



## Employee Assistance Program and Wellness Solution

Psychosocial risks and mental health concerns are rising in Australian workplaces, and businesses must manage them to meet regulations and build a happy and healthy team. Steadfast Workplace Risk and TELUS Health now offer an Employee Assistance Program (EAP) tailored for small and medium-sized enterprises (SME). By combining Steadfast’s expertise in health and safety with TELUS’ digital wellbeing solutions, this partnership gives SME’s a practical and affordable way to support employee wellbeing and strengthen organisational resilience.



### How does this differ from other EAP programs?

Feature	Other Programs	Our Program
<b>Approach</b>	<b>Reactive</b> , short-term focus <b>after</b> issues arise	<b>Proactive</b> , comprehensive support <b>before</b> issues escalate
<b>Scope of Services</b>	Limited to counselling sessions <b>after</b> stress or difficulties reported	<b>Covers:</b> <ul style="list-style-type: none"> <li>• mental</li> <li>• physical</li> <li>• financial</li> <li>• family and social wellbeing</li> </ul>
<b>Access</b>	Typically business hours or limited times	24/7 confidential digital access
<b>Compliance Support</b>	Primarily supports after incidents, limited compliance evidence	Helps meet psychosocial safety regulations with evidence of early intervention
<b>Delivery Platform</b>	Traditional (in-person/phone)	Traditional (in-person/phone) plus digital platform, self-guided programs, multilingual app

# Supporting management of Psychosocial Risk

Our EAP and integrated wellness platform can support employers and PCBUs to work towards fulfilling their obligations to control psychosocial risks in the workplace by facilitating early intervention, rather than relying solely on reactive measures. The platform provides employees with 24/7 confidential access to mental health services, health advice, family support (including eldercare), and financial and legal assistance—all delivered through a single digital solution. By enabling early intervention when psychosocial risks or issues first emerge, this approach supports employers and PCBUs in working towards meeting their obligations to identify and control psychosocial risks, while also providing evidence of timely intervention and ongoing improvement.

## Inclusions

### Core Wellbeing & Support Services



**24/7 Support:** Live counselling, appointment scheduling, and wellbeing resources.



**TELUS One App:** Available in 50+ languages, direct access to expert support.



**CareNow:** Self-guided digital wellbeing programs for mental and emotional health.



**TELUS Global Community:** Platform to reduce isolation and foster connection.

### Life & Family Services



**Life Coaching:** Guidance for everyday challenges and personal development.



**Financial & Legal Support:** Help with debt, investing, taxes, retirement, divorce, custody, and estate planning. programs for mental and emotional health.



**Nurse Hotline:** Health advice and recommendations when feeling unwell.



**Family Support Services:** Assistance with childcare, family planning and eldercare. TELUS Health Eldercare helps employees who are caring for ageing parents or relatives by providing practical guidance on eldercare options.

### Manager & Organisational Support



**Manager Consultations:** One-on-one support for leaders from mental health professionals.



**Organisational Wellbeing:** Basic reporting tools to monitor workforce wellbeing. For organisations over 100 staff; extra fees apply.



**Critical Incident Support & Workplace Learning:** Fee-for-service support for workplace incidents and training.

## Tangible Benefits

- 24/7 confidential support for employees.
- Improved mental health and resilience.
- Support for physical wellbeing.
- Reduced absenteeism and accelerated return-to-work outcomes.
- Proactive management of psychosocial risks.
- Empowered managers with expert consultations.
- Multilingual and culturally sensitive support.
- Strengthened family support and reduced isolation.
- Compliance with workplace health obligations.



## SME Specific Advantages

- Affordable, scalable solutions for SMEs.
- High-quality employee care without large HR teams.
- Improved productivity and reduced absenteeism.
- Support for compliance with psychosocial risk obligations.
- Data-driven insights for decision-making.
- Enhanced workplace safety and resilience.
- Modern, inclusive wellbeing solution to attract and retain talent.



## Technology & Quality Highlights

- TELUS Health One Wellbeing Platform: Clinical excellence, user-friendly, accessible to all employees.
- App features: 24/7 support, expert access, wellbeing resources, global reach, company integration, exclusive offers.
- TELUS Health is the only EAP provider in Australia accredited by the Australian Council on Healthcare Standards (ACHS)
- TELUS Health's policies and procedures are ISO 9001:2015 Quality Assured, specifically for the delivery of psychological organisational solutions.

