Better Work Life

Your Employee Assistance Program (EAP)

Support for life. Support for work.

We're here for your people.



Flexible EAP support, fast access, pay only for what you use

A responsive, hands-on EAP partnership for your people, your managers and your People & Culture team. When work moves quickly, help should be easy to reach, so we make it simple: confidential counselling for work and personal concerns, practical guidance for leaders, and training shaped around your workplace.

PAY AS YOU GO

No contracts. No retainers. No minimum spend. Your organisation only pays for the services it actually uses.

WITHIN 4 HOURS

Response to every enquiry, with appointments as soon as possible and same-day options where available.

IN PERSON + TELEHEALTH

Support that fits the way your people live and work, in the office, at home or on the move.

FREE. CONFIDENTIAL. PROFESSIONAL.

Delivered by registered psychologists and experienced counsellors.

Support for your people.

A confidential space to work through what's happening, whether it starts at work or somewhere else in life.

Our psychologists and counsellors support employees with both personal and work-related concerns. With in-person and telehealth appointments, getting help fits around work, home and hybrid schedules, not the other way around.

Fast access and a personal response

We respond to every enquiry within 4 hours. Appointments are offered as quickly as possible, including immediate appointments where available.

We can help with



Support for everyday pressures and difficult moments

Mental wellbeing

Stress, burnout, anxiety and emotional wellbeing.

Work challenges

Workload, change, workplace relationships, communication and conflict.

Life outside work

Relationships, family pressures, grief and loss, financial stress, health concerns and life transitions.

Coaching with a practical focus

Goal-focused support that helps employees and leaders build confidence, navigate change and develop strategies they can use at work and in life.

Get support, easily

Employees book confidentially online, by email or by phone, and we help them find an appointment in person or via telehealth.

BOOK ONLINE
app.betterworklife.com.au

EMAIL US
support@
betterworklife.com.au

CALL US
1800 312 382

Support for your managers.

Practical guidance when a people issue needs care, clarity and a considered next step.

MANAGER ASSIST | Initial consultation FREE

We talk through the issue with your manager, give practical guidance and a clear roadmap, and advise whether further support is needed.

A clear way forward

01

Understand the situation

Talk through the concern, its impact and what needs attention first.

02

Plan the next steps

Get practical guidance and a roadmap to respond thoughtfully and confidently.

03

Identify further support

We advise whether counselling, coaching, training or other support would help.

Especially useful for difficult conversations, concerns about an employee's wellbeing, team conflict, organisational change and emerging workload pressures.

Critical incident response

When a distressing event affects your workplace, we work alongside your leaders and People & Culture team to understand what has happened and coordinate support suited to the people affected.

Our response can include individual or group support, guidance for managers and planned follow-up. Every approach is agreed around the incident and your team's circumstances.

CRITICAL INCIDENT RESPONSE	**$270 per hour + travel**

Pricing: pay only for what you use.

Flexible access to counselling, coaching, manager support, incident response and training, scaling up or down as your needs change.

PAY AS YOU GO No contracts. No retainers. No minimum spend.

SERVICE	COST
Counselling	**$230 per session**
Coaching	**$230 per session**
Manager Assist	**Initial consultation FREE**
Critical incident response	**$270 per hour + travel**
Tailored training (webinars and workshops)	**Quoted per workshop** See our training programs page

Your organisation is invoiced monthly, only for services actually used.

Included at no additional cost

- ✓ **EAP awareness video** for your people
- ✓ **Launch and promotional materials**
- ✓ **Booking QR code** for fast booking
- ✓ **Bi-annual reports** on usage and trends
- ✓ **Monthly digital mental health boosts:** one ready-to-share item each month on a new theme, such as managing stress, sleep, burnout prevention or resilience. Sent as a tip sheet, poster, digital tile or staff email.

Getting started is simple

1

Talk with us

Tell us about your team and the support you need.

2

Launch

Receive posters, flyers and digital tiles to launch.

3

Support begins

Employees book directly in the Better Work Life app.

Let's talk about your team.

You don't have to face challenges alone. Sometimes one conversation is all it takes.

support@betterworklife.com.au | 1800 312 382 | www.betterworklife.com.au

Training your people will use.

Practical, evidence-based workshops designed and delivered by registered psychologists, and tailored to your people and your workplace.

Our programs

Mental Health & Resilience

Tools for employees and leaders to manage stress, build resilience, and notice and respond when someone is struggling.

Leadership & Management

Gives managers the confidence to lead, handle difficult conversations, resolve conflict and build psychologically safe teams.

Dealing with Difficult Customers

How to de-escalate challenging or aggressive customers, hold clear boundaries and stay steady under pressure.

Respectful Workplace

Shows your people what respectful behaviour looks like, strengthens culture and builds confidence to act when standards slip.

Bullying & Harassment

Helps employees and leaders recognise, prevent and respond to bullying and harassment, worked through real workplace scenarios.

Psychosocial Risk

Helps leaders and teams understand psychosocial hazards and turn WHS obligations into practical, everyday actions.

How we deliver

FORMAT

Onsite or online, anywhere in Australia.

LENGTH

From 1 to 4 hours, to suit your team and goals.

GROUP SIZE

5 to 25 or more people per session.

WHO IT'S FOR

Frontline staff, team leaders and executives.

AFFORDABLE TRAINING Quoted per workshop to suit your team.

Tell us what your team is facing.

Share the skills that would make the biggest difference, and we'll recommend the right program and tailor the scenarios to your workplace.

training@betterworklife.com.au | 1800 312 382 | www.betterworklife.com.au

Booking counselling sessions is easy.

Your EAP has its own app.

Better Work Life EAP is your Employee Assistance Program, offering free, confidential support for work and personal concerns. The app is the quickest way to request an appointment with one of our registered psychologists.

1

Open the app

Scan the QR code below or go to **app.betterworklife.com.au** on your phone or computer.

2

Request a time

Fill in the short appointment request form. It only takes a minute.

3

We'll be in touch

Our team will contact you to confirm a time. Sessions are mostly online, with in-person available in some locations.

Scan to book confidentially

Tip: on your phone, add the app to your home screen so it's there when you need it.

CALL (OFFICE HOURS)
1800 312 382

EMAIL
support@betterworklife.com.au

What can I talk about?

Anything that's on your mind: work pressure, stress, relationships, family, grief, finances, or just feeling "not quite yourself". Support is free.

Nothing you discuss is shared with your employer.

If someone is at immediate risk, call 000.
Lifeline is available 24/7 on 13 11 14.

Support is here, whenever you need it.