

Parliamentary Workplace Support Service

Support Contacts for MOP(S) Act Employees

Counselling and Support

Access confidential trauma-informed support and assistance to access other services that can help.

- Support and advice for current and past workers within a Commonwealth Parliamentary Workplace (CPW)
- Conflict resolution, counselling and strategies to manage wellbeing
- Advice on having difficult conversations to reduce internal conflict and supporting effective working relationships
- Access counselling and support on an anonymous basis and anonymous reporting is available through the PWSS website

1800 PH PWSS (1800 747 977) - [Option 1](#)

SMS: 0487 112 755

Email: Support@pwss.gov.au

24 hours a day, 7 days a week

Suite M2.105 Parliament House

8:30am – 8:00pm Mon – Wed of sitting weeks

8:30am – 5:00pm ALL other business days

HR advice

Access guidance and support in navigating the employee life-cycle.

- Recruitment
- Probation
- Performance management
- Office restructures
- Suspensions
- Termination of employment including deferral periods

1800 PH PWSS (1800 747 977) - [Option 2](#)

Email: hr@pwss.gov.au

9am-5pm (AEDT/AEST) business days

Workforce Strategy

Access complaints guidance and support.

- Provide support to current and former MOP(S) Act employees and parliamentarians in respect of complaints
- Undertake preliminary assessments of formal complaints and recommend resolution pathways
- Oversee the Workplace Review (investigation) mechanism.
- Oversee the Review of Decisions mechanism.

1800 PH PWSS (1800 747 977) - [Option 2](#)

Email: contact@pwss.gov.au

9am-5pm (AEDT/AEST) business days

Work health and safety

Your role in creating safe and healthy workplaces and getting early intervention support for yourself or others.

- WHS risk assessments
- Nominated WHS roles
- Ergonomic and worksite assessments
- Early intervention support for ill or injured employees
- Workers' compensation advice
- Support to remain at or return to work

1800 PH PWSS (1800 747 977) - [Option 3](#)

Email: whs@pwss.gov.au

9am-5pm (AEDT/AEST) business days

Learning and development

Register for upcoming training courses or contact us to discuss your bespoke learning needs.

- PWSS Academy, includes the Professional Development Program (PDP for MOP(S) Act staff)
- Executive coaching
- Studies assistance
- Ad hoc training reimbursement

1800 PH PWSS (1800 747 977) - [Option 4](#)

Email: training@pwss.gov.au

9am-5pm (AEDT/AEST) business days

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Parliamentary Workplace Support Service Support Contacts for MoP(S) Employees

Employee Assistance Program

The employee assistance program is a free confidential counselling and support program which aims to enhance the emotional, mental and general psychological wellbeing of MOP(S) Act employees and their immediate family and household members support through TELUS Health.

The EAP can be accessed to assist you with work and personal issues including:

- Conflict at work
- Work performance issues
- Personal and career direction
- Stress and pressure
- Anxiety and depression
- Personal Trauma and grief
- Alcohol, drug or gambling problems
- Child and family concerns

Telus Health

Ph: 1300 360 364

Support line for First Nations Peoples

Ph: 1800 816 152

Website: <https://www.telushealth.com/en->

NewAccess Workplaces

NewAccess workplaces is an evidence-based mental coaching service available to all MOP(S) Act employees. This service is developed by Beyond Blue in partnership with Comcare.

NewAccess workplaces can help you manage a wide range of work life pressures, including:

- Work stress or uncertainty
- Financial worries or instability
- Family problems
- Change in work and living arrangements
- Isolation or loneliness

Ph: 1300 907 814

Email: newaccessworkplaces@rfq.com.au

Website: <https://www.beyondblue.org.au>

MaPS (Ministerial and Parliamentary Services)

Administers the employment framework under the MoP(S) Act, including:

- Payroll
- Office management and property services
- Support using PEMS
- Office expense claims

Ph: 02 6215 3333

Email: mpshelp@finance.gov.au

Website: www.maps.finance.gov.au

Community Supports

LifeLine Australia (*crisis support and suicide prevention*)

Ph: 13 11 14 **SMS:** 0477 13 11 14

Website: www.lifeline.org.au

1800Respect (*sexual assault, domestic and family counselling*)

Ph: 1800 737 7332

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: 1300 659 467

MensLine (*Counselling Service and support for men*)

Ph: 1300 789 978

Website: www.mensline.org.au

Q Life (*anonymous, free LGBTQI peer support and referral*)

Ph: 1800 184 527 (3pm to midnight)

Website: www qlife.org.au

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