

# How to use the Employee Assistance Program

The **Telus Health Employee Assistance Program (EAP)** is a free and confidential service provided by Hewitt that offers help and support with personal and work-related issues.

Professionally trained clinicians are available to help with family problems, marital concerns, financial and legal matters, stress, depression, and other issues affecting your personal or work life.



## What do I do?

Call Telus Health EAP toll-free, any time, on **1300 361 008 – 24/7, 365 days a year:**

- 1 Call us**  
If you're using the mobile app, you can call Telus Health with one tap from your smartphone.
- 2 Provide your name**  
and that you work at Hewitt to an advisor. Your information will be kept confidential.
- 3 Share your concerns**  
with a professional advisor for expert advice, strategies, and next steps.
- 4 Inform our call center advisor**  
about how, when, and where you want to be contacted if follow-up is required.  
  
Your advisor will ask where you work (Hewitt) so they can confirm the type of service available to you, along with other important health insurance and benefits information.

## How does it work?

A clinician will discuss your needs and concerns with you, listen, and assess the situation. Depending on your situation, the EAP contact center advisor will:

- Work**  
with you to make a plan to resolve your issues or concerns.
- Help**  
you navigate the EAP website for helpful resources, including articles, booklets, recordings, and more.
- Refer**  
you to an EAP counsellor for short-term support.
- Guide**  
you to resources in your community, such as a support group or helping agency.
- Recommend**  
community support for long-term counselling needs.

## EAP is free

Telus Health EAP is a service provided by Hewitt at no cost to you. That means that you pay nothing to use it.

However, if you accept a referral to services outside the EAP, you may be responsible for costs that may be associated with resources external to the EAP. The EAP advisor will work with you to find the most appropriate and cost-effective help to address your needs.

**If you are or someone close to you is going through a difficult time, the EAP is only a phone call away.**



Call EAP now on **1300 361 008**  
or login via **one.telushealth.com**

### Download the TELUS Health One app

- Download the free app on Android or iOS – simply search for **TELUS Health One**.
- Open the app, click on 'Log in' and enter your shared log-in credentials:  
Username: **Hewitt**  
Password: **wellbeing**

- Search for resources and tools
- Stay connected to your organisation
- Receive support on your own schedule

