



Frequently asked questions

Your Employee Assistance Program (EAP) is a confidential wellbeing resource, available any time, 24/7, to help you find answers to questions about work, life, health, family or money. We can offer expert advice, support, practical resources and referrals to help you manage life's issues and challenges – whether personal or professional.

What is the service?

It is a full-service Employee Assistance Program (EAP) and work-life/wellbeing resource that provides confidential consultations, information and resources, connections to community agencies and supports, and referrals to counselling (by telephone).

Why would I use the service?

We can provide support and resources to help you find answers to questions related to work, life, health, family or money. You can contact us for support with any issue, challenge or concern.

How do I contact the service?

- **By phone, 24/7, 365 days of the year**
1300 361 008 (7am to 9pm AEST or 5am to 7pm AWST)
Connect with a professional consultant for support, strategies, tools, and referrals.
- **Online at one.telushealth.com**
Access hundreds of articles, e-books, audio recordings, assessments, toolkits, and more.
- **By free mobile app**
For iOS & Android.

How to make an appointment?

Our Contact Centre plays a fundamental role in assessing your needs at the first point of contact, ensuring you receive an efficient, sensitive, personal and responsive service to both immediate and ongoing clinical and non-clinical issues.

Your call will be answered by our professional team of Client Care Consultants. The initial registration over the phone takes between 5 - 7 minutes. Our team will then confirm your appointment time and the counsellor will make contact on the day.



Download the TELUS Health app at your device app store or scan the QR code.

Prior to the appointment, should your circumstances happen to change, our service is available 24/7 for crisis counselling.

How many counselling sessions can I expect?

Our counselling model is short-term and solution focused. The number of sessions provided is 3 per issue (personal or work). In the event that your concern is ongoing in nature, your counsellor will discuss with you the appropriateness of a referral to a community resource outside the EAP and will work with you to access this long-term support.

How quickly can I expect to get an appointment with a counsellor?

In emergency situations, we can connect you with a counsellor by phone immediately. Non urgent appointments can be arranged within one business day or at a preferred time.

Is the service confidential?

Yes. We take the utmost care to protect the identity of anyone who uses the service. The only exceptions to confidentiality include those governed by law, i.e., we are required to release documents under court subpoena, and we have a duty to intervene and report if a consultant or counsellor deems an individual to be at imminent risk of harm to self or others.

Who can use the service?

The service is available to you as an employee of your organisation, as well as to your spouse/partner, and to your immediate family members/dependents.

How do I connect with the service?

- By phone
- Online: one.telushealth.com
- By free mobile app for iOS or Android



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