



Contact Centre

Every day, almost 1,500 organisations place their trust in LifeWorks by Morneau Shepell to manage the wellbeing of employees across Australia through access to high quality employee assistance services.

Overview

With an extensive network of counsellors, associates and wellbeing providers, we are the complete health and wellbeing solution for your organisation.

Our Contact Centre ensures employees, managers and executives receive the most comprehensive, effective and accurate response to their immediate and ongoing needs. The Contact Centre plays a fundamental role in assessing the needs of clients at the first point of contact, ensuring clients receive an efficient, sensitive, personal and responsive service to both immediate and ongoing clinical and non-clinical issues.

- **Immediate telephone counselling:** Same day telephone counselling is offered to all clients accessing the service, this option is often used by clients who may need initial support containing an issue or who prefer telephone support. If there is a requirement for face-to-face counselling the telephone counsellor will make the most appropriate recommendation during the telephone consultation.
- **Face-to-face counselling:** Face-to-face counselling is offered to clients who access the service.
- **Assessment of risk of harm:** All clients who make contact with our service are assessed for risk of harm, if at any stage during the intake process the client is assessed as being at risk, the call center staff will assess risk and take the appropriate steps to ensure the client's needs are met.

Making an appointment by phone

- Your call will be answered by our caring and professional team of Client Care Consultants. The initial registration over the phone takes between 5 - 7 minutes. Take your time and be guided by the Client Care Consultant.
- All questions asked are standard and are asked of all people ringing for support. We will link you with the most appropriate service.
- The Client Care Consultant will assess the level of risk attached to your issue; this is something that is asked of all callers.
- Have a pen and paper ready to note down any instructions given and you will need to provide a phone number that we can reach you on. Have your diary with you so you can find the best time to book an appointment.
- All telephone calls are confidential and your conversation may be monitored or recorded for quality purposes to ensure we continue to provide you with the best service possible (please let the Client Care Consultant know if you do not wish to have your call monitored or recorded.)
- If you are unsure about anything, please ask the Client Care Consultant to clarify. They will actively listen to you, facilitate the process for you and point you in the right direction for getting the support you need.



Hours of operation

- 24 hours a day, 7 days a week.
- 8am - 8pm (Mon - Fri): our Contact Centre will support you with your requests.
- 8pm - 8am: an after hours immediate telephone crisis support service is available.

Preparation for your initial counselling appointment

- If attending a phone session, choose a quiet location where you can speak freely with no distractions. Ensure you are not driving whilst on the phone to the counsellor. The counsellor will not proceed with the booking if a client is driving as it is unsafe.
- If attending a face-to-face session, arrive 10 - 15 minutes before your counselling prior. This can help to offset some of the anxieties you may be experiencing. You may bring a partner, friend or relative to the appointment to support you if you wish.
- Before your appointment write down some of the things you would like to explore during the session.
- Think about your objectives for counselling (try to be realistic and specific - this will help you achieve your goals): What do you want to achieve? How would you like your life or aspects of it to be different?
- Practice how much you feel something, for example, on a scale of 1 to 10 how happy/sad/anxious/depressed and so forth do you feel at any given moment?

Australia: 1800 604 640