

# EMPLOYEE ASSISTANCE PROGRAM



**SHELTER**  
because housing matters

# 1300 360 364

Q Shelter provides an **Employee Assistance Program** for eligible Member organisations.

This is delivered through Benestar under their *Best You Essentials Program*.

This program is a confidential coaching, counselling and well-being service for employees and their immediate family members.

*Please note this program does not include any onsite services, including trauma support.*

## **What does the *Best You Essentials Program* include?**

This program provides access to short term, solution focussed counselling and coaching to deal with work and life issues.

Employees and immediate family members can access the service confidentially by calling Benestar's 24 hours a day and utilise up to 6 hours of support per issue.

**To register for this Employee Assistance Program, visit**

<https://www.qshelter.asn.au/membership/>

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## MyCoach for Individuals

Short term, solution focussed counselling and coaching to deal with work and life issues. Employees and immediate family members can access the service confidentially by calling Benestar's 24 hours a day and utilise up to 6 hours of support per annum. MyCoach for individuals is delivered in different format to suit each individual's needs and offers:

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

## MyCoach for People Leaders

An unlimited service available to all managers and team leaders. The role of MyCoach for People leaders is to provide support and coaching around a broad range of people issues. The service is provided to managers over the phone and appointments can be made by contacting Benestar's Contact Centre or online.

## MyCoach for Money

A financial counselling service which provides information, support and resources to deal with issues of concern, as well as offering early access to financial expertise to prevent money issues developing into major problems.

## Benehub

Benestar's BeneHub portal and App provides a holistic assistance and health support at your fingertips focussing on topics including: Life, Work, Body, Family, Money, Mind and Relationships. BeneHub hosts a comprehensive library of resources from blogs, articles, wellbeing guides, meditations, learning modules, podcasts, self-assessments, animations games and the ability to contact counsellors and specialists via LiveChat or Email.

Visit [www.benestar.com](http://www.benestar.com) and go to the BeneHub Login and enter the below company details to create your login:

ID: QSH

TOKEN: QSH01