



FAQ FOR EMPLOYEES

1. What is NewAccess workplaces?

NewAccess is a mental health coaching service developed by Beyond Blue. NewAccess is now available in your workplace (**NewAccess workplaces**).

NewAccess workplaces is a free service providing you with support if you are struggling to manage your day-to-day work and/or life pressures.

If this service is for you, you will receive an initial 45 to 60-minute assessment, followed by up to five 30-minute sessions across consecutive weeks. You will also receive two follow-up sessions at one-month and six-months.

The coaching sessions are delivered by specially trained Coaches via telephone or videoconferencing.

2. Who are the Coaches?

Coaches are specially trained to help guide you through your tailored program. The coaches will work collaboratively with you to identify key problems and goals to work on, and will guide you to use self-help resources and support you towards meeting your goals. They are also well connected with supporting community-based groups such as employment, financial, education and housing agencies and will put you in touch with these if you need them.

3. How much does it cost?

NewAccess workplaces is a free service.

4. Is NewAccess workplaces right for me?

If you are experiencing work and/or life pressures such as any of the following, then this service could be right for you:

- › Work stress or uncertainty
- › Change in working or living arrangements
- › Unemployment
- › Financial worries or instability
- › Isolation or loneliness
- › Feeling stressed in general
- › Health concerns or uncertainty
- › Family problems
- › New parent worries



5. How do I access NewAccess workplaces?

Unlike other mental health services, NewAccess workplaces does not require a GP referral or a mental health treatment plan. You can self-refer to access the service, through a dedicated process via online, phone and/or email.

 beyondblue.org.au/newaccess-workplaces
 1300 907 814
 newaccessworkplaces@rfq.com.au

Coaching sessions run between 08:00 am and 06:00 pm nationally (Monday to Friday, excluding Public Holidays).

6. Am I eligible for NewAccess workplaces if I have previously accessed NewAccess?

You can participate in NewAccess workplaces if you have received previous coaching through