



Welcome to: Wellbeing Services

ASÜRİA
ASSURED PEOPLE SERVICES



Welcome to: Wellbeing Services

We're here to support you every step of the way

At Asuria, we are here to support you with a variety of wellbeing services designed to empower you with the knowledge, tools, and skills you need to secure and maintain employment. Our dedicated Wellbeing Specialist Team consists of highly trained, registered allied health professionals, including psychologists, social workers, and counsellors, all committed to helping you every step of the way.

If mental health or other challenges are making it difficult to find or keep a job, we offer evidence-based assessments and counselling interventions to guide you through. We truly understand the positive impact employment has on overall wellbeing, and our solution-focused approach is here to help you build the awareness and skills needed to improve your health and wellbeing.

The Wellbeing Specialist Team is passionate about supporting you on your journey towards employment. Reach out to your Mentor today to book an appointment – we are here for you!

Contents

Welcome to: Wellbeing Services	3
What we offer	4
How can we help you	5
We believe in you	6
What to expect in your first appointment	7
Grounding techniques	8
Breathing techniques	9
We hear you and support you	10
What will my Wellbeing Specialist ask me?	11
What will happen at ongoing appointments?	11
We help you get and keep your job	12
Confidentiality	13
National support and services numbers	14

How we support you: Exploring what we offer



Assessments

We offer assessments to help understand your work capacity and any challenges that might be standing in the way of finding or keeping a job.

- Non-vocational assessments look at health, personal, or other barriers to employment.
- Vocational assessments help identify your skills, qualifications, and areas of interest that can be transferred to new job opportunities.



Support

We are here to help you overcome any barriers to employment by offering psychology and counselling services. Our team will work with you to address and manage challenges you might be facing, providing the support and guidance you need to move forward with confidence.

Whether you're dealing with mental health concerns, personal struggles, career and work worries, or other obstacles, we will be by your side every step of the way. Our goal is to help you build the skills and resilience needed to succeed in your career journey.



Referrals

We can also assist with referrals to external services, such as GPs, psychiatrists, community programs, rehabilitation services, food aid, homelessness services, and more, whenever needed.

We are here to support you and connect you with the help you need.

Here for you: How we can help and support your journey

We offer a wide range of health and wellbeing services to support your mental, emotional, and career wellbeing, including:

- Mental Health Assessment and Counselling (e.g., depression, anxiety, trauma)
- Relaxation and Stress Management (including mindfulness)
- Anger Management Counselling
- Self Esteem, Confidence, and Resilience Counselling
- Career and Vocational Assessment and Counselling
- Social Skills Training (e.g., goal setting, problem solving, communication skills)
- Drug and Alcohol Counselling (including relapse prevention)
- Family and Relationship Counselling
- Referral and Advocacy to connect you with the right services
- Navigating the Centrelink System, including referrals for employment assessments, assistance with disability support pension applications or connecting you to Disability Employment Services
- Wellbeing Workshops such as Mindset and Motivation, Anxiety and Managing Mood



We believe in you

**At Asuria, we believe in you.
We respect you for who you are.**

We seek to understand your life experiences and skills and we will value those experiences and skills.

Your first appointment:

A welcoming journey begins

It's completely normal to feel a little nervous, stressed, or unsure before your first session with your Wellbeing Specialist. We understand that taking this step can feel big, but it's also the beginning of a positive and life-changing journey.

During your first appointment, your Wellbeing Specialist will make sure to explain everything clearly, including the confidentiality and privacy of your sessions, their qualifications, and how the counselling process works. We want you to feel comfortable and confident as you move forward.

We focus on building a strong, trusting relationship with you, which is why we keep the conversation relaxed and informal at the start. If any assessments are needed, your Wellbeing Specialist will go over them with you in a way that feels easy to understand.

We are here to support you and make this experience as comfortable and helpful as possible.

Grounding techniques

5 things you can see

Look for five small details such as a pattern on the ceiling, the way light reflects off a surface, or an object you never noticed.



4 things you can feel

Notice four sensations like clothing on your body, the sun on your skin, or the feeling of the chair you are sitting in. Pick up an object and examine its weight, texture, and other physical qualities.



3 things you can hear

Pay special attention to three sounds your mind has tuned out, such as a ticking clock, distant traffic, or trees blowing in the wind.



