

Support available to MOP(S) Act Employees

HR Advice

- Recruitment
- Performance management
- Office restructures
- Ceasing employment and automatic termination
- Probation
- Suspensions

1800 PH PWSS (1800 747 977) - Option 2

Email: HR@pwss.gov.au

9.00am – 5.00pm (AEDT/AEST) business days

Counselling and Support

- Confidential, trauma-informed support for all current and past Commonwealth Parliamentary Workplace employees
- Anonymous reporting
- Conflict resolution, including facilitated discussions
- Wellbeing strategies
- Advice on having difficult conversations to reduce conflict and support effective working relationships
- Incident response

24 hours a day, 7 days a week, 365 days a year

1800 PH PWSS (1800 747 977) - Option 1

SMS: 0487 112 755

Email: Support@pwss.gov.au

Suite M2.105 Parliament House

8.30am – 7.00pm Mon - Wed of sitting weeks

9.00am – 5.00pm (AEDT/AEST) all other 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
- Workplace adjustments

1800 PH PWSS (1800 747 977) - Option 3

Email: whs@pwss.gov.au

9.00am – 5.00pm business days

PWSS Academy

- Professional Development Program
- Executive Coaching
- Career transition training and support
- Studies assistance
- Ad hoc training reimbursement
- Travel for training

1800 PH PWSS (1800 747 977) - Option 4

Email: training@pwss.gov.au

9.00am – 5.00pm (AEDT/AEST) business days

Employee Assistance Program

The *Employee Assistance Program* (EAP) is a free confidential counselling program through TELUS Health which aims to enhance the wellbeing of MOP(S) Act employees, their immediate family and household members. Appointments are available virtually or face to face.

- Conflict at work
- Work performance issues, personal/career direction
- Stress and pressure
- Anxiety and depression
- Personal trauma and grief
- Alcohol, drug or gambling problems
- Child and family concerns
- Financial management and legal advice

TELUS Health
Ph: 1300 360 364

Support line for First Nations Peoples
Ph: 1800 816 152

Website: telushealth.com/en-au

Before Blue

An early intervention mental health coaching program to get you from stress to strength.

Before Blue is ideal if you're:

- feeling stressed or overwhelmed
- looking to improve your mental wellbeing
- wanting to build resilience and coping skills
- seeking support before issues stack up.

Ph: 03 9810 6100

Email: [Submit an employee enquiry](#)

Website: [Before blue for employees](#)

Code: PWSS-B4B

MaPS (Ministerial and Parliamentary Services)

Administers the Parliamentary Business Resources Framework, the MoP(S) Act, the Parliamentary Expenses Management System and COMCAR.

- MoP(S) Act employee payroll services and PEMS support
- Client support via State and Territory managers
- Parliamentarians' office expenses and budget, vehicle Support, non-travel work expenses and policy advice
- Office accommodation, relocation, management, security and property services.

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

SMS: 0458 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 LGBTIQ+ peer support and referral)

Ph: 1800 184 527 (3.00pm to midnight)

Website: www.qlife.org.au