



## Employee Assistance Program

Workforce wellbeing is vital to the health of any organisation, and Q Shelter provides a subsidised Employee Assistance Program (EAP) for eligible member organisations. This is delivered through TELUS Health (formerly Benestar) under their [Best You Essentials Program](#) and offers confidential coaching, counselling and wellbeing services for employees and their immediate family members who are sixteen years and older.

### What does the program include?

This program provides access to short-term, solution-focused counselling and coaching to deal with work and life issues. Employees and immediate family members 16 years and older can access the service confidentially by calling TELUS Health 24 hours a day, and use up to six hours of support per year.

Services (including individual counselling, coaching for team leaders, financial counselling, and holistic health support) are available in different formats to suit each individual's needs.

- Face-to-face counselling
- Telephone counselling
- Secure video counselling
- LiveChat via app or online portal
- Email messages via online portal

### How much does it cost?

We charge eligible member organisations \$27 per person covered (with a minimum charge of \$110). Cover lasts for 12 months.

We require organisations to give us an accurate number of staff and volunteers they want covered through the program to comply with our contract with TELUS Health. Q Shelter pays this EAP service provider an annual fee based on an overall headcount of people covered by the program.

### What would it cost if I bought the EAP program directly from TELUS Health?

For new customers, TELUS Health do their pricing based on tiered headcounts. The annual fee to access this program for an organisation with between 1 and 20 employees would be \$2,150.00 + GST. Members can save thousands of dollars on the cost of EAP by being a part of the Q Shelter buying pool.