



Resources available to MOP(S) Act Employees

HR Advice

- Recruitment
- Safe and respectful culture
- Performance management
- Office restructures
- Termination of employment including deferral periods
- 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 and advice for all current and past Commonwealth Parliamentary Workplace employees. This can be done anonymously
- Conflict resolution, counselling and strategies to manage wellbeing
- Advice on having difficult conversations to reduce conflict and support effective working relationships.
- Support with cessation of employment

You can contact a PWSS case coordinator 24 hours a day, 7 days a week.

1800 PH PWSS (1800 747 977) - Option 1

SMS: 0487 112 755

Email: Support@pwss.gov.au

Suite M2.105 Parliament House is open

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

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

Workforce Strategy

- Undertake assessments of formal complaints and recommend resolution pathways
- Provide advice and support to individuals involved in a complaint matter
- Oversee the Review of Decisions mechanism

1800 PH PWSS (1800 747 977) - Option 2

Email: workforcestategy@pwss.gov.au

9.00am – 5.00pm (AEDT/AEST) 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 advice
- Support to remain at or return to work

1800 PH PWSS (1800 747 977) - Option 3

Email: whs@pwss.gov.au

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

PWSS Academy

PWSS Academy provides education resources, including:

- the Professional Development Program (PDP for MOP(S) Act Staff)
- Executive Coaching
- Career transition training and support
- Studies assistance
- Ad hoc training reimbursement

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 and support program which aims to enhance the wellbeing of MOP(S) Act employees, their immediate family and household members through TELUS health

- 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
- Financial management assistance and advice

Telus Health

Ph: 1300 360 364

Support line for First Nations Peoples

Ph: 1800 816 152

Website: telushealth.com/en-au

Before Blue

A mental health coaching program to get you from stress to strength.

Before Blue is an early intervention mental health program which provides tools and support to manage stress, build resilience, and enhance overall mental wellbeing. 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.

- Payroll services for MoP(S) Act employees
- Client support via State and Territory managers
- Parliamentarians' non-travel work expenses, policy advice and vehicle support
- Office expenses and budget support
- Support using PEMS
- 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 LGBTQ1 peer support and referral)

Ph: 1800 184 527 (3.00pm to midnight)

Website: www qlife.org.au