

TELUS Health

Employee Assistance Program

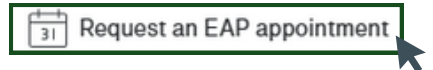
Participant User Guide

Freshcare certified businesses, their staff and family members can access TELUS Health support services and bookings by quoting that they are a member of Freshcare.

For confidential coaching and support call **1300 360 364**.

To schedule an individual coaching or counselling session via phone, video or face-to-face, request an EAP appointment by completing the [EAP Booking Form](#), available on the TELUS Health EAP website:

www.telushealth.com/en-au/employers/mental-health/eap



1 Visit freshcare.lifeworks.com or download the TELUS Health One app via the [App Store](#) or [Google Play](#).

2 Enter the following details

- Username (all lower case): freshcare
- Password (case sensitive): Freshcare01

You will need to create a personal account to access the full range of support and resources, including [24/7 live chat](#) for counselling and support, [Programmes](#) and [Assessments](#), and for full confidentiality.

3 Click on any one of the provided services listed above and select "Create a personal account".

4 Once you have created and verified your personal account, log into the [website](#) or app again *with your personal details*.

Through the TELUS Health One service, Freshcare certified businesses, their staff and immediate family members have access to:



Self-care programmes

Programs you can work through to learn skills in bettering your mental health and overall wellbeing.



Wellbeing assessments

Self-assessment surveys you can use to track your headspace and wellbeing health.



Support & Resources Library

Hours of health and wellbeing blogs, podcasts, videos, meditations and more.



24/7 year-round live chat

None of the information you submit or engage with through TELUS Health will be shared with Freshcare or your employer.