

Wellbeing Support Employee Assistance Programme (EAP)

Our EAP

EAP is here to support your wellbeing – at work and home.

You can use EAP whenever you need to, not just when life is stressful or you need support.

The table below shows some of the key services they offer to Kaimahi nationwide.

Our EAP is provided by [Southern Cross Mental Health](#) for all Resident and Senior Medical Officers nationwide.

This service is 24/7 and provides access to mental health practitioner for immediate debriefing support and referral to psychologist for ongoing support as needed.

Privacy and confidentiality

EAP is a confidential, safe and supportive service.

No personal information is shared without written consent. You can find out more about privacy and confidentiality when using EAP in our [FAQ document*](#).

**Southern Cross
Mental Health**
Tel: 0800 735 343
24/7 Service

**Seen a Telus Health
Poster and called them
instead?**

Don't Panic – both
providers will make sure
you get the support you
need.

Service	How many sessions can I access? **
Counselling (Counsellor or Psychologist)	6 sessions
Rōngoa Māori (Karakia, Mirimiri and Whitiwhiti kōrero)	6 sessions
Couples, Whānau or group counselling	3 sessions
Supervision (Non-clinical)	3 sessions
Financial information	2 sessions
Legal information	2 sessions
Managers Support	3 Sessions
Critical Incident support	As needed

More questions?

[Check out our Frequently Asked Questions \(FAQs\)*](#) to find out more, such as:

- Who can see my information?
- What if I need more sessions?
- Who approves extra session requests?
- Who counts as whānau?
- What data is collected about EAP?
- What if I need to give feedback or raise a concern / complaint?
- Who can help me with more questions?

**Session numbers – this is the number of sessions you can access without needing any approval (i.e. the number given when you make an appointment)

*FAQ link is to an internal HNZ document and can only be accessed within the HNZ system.