

Call us

Whatever the nature and extent of your concerns, feel free to call us.

Simply provide some basic details about yourself and your workplace and we will offer you a confidential appointment with a counsellor at a time that suits you.

We're also available by telephone 24/7 to provide immediate help for urgent matters.

In Australia call

1800 81 87 28

In New Zealand call

0800 327 669

In all other countries dial your country code followed by 800 5004 0000.

Find out more

Visit our website to access a range of information, links and tips covering a wide range of topics.

www.accesseap.com.au

YOUR EMPLOYEE ASSISTANCE PROGRAM

How to seek support from your EAP service.



ALCOHOL • GAMBLING • WORKPLACE ISSUES

Your EAP

An Employee Assistance Program (EAP) is a voluntary and confidential counselling service paid for by your employer.

AccessEAP is an independent supplier which has been selected by your organisation to provide the service.

Our focus is on maintaining the mental wellbeing of employees. We can assist when personal, family or work issues are impacting on your health or quality of life. Through access to professionally qualified and experienced counsellors, you have the opportunity to identify problems and find ways of resolving them.

Confidentiality

This service is confidential from the moment you call in – your employer will not be informed that you have contacted us. You can approach us direct via the freecall number in confidence that your privacy is guaranteed.

Our customer service team is available 24/7 and can arrange counselling in a variety of convenient locations and via telephone.

Our counsellors are independent of your organisation and are focused on helping you to deal with your problem or concern. They will not disclose information you have shared unless you request it and authorise them to do so in writing.*

** Counsellors may be legally bound to disclose information in some exceptional cases, such as in the case of risk to self or others.*



When to contact us

How you feel is always a good way of judging when you might need assistance.

Do you ever find yourself?

- Being distracted by problems at work or home
- Getting tired or sick
- Having days off
- Feeling emotional
- Running late
- Missing deadlines
- Being involved in conflicts
- Burdened by everyday concerns.



If so, you may benefit from using the service.

Some common issues people seek assistance for are:

- Relationship and family problems
- Grief and loss
- Conflict with fellow workers
- Gambling
- Alcohol and drug use
- Stress
- Emotional distress.

