



Employee assistance programme - Lifeworks

St Anne's offers Lifeworks to all its employees and immediate family members. The service offers free, confidential help and advice on a range of issues and includes provision for free counselling where necessary. The service is available 24/7, 365 days per year and can be accessed in two ways.

Telephone Freephone 0800 169 1920

Internet www.lifeworks.com

userid stannes
Password lifeworks

The telephone service is staffed by professional information specialists and counsellors, who will assess the nature of your enquiry and seek to refer you onto the appropriate source for help. Lifeworks have a large number of tip sheets, booklets and CDs on a wide range of subjects, including childcare, parenting, bereavement, dealing with stress and other issues. St Anne's does not receive any information about individuals using the service – all telephone calls are entirely confidential.

Where it is felt that counselling would be appropriate for an employee, Lifeworks will set up sessions with a counsellor in the employee's preferred locality. The counselling is short-term, solution focussed and is provided free of charge to the employee. If Lifeworks or the counsellor consider that longer term counselling would be required, help will be provided for the employee in accessing appropriate support.

Below are some examples of the types of issues which Lifeworks can help with :

Family	Practical help caring for your family including parenting, education, caring for older relatives or becoming a parent.
Work	Support and advice on work-related issues such as managing people, building working relationships and time management
Money	Information on managing your finances and advice on legal issues including buying, selling or renting a home, budgeting, saving for retirement and will's and estate planning
You	Support to help you manage emotional concerns and everyday issues such as moving home, keeping fit, managing stress, dealing with bereavement or personal relationships.

Employees are encouraged to access the service as frequently and for as many issues as they wish. It is provided free of charge to all St Anne's employees and immediate family members.

Leaflets from the service provider are available from Head Office Administration on request.