



EAP Connect

Telehealth – including professional EAP counselling over the phone - is the next step forward in providing choice of EAP services to employees and their families.

This modality has proven to be effective in Australia, with LifeWorks by Morneau Shepell offering (and enhancing) this service for the past three years; we have found that employees and their families love it. Employees who have used it love the convenience of not having to travel (sometimes long distances, often through traffic) to a face to face appointment; they love the ability to connect with a professional counsellor at a time and place that is most convenient for them, not worrying about having to take time off work; they love the way it allows them to talk straight away about what is troubling them; they love being able to make an immediate connection with their counsellor- and they love that it is designed around managing the most common problems for employees and their families.

We love it too. We know that it allows our counsellors and employees to use their time effectively to get straight to the heart of an issue. We know that by using dedicated, experienced telephone counsellors, trained specifically in this model, we get an immediate connection with employees. We know that while it is different, for many who use it, they can think of no better means of accessing their EAP. We are delighted with its success and acceptance.

Book an EAP Connect appointment between 8am - 6pm (Mon - Fri); our Contact Centre will support you with your requests.

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We also know that it is becoming more and more popular, particularly with employees reluctant to take the first step to talk about what is troubling them. Results show that employees take responsibility for managing what is troubling them earlier, without embarrassment, discomfort or reluctance.

Finally, our Connect counsellors love providing telehealth. Every day they see how quickly employees feel comfortable and are able engage with them using telehealth. Employees tell them how valuable the experience has been. And they see real change, growth and resolution of the issues that have been troubling them.



What you need to know about EAP Connect

- EAP Connect is a service specifically designed and clinically configured for an EAP setting.
- EAP Connect sessions are the same duration as a face to face session.
- EAP Connect counsellors are qualified and experienced psychologists, social workers and professional counsellors specifically trained and accredited in managing common EAP issues.
- EAP Connect is fast becoming the preferred way for employees to access their EAP.
- EAP Connect is an accepted part of EAP services in Australia.
- Our telehealth model will be growing across 2019, with further modalities being added.

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