

A guide to your Employee Assistance Programme



Your **24/7* confidential support service** offers you practical guidance **online** and **over the phone** on everyday matters as well as being available for information and support with more serious problems too.

Our **qualified counsellors** are on hand to offer you a **completely free, confidential and impartial service** - whatever you need and whenever you need it.

When you don't
know where to
turn we're here
to guide you



What help can I get?



Home or work issues

We offer practical, impartial information and support on everyday matters ranging from:

- Consumer rights
- Money management
- Travel information
- Legal advice
- Family and relationship matters



Challenging situations

Whatever situation you're facing, you can call one of our qualified practitioners for support on matters including:

- Stress
- Resilience and anxiety
- Bereavement
- Caring for someone



Medical concerns

We provide support on any medical matters you may be concerned about, including:

- Symptoms
- Dealing with diagnosis
- Child health
- Healthy lifestyles



Management consultancy

If you're a people manager you can give us a call to access support and guidance in your day to day role. We can help with:

- Difficult conversations
- Managing long term sickness
- Coping with change
- Tackling a performance issue



*Health@Hand nurses available 24/7, 365 days a year.
LifeManagement™ hours: Monday to Thursday 8.30am-11pm, Friday 8.30am-8pm. Pharmacists and Midwives available Monday to Friday 8am-10pm, Saturday 8am-4pm, Sunday 8am-12pm.



“I can’t begin to tell you how relieved I was to know someone was out there and willing to listen to me”

AXA PPP healthcare EAP member

Confidential and impartial support



Can I get information and guidance online?

be supported online provides you with a huge range of information on a variety of topics.

You also have access to **e-counselling**, where you can receive online professional support with a counsellor at a time and place that suits you. If you work unusual shifts, are always travelling or just find it easier to explore issues when you write them down, then **e-counselling** may provide the solution.



Do you need to know my name?

It’s entirely up to you whether you want to give us your name or not. We don’t need to know it, but people often tell us our service feels more personal if we can talk using first names.



What information does my employer get?

Every so often, we will provide statistics to your employer on the number of people that have called about different types of issues. This helps them understand the topics their employees are facing and to provide support where needed.

Under no circumstances would any individual employee or family member be identified.

**Call. Anytime.
Whatever
the reason.**

Or visit axabesupported.co.uk

Username:

Password: