (3pm to midnight) Website: www qlife.org.au</p>	<p>NewAccess Workplaces is a free, confidential mental health coaching service that can help manage a wide range of work and life pressures and assist in identifying strategies to use in the workplace. The service can be accessed without a GP referral or mental health treatment plan.</p>

