

Support Matters[®] is a confidential employee assistance programme provided by Workplace Options and delivers employee and manager support. It is designed to provide an engaging, useful, everyday support service for employees. Support Matters provides access to a wide range of help and information including:

- *Structured clinical counselling* – Up to four face-to-face or telephone sessions with a local clinician, including evening and weekend appointments.
- *ManagerAssist*[™] - advice for managers to help them deal with challenging workplace issues.
- *Everyday work-life enquires* – support to individuals with any issues that takes time out of their busy schedules - work or personal related.
- *Help with dependent care* - supports individuals with all aspects of being a carer.
- *Legal information and support* - qualified legal professionals available to provide information on a variety of legal matters.
- *Financial Support* - money advisers available to support people facing financial challenges.
- *Debt management counselling* – for individuals experiencing more serious financial problems.
- *Career coaching* – one off telephone session providing advice on career development.
- *Workplace crisis support* - a post incident service designed to help a company deal with a crisis such as a widespread natural disaster, corporate restructuring, or death of an employee.
- *Computerised Cognitive Behavioural Therapy (CBT)* – complements the clinical counselling where needed.
- *Savings Centre* - a shopping discount website which is available to all employees.

The Support Matters website acts as the information and access hub for all of these services. This is in addition to the core telephone service which is available 24 hours a day all year round providing in-depth advice and support on all of these topics. Employees can also contact the service by SMS text, email, and LiveChat via the Support Matters website. They can also access the service by downloading the “iConnectYou” app from Apple app store and Google Play for android.



How do individuals get access to Support Matters?

On the application form we ask for the employer’s contact details to be provided. Once cover has started we will send the employer a welcome email with more information about the Support Matters service, along with website login details and the telephone number needed to access the service. The welcome email also includes promotional material that the employer can share with their employees.

Employers can also opt-in to receive quarterly email newsletters with updates and reminders about the Support Matters service. They can opt-in from the Welcome Email.

Access to Support Matters will stop upon leaving employment or the policy cease date.