

# How can we help you?

- ✓ Confidential support
- ✓ Counselling and advice
- ✓ 24/7 freephone contact



This helpline offers you and your family counselling and advice on a variety of personal, family or workplace issues.

The service is paid for by your employer and is provided by a professional organisation, *Wellbeing Solutions Management*. There is no cost to you and all calls are confidential.

Whatever our age, background or role in life, from time to time we all have problems – whether personal, family, or work-related. Talking to a counsellor or an advisor can help us understand a problem, try a different approach or just learn how to cope with a situation that we can't change. Our aim is to help you find your own solution to whatever is worrying you.

## Confidentiality

This is a confidential and anonymous service provided by an independent organisation. No personal or identifying information is communicated to your employer.

Only in the most extreme and unusual circumstances would your confidentiality and anonymity ever be broken, for example, if our clinical professionals considered that you may be a significant danger to yourself or others around you. In these circumstances, you would be informed when this happens.



**Legal**



**Older People**



**Emotions**



**Money**



**Work**



**Relationships**



**Health**



**Addictions**



**Family**



# How to get Support

## Making Contact:

You and any family member (living at your address and aged over 16) can contact the Employee Assistance Helpline 24-hours a day, 365 days a year. We'll ask for the name of your employer and a convenient time for one of our counsellors or advisors to call you back.

Alternatively you can book an appointment online:  
[employeeassistance.org.uk](http://employeeassistance.org.uk)

## Emotional Support:

If you would like the support of a counsellor, we will arrange a telephone counselling session at a time to suit you. Our counsellor may recommend further counselling sessions to help you overcome a more troubling issue.

## Practical Advice:

If you need professional advice or factual information on any legal, money, health, work or personal issue, we can arrange for a free telephone consultation with one of our many specialist advisors.

**24/7 freephone:**

**0800 328 1437**

From outside the UK: +44 (0) 1482 661 814

Minicom: 01482 661 911 (8.30 am – 6.00pm)

**Online:**


**[employeeassistance.org.uk](http://employeeassistance.org.uk)**

# employeeassistance.org.uk

Go online for user-friendly information on personal, work and family issues. You can also login to book an appointment with one of our counsellors or advisors.


To login you'll need the access code allocated to your employer, which may be displayed on noticeboards or on your staff website. Alternatively, ask for your access code by emailing us at:


[access-code@employeeassistance.org.uk](mailto:access-code@employeeassistance.org.uk)



Enter your access code to log in.

[Log in](#)

  
Search

 Call us 24 hours a day on:  
**0800 328 1437**

[Home](#) [Access code request](#)

How can we help you?    What happens when you call?

## How can we help you?

Your confidential counselling and advice service

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We all face challenges in life that can result in worry, frustration and distress. You may need specialist legal or money advice, or personal support and guidance.

We are here to help you. You just need your access code, given by your employer, which confirms they have made this website and helpline available.

**Managers**

- ✓ Managing staff
- ✓ Helping someone in a crisis
- ✓ Absence management

**Laws & rights**

- ✓ Employment laws
- ✓ Property & housing
- ✓ Crime, police & legal aid
- ✓ Consumer & contract rights
- ✓ Wills & inheritance

**Emotional help**

- ✓ Stress & resilience
- ✓ Depression & anxiety
- ✓ Bullying
- ✓ Bereavement & loss
- ✓ Suicide

**Work**

- ✓ Dismissal & termination
- ✓ Disciplinary
- ✓ Bullying & handling confrontation
- ✓ Hours, leave & pay
- ✓ Redundancy

**Your health**

- ✓ Pregnancy
- ✓ Workplace absence
- ✓ Personal injury
- ✓ Stress & resilience

**Family**

- ✓ Working rights for parents
- ✓ Divorce, separation & child custody
- ✓ Disability & special needs children
- ✓ Teenagers

**Older people**

- ✓ Pensions
- ✓ Elder care & power of attorney
- ✓ Additional benefits for the elderly
- ✓ Time off to care for dependents
- ✓ Bereavement & loss

**Money**


- ✓ Pay, bonuses & commission
- ✓ Pension
- ✓ Dealing with debt
- ✓ Taxation
- ✓ Benefits

**Relationships**

- ✓ Divorce & separation
- ✓ Counselling & mediation
- ✓ Bullying & handling confrontations

**Addiction**

- ✓ Substance & gambling addiction
- ✓ How do you know if its addiction?
- ✓ Support for family & friends
- ✓ Rehabilitation & support



This employee assistance helpline is provided by Wellbeing Solutions Management (WSM), a leading supplier of psychological, counselling and advice resources to employers across the UK. Services include: Employee assistance programmes (EAPs), HR / management counselling referrals, psychological assessments, critical incident counselling, mediation, in-house mental health training, wellbeing coaching and occupational health.

For more information go to: [wsm-wellbeing.co.uk](http://wsm-wellbeing.co.uk)