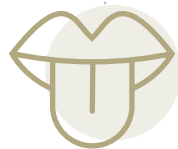
2 things you can smell

Try to notice two different smells in the air around you, like an air freshener or freshly mowed grass. You may also look around for something that has a scent, such as a flower or an unlit candle.



1 thing you can taste

Carry a gum, candy, or small snacks for this step. Pop one in your mouth and focus your attention closely on the flavours.



1 Inhale through the nose until the stomach expands.

2 Slowly let the breath out through the mouth.

3 Once settled into the pattern, focus on the breath coming in through the nose and out through the mouth.

4 Notice the rise and fall of the stomach as the breaths come in and out.

5 As thoughts come into the head, notice that they are there without judgment, then let them go and bring the attention back to the breathing.

6 Carry on until feeling calm, then start to be aware of how the body and mind feel.



Breathing techniques

We hear you and support you

When you choose Asuria, we will meet with you face-to-face, take the time to listen to you, talk with you and importantly help coach and support you.

Questions with care: What your Wellbeing Specialist may ask you

During your first appointment, your Wellbeing Specialist will want to get to know you better and understand how they can best support you. They may ask a few questions like:

What has brought you to your appointment?

What would you like to achieve?

Have you attended another session before?

What's going on in your life right now?

These questions are simply to help guide the conversation and give your Wellbeing Specialist a sense of how they can be most helpful. While it's important to be open, please remember that you don't have to share anything you're not ready to. You are in control of what you share, and you can take things at your own pace. We are here to support you in a way that feels right for you.



Continuing your journey: What to expect at ongoing appointments

As you continue with your appointments, you and your Wellbeing Specialist will work together to create a plan that's tailored to your unique needs and goals. This plan is designed to help you move forward and achieve what you're hoping to with your sessions.

Your Wellbeing Specialist will regularly check in with you to provide feedback, so you can track your progress and make any adjustments if needed. If any assessments are required along the way to help monitor your progress, your Wellbeing Specialist will explain this to you and ensure you feel comfortable with the process.

Our team of caring Wellbeing Specialists are genuinely dedicated to helping you manage or overcome any challenges you may be facing. We are here to support you every step of the way, and everything will be done at a pace that works for you.

We help you get and keep your job

For over 40 years, Asuria has helped find meaningful, long-term jobs for tens of thousands of people just like you.

We will prepare you, brief you, and help you every step of the way to get and keep your job.



Your privacy matters: Understanding confidentiality in our sessions

Confidentiality means that what you share in your sessions stays private—and it's an important part of the counselling relationship. It helps create a space where you can feel safe, supported, and able to talk openly about whatever's on your mind, knowing your privacy will always be respected.

Your Wellbeing Specialist understands how important this is. At your first appointment—and anytime you'd like—they will gently explain what confidentiality means, including the rare times when they might need to share something with someone else. This would only happen if they were really concerned about your safety or someone else's, or if you give your clear consent for them to share certain information. Even then, they will always talk with you first, so you feel included and supported every step of the way.

We are here to offer a kind, caring, and respectful space where you can feel completely at ease. You are in control, and we will move at a pace that feels right for you.



Support and services

Blue Knot Foundation

1300 657 380

9:00am - 5:00pm, Monday to Sunday

Supporting adults affected by complex trauma and childhood trauma and those who support them.

Butterfly Foundation

1800 33 4673

8:00am - midnight, every day

Support for eating disorders and body image issues over the phone, web chat or email.

Family Relationship Advice Line

1800 050 321

8:00am-8:00pm, Monday to Friday, 10:00am-4:00pm, Saturday

The Family Relationship Advice Line is a national telephone service that helps families affected by relationship or separation issues, including information on parenting arrangements after separation. It can also refer callers to local services that provide assistance.

Griefline

1300 845 745

8:00am - 8:00pm, Monday to Friday

Free telephone counselling, online forums and resources for people experiencing grief and loss.

Head to Health

1800 595 212

8:30am - 5:00pm, Monday to Friday

Talk to a mental health professional and be connected with the supports or services that best meet your needs.

Headspace

1800 650 890

3pm-10pm

Support and information for young people 12-25 for mental health and what's going on in their life.

Mates in Construction

1300 642 111

Suicide prevention and support program operating in the Construction, Mining and Energy industry.

National Debt Helpline

(03) 9421 7640

9:30am - 4:30pm, Monday to Friday

Free National Debt Helpline is a free service that helps people tackle their debt problems.

PANDA

1300 726 306

9:00am - 7:30pm, Monday to Friday

Support for women, men and families affected by anxiety and depression during pregnancy and in the first year of parenthood.

QLife

1800 184 527

3:00pm - midnight, every day

Phone and online anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships.

Relationships Australia

1300 364 277

9:00am - 5:00pm, Monday to Friday

Relationship support services for individuals, families and communities.

SANE Australia

1800 187 263

sane.org

10:00am - 10:00pm, Monday to Friday

Mental illness advice, referral and support via phone, webchat or email.

StandBy - Support after Suicide

1300 727 247

standbysupport.com.au

6:00am - 10:00pm, 7 days

Postvention and support after suicide for individuals, families and communities.

Tools and resources

BeyondNow

Suicide Safety Planning App

An app where you can create a safety plan if experiencing crisis and distress.

Black Dog Institute

blackdoginstitute.org.au

Research, information, facts and online resources for mental health and illnesses.

Head to Health

headtohealth.gov.au

A directory of digital mental health resources.

Lifeline Service Finder

lifeline.serviceseecker.com.au

A directory of free or low cost health and community services available in Australia.

Men's Shed

1300 550 009

mensshed.org

Men's Sheds provide a safe and busy environment to support men's bodies and minds.

MHMA

mhima.org.au

Multicultural mental health resources.

MindSpot

mindspot.org.au

Online assessment, treatment for stress, anxiety and more.

myCompass

mycompass.org.au

Free online self-help program for people with mild to moderate depression, anxiety and stress.

ReachOut.com

au.reachout.com

Help with tough times for 14-25 year olds and their parents.

24/7 Support

13YARN

13 92 76

13yarn.org.au

National crisis support line for Aboriginal and Torres Strait Islander people.

1800RESPECT

1800 737 732

Counselling, information and referrals for sexual assault, domestic and family violence.

Beyond Blue

1300 22 4636

Advice, referral and support from a trained mental health professional.

Gambling Help Online

1800 858 858

Free, confidential, telephone help service for anyone affected by gambling.

Kids Helpline

1800 55 1800

Private and confidential phone and online counselling service for young people aged 5 to 25.

Lifeline

13 11 14

Crisis support and suicide prevention services. Text support is also available: 0477 13 11 14.

MensLine Australia

1300 78 99 78

Telephone and online support for men with emotional health and relationship concerns.

Open Arms

1800 011 046

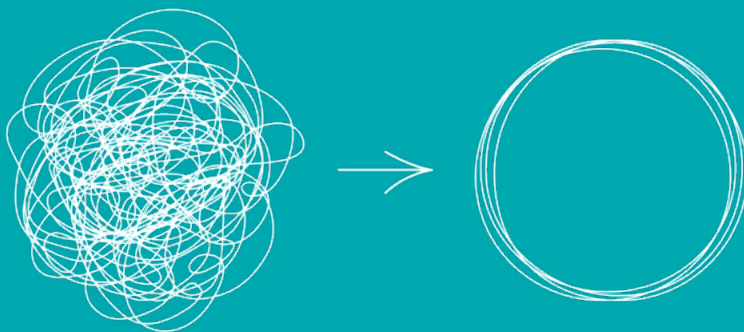
Support for current and ex-serving ADF personnel and their families.

Suicide Call Back Service

1300 659 467

Free counselling and support for people at risk of suicide, carers and bereaved.





Making a difference: Client reflections

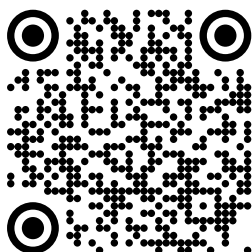
"Starting my counselling journey felt a bit daunting at first, but from the very first session, I felt welcomed and supported. My Wellbeing Specialist took the time to really understand my concerns, and together we created a plan that felt right for me".

"Throughout the process, I was able to explore my challenges at my own pace, knowing that everything I shared was kept confidential and respected. My Wellbeing Specialist regularly checked in on my progress, offering gentle feedback and adjusting our plan as needed".

"With each session, I gained new insights, learned coping strategies, and felt more confident in my ability to manage life's ups and downs. It was such a reassuring and empowering experience, and I'm grateful for the care and guidance I received along the way".

**names withheld to maintain privacy*

SCAN FOR MORE



ASURIA

ASSURED PEOPLE SERVICES

1800 773 338 • asuria.com.au/wellbeing