



familybasedcare
Association North West Inc.

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Occupational Assistance

Supporting staff and their families



Your care,

Your way

Family Based Care provides an occupational assistance scheme free of charge to all employees and their immediate family members as part of our commitment to:

staff health and wellbeing

work/life balance

a holistic approach to staff

support for staff



WHAT IS AN OAS?

An Occupational Assistance Scheme is a free, confidential counselling and mediation service which is available to all staff and their immediate family members.

This service is provided by Tasmanian firm Newport and Wildman, which operates out of locations in Hobart, Launceston, Devonport and Burnie.

Employees can access counsellors 24 hours a day, seven days a week.

The services include:

Counselling

Critical incident management and support

Workplace conflict management

Career assistance



Mediators and Counsellors
Employee Assistance Services
Workplace Conflict Management Services

HOW CAN COUNSELLING ASSIST ME?

Counselling is a process undertaken to identify, discuss and resolve issues of worry or concern.

The benefits of counselling are:

- ◆ identifying issues and receiving help to try to resolve them
- ◆ Having an opportunity to voice grievances
- ◆ Having less stress results in improved work performance, which in turn improves self esteem and confidence

When working with the client, the counsellor aims to assist the client to problem solve, to invest in prevention and in personal skill development. This way, their immediate concerns can be effectively dealt with and the risk of re-occurrence can be reduced.

HOW DO I ACCESS THE SCHEME?

To arrange a counselling session simply call to make an appointment; you will not be identified as having used the service at any time.

Alternatively, FBC can schedule an appointment for you.

Staff are entitled to three visits per year for a personal issue and more if required for a work-related issue.

Counselling can be face to face, by telephone or Skype.

Everything is discussed in the strictest confidence and no information is shared unless your permission is given.

CONTACT

(03) 6322 0999 (STATEWIDE)

1800 650 204 (EMERGENCY)

