

My Support Options

A quick guide for WSU staff — exploring what support looks like for you.

WSU Workplace Support

Your Manager	Your first point of contact. Managers can consult with you on workload, reasonable adjustments, and wellbeing concerns. WSU uses the PACE framework to support regular, structured check-in conversations.
Wellbeing & Safety	Your Safety Business Partners provide support, psychosocial risk guidance, and can help connect you to the right resources. Workplace incidents, injuries, hazards, or psychosocial risks can be reported through DoneSafe , the University's WHS reporting portal.
HR Operations	Support with leave entitlements , flexible work arrangements, employment conditions, policies, procedures and employment -related enquiries. <i>Access self-service information and Knowledge Articles through WesternNow.</i>
People Partners (HR Business Partners)	Support with workforce planning , organisational change, complex people matters and strategic people advice.
A Trusted Colleague	Peer support is powerful. Whether it is a friend, trusted colleague or family member, finding someone who listens without judgement can make a real difference — you don't always need a formal service.

Universal Supports — Available to All WSU Staff

Access EAP	Free, confidential counselling for all WSU staff and their immediate family. Short-term, solution-focused sessions available 24/7 by phone, video, or in person. Manager Support line – a confidential advisory service that helps managers navigate employee, team, and workplace challenges with guidance from experienced professionals. Manager Referred Service – a voluntary, goal-focused coaching service that supports people to build on their strengths and navigate workplace challenges. Access via accesseap.com.au, download the app or call 1800 818 728.
UniSuper 360Health	Free virtual health platform for all UniSuper members and families. Includes mental health reviews, nutrition, fitness, GP telehealth, and specialist opinions. Access via app or call 1800 325 578. unisuper.com.au/insurance/360health
Your GP	Your GP is a key first step for physical and mental health. They can assess your needs, provide referrals, and set up a Mental Health Care Plan (MHCP).

Other Support Options

Psychologist	Registered psychologists provide evidence-based support for a range of mental health concerns. You can access a psychologist privately or through a GP referral. See 'What is a Mental Health Care Plan (MHCP)?' below for more information about Medicare-subsidised sessions.
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Other Support Options

MindSpot	Free online mental health service with clinician-guided programs for anxiety, depression, and stress. Clinician support included. mindspot.org.au
Medicare Mental Health	Australian Government mental health gateway — helps you find the right service for your situation. A great starting point if you're not sure where to turn. headtohealth.gov.au
Smiling Mind	Free mindfulness and meditation app. Useful for managing stress, improving sleep, and building focus. smilingmind.com.au
Beyond Blue	Support for anxiety and depression — available 24/7 by phone, chat, and forum. beyondblue.org.au 1300 22 4636
Lifeline	24/7 crisis support — not just for acute crises, but also for stress, overwhelm, and feeling stuck. lifeline.org.au 13 11 14

In Work Supports — Guide for Managers

Check-ins and Communication	- Increasing frequency of 1:1s - Shifting the tone of check-ins from task-status to genuine wellbeing (e.g. Staff 4-question Wellbeing Plan: What's happening / What's the impact / What works / What do you need) - Offering informal, lower-pressure touchpoints (a coffee catch-up, walking meeting) alongside formal ones Managers should listen and respond supportively, but should not diagnose, provide counselling, or promise specific adjustments.
Workload and Task Management	- Reducing or reprioritising tasks - Delaying non-urgent deadlines or projects - Reallocating work across the team temporarily - Reviewing and clarifying role expectations — ambiguity itself is a stressor - Protecting focus time by shielding from meetings or interruptions
Flexibility	- Considering adjusted hours or start and finish times through the relevant process. - Considering remote or hybrid arrangements, subject to role requirements and the relevant flexible work or adjustment process. - Discussing time away for appointments through applicable leave, flexibility, or manager approval, while following relevant evidence and privacy requirements.
Practical Support	- Encouraging Peer to Peer connection (without disclosing personal details, encourage team members to look out for one another) - Reminders of support options (EAP)

What is a Mental Health Care Plan (MHCP)?

A Mental Health Care Plan (MHCP) is a formal plan developed with your GP that gives you access to Medicare-subsidised sessions with a registered psychologist — up to 10 individual sessions per calendar year.

How to get one:

1. Book a longer appointment with your GP and mention you'd like to discuss your mental health.
2. Your GP will assess your needs and develop the plan with you.
3. You'll receive a referral to a registered psychologist — you can use one you already see or ask your GP for a recommendation.
4. Medicare will subsidise up to 10 individual sessions per calendar year.

Cost: Sessions are partially covered by Medicare. Out-of-pocket costs vary — ask your psychologist about their gap fee before booking.

Important information

This guide provides general information about support options available to Western Sydney University staff. Support will be handled sensitively, with information shared only where necessary or required by law, policy, or to manage health and safety risks.

Managers and colleagues can listen, respond supportively, and help connect staff with appropriate support, but should not provide counselling, diagnose conditions, manage safety concerns themselves, or promise specific adjustments. Workplace adjustments, flexible work, leave, and time away for appointments must follow the relevant University processes and be considered individually.

AccessEAP is independent and confidential, but does not replace emergency or medical care, WHS reporting, or formal workplace processes. Workplace incidents, injuries, hazards, and psychosocial risks should be reported through [DoneSafe](#).

Document information

This resource has been developed by Western Sydney University and should be read in conjunction with relevant University policies, procedures, and wellbeing resources.

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IMMEDIATE SUPPORT

If there is an immediate risk to safety, call 000. For crisis support, contact Lifeline on 13 11 14.