

Our Services

We are here to support you no matter what you're going through. Our services help you to prioritise both your physical and mental health, whether you have a problem to solve, or just want to talk to someone.

Counselling Sessions

We provide in person, telephone or online support counselling sessions, including support for:

- Feelings of anxiety, stress or depression
- Family challenges or relationship issues
- Parenting problems, eldercare support
- Conflict and tension with colleagues, managers or partners
- Pressures occurring in the workplace or personal situations
- Coping with serious illness, trauma, grief or bereavement
- Building resilience in times of uncertainty
- Preparing for retirement or redundancy
- Career frustrations and confusion
- Living with addictions and minimising their impact on life
- Financial or personal legal concerns.

Career Counselling Services

We also provide advice for individuals around career progression and future steps, including interview skills, development of a CV and cover letter, advise on career directions and what is most suitable for your specific skill set/ personality traits, identification of transferable skills, understanding your key motivators. These services are organised by the manager.

Career Transition Services

Our career counsellors assist employees to reframe their current life situation. Employees may wish to be more resilient when changes beyond their control occur, or perhaps a

promotion is causing stress, creating a need for professional coaching. Work/life balance discussions can be helpful when employees are struggling to cope with multiple demands.

Drug and Alcohol Counselling (Manager Referral)

Our Alcohol and Other Drug (AOD) Programme helps people to understand how their substance use is affecting their life, career goals and whānau. Employees are encouraged to take ownership of their decisions and behaviours, to make proactive decisions that align with their values and wishes, and to access information and assistance within a safe counselling environment. Counsellors will work with the staff member to confront their addiction and behaviour in a non-threatening, honest way, assisting them to understand their behaviour and its effect on their loved ones.

Ethics and Compliance Reporting Programme (Optional Supplementary Programme)

Ensuring staff are happy and healthy at work is the driving purpose of EAP services. If staff feel that there is behaviour at work that is at odds with the company culture or something dishonest or wrong is occurring it can affect their wellbeing. The Whistle-Blower Hotline is an independent service operated by EAP Services. The hotline can be contacted to report dishonesty or unethical behaviour, such as suspected theft, actions damaging the safety or quality of products or services, harassment, workplace safety hazards or unsafe practices.





HR Consultancy Services

We can help you with a range of HR issues including Conflict Resolution and Mediation, managing difficult behaviour workshops, and facilitated education for managers on a variety of issues. We have a specialist HR consultant who will facilitate both individual support, group discussions, professional mediation services and a wide variety of learning opportunities for HR related issues.

Learning and Development Services

Our team offer wellbeing packages and customised programmes to help your team learn and grow. Plans can include webinars with speakers or virtual learning modules. We can facilitate group training sessions in person or virtually to address your workplace issues.

Manager Assist

Our account managers and clinical experts are available to discuss situations where the manager may have a concern about an employee's behaviour in the workplace but are unsure of the best way to provide help or manage the situation. We will give advice and guidance on avenues for support whether this be individual counselling for the employee, implementation of a manager referral programme, education for the manager on how to handle challenging conversations and behaviour or referral to other sources of support.

Manager Referrals

The EAP Formal Manager Referral process is a valuable tool for managers. Referrals can be made for employees requiring independent

support from an EAP professional. In most cases these referrals are linked to a performance or behavioural issue that is being managed by the employer. Managers will receive a report following the programme which provides information on attendance and engagement with the programme, while still protecting the confidentiality of the counselling programme for the individual.

Onsite Support for Critical and Non-Critical Incident/Trauma Support

From time to time an unexpected or traumatic event may occur in the workplace. Our Critical Incident Response Service is designed to provide support and assistance to employees affected by a critical or non-critical incident and provides discussion around:

- The nature of trauma
- Responses to and reactions to trauma
- Dealing with emotions
- Defusing and debriefing
- Self-care strategies
- Support resources.
- Our service is available 24/7 for critical incidents with coordination managed by our National Support Centre. On referral, resources are mobilised, and Counsellors' or Psychologists are deployed.

Leadership Mentoring

Leadership Mentoring is a facilitated process designed to enhance, develop, and maintain functionality in the workplace. It can be provided on an individual or group basis. This can be used by employees at any level of the organisation but is typically targeted at managers, team leaders and supervisors. Employees who utilise this service will receive support to build on their strengths and capacity. Sessions are offered on a regular basis with an agreement between the respective staff member/s and the organisation in place to allow for confidentiality and management of sensitive information.

This process is suited to staff who have responsibilities for others as well as those with high level roles. Staff in group settings can be assisted within a context of group dynamics. In some instances, Supervision can assist staff in situations of trauma or significant distress.

Psychological Fitness for Work Assessment and Evaluation

The objective of this service is to assess the psychological and/or emotional capacity of the individual for work and the safety of the individual and others when at work. The report issued will outline suitability to remain at work in a full or adapted role, identifying reasonable expectations that the employer can hold regarding the ability of the employee to undertake their duties and give practical advice on management of the employee in the workplace.

Assessments are completed by a psychologist who will review personal health information, work related data and policies, environmental factors, social factors and whānau support to gather as much information as possible so that a fully informed plan is generated.

habithealth+

The habithealth+ app delivers personalised recommendations on how staff can stay

healthy and care for themselves. The app works in tandem with our wide range of professional support and features prompts and notifications to increase motivation, providing 24/7 support.

With habithealth+ your team can manage their health on the move, customise notifications and set up regular check-ins. habithealth+ allows you to book with a counsellor or other professional and access support and advice. The app integrates with other devices to support physical wellbeing including sleep and nutrition. Staff can easily download the app themselves and get going within minutes.

Habit Health WellbeingHub

The Habit Health WellbeingHub provides resources to support the physical and mental health of your team. From managing personal health and fitness, to relationships in the workplace - the hub has a range of resource to support your team.

Staff can work through resources in their own time and at a pace that suits them. The Hub also includes additional resources in the form of videos and interactive worksheets. Workplace wellness tools help to build trust within your organisation, enhancing productivity and reputation. Developed by our team of experts, Hub resources are tailored to New Zealand work culture and created by clinical professionals to ensure credibility and relevance.

Our team can also personalise the WellbeingHub to reflect your organisations wellbeing goals and specific needs. Ask us about how we can make this work for your team.

Menopause Support

Eight in ten women will experience difficult symptoms in perimenopause and menopause. We provide support for individuals, teams, and managers. Training includes information about the impact of menopause within workplaces. This service supports people to have open and honest discussions about menopause in the workplace. Our team will also cover how to create a positive menopause culture, including policies and protocols.



Health Coaching

Our health coaching service empowers your team to achieve optimal wellbeing with personalised support with a range of services available. We provide tailored strategies and expert motivation to help you build sustainable habits, improve health, and live a vibrant, balanced life:

Fitness Coaching

Our fitness coaching programme provides education, personalised guidance, motivation, and accountability for greater results. Sessions are run online by a Rehab Coach who will tailor workouts to individual needs, optimising results while minimising injury risk. Fitness coaching cultivates sustainable habits and fosters holistic well-being.

Nutritional Support

Good nutrition is a cornerstone of a balanced fitness routine. It provides the energy needed for physical activity, supports muscle health, aids in recovery, and contributes to overall well-being. Our team of Dietitians provide a personalised and well-rounded approach to nutrition, important for optimising fitness and achieving long-term health goals. Our Dietitians are fully registered and all appointments are online.

Sleep and Fatigue Health Coaching

Prioritising quality sleep is integral to a balanced fitness routine. It not only aids in physical recovery and performance but also positively influences mental well-being, immune function, and overall health. Developing healthy sleep habits is a valuable aspect of optimising both fitness and general well-being. All of our sessions are run online by a Registered Nurse with the aim of improving sleep quality and managing fatigue. We can help build knowledge and understanding of the sleep process to support sleep habits, reduce stress and help people sleep better.

QuitHelp – Smoking and vaping

Breaking free from smoking or vaping habits can be tough. Our coaching sessions will help your people take control of their health and live a healthier lifestyle. Our coaches are here to provide personalised guidance and strategies to kick that nicotine addiction. From finding ways to deal with cravings to figuring out what triggers people, our coaches will work with the individual to create a plan that works for them and helps them say goodbye to smoking or vaping for good.

Healthy Heart – Cardiovascular coaching

Regular physical activity is key to strengthening the heart and improving overall cardiovascular fitness. Whether people are new to working out or looking to enhance their routine, our coaches have tips on fitting fun workouts into daily life. Allow your team to boost their heart health and lower their chances of heart disease with our Healthy Heart coaching sessions. Our coaches are nurses who will assess heart health, including glucose levels, blood pressure, cholesterol, and lifestyle choices – and create a tailored plan.

Headache Management

Headaches are more than just a nuisance, they can have a serious impact on your productivity, focus, and overall wellbeing. Whether you're experiencing tension-type headaches, cervicogenic headaches, or occasional migraines, our Headache Management Health Coaching programme is here to help.

Pain Management

Living with ongoing pain, whether it stems from an injury or illness, can be overwhelming. When pain persists for more than three months, it's considered chronic, and it can disrupt everything from sleep to work performance and overall wellbeing.

Book now



To arrange confidential help and support via video, phone or at a location near you, scan the QR code or head to book.habit.health/eap to book now.

Contact us

To access certain services, your manager has to contact our Manager's Referrals Team or your EAP Account Manager. Contact us via email at accountmanagement@eapservices.co.nz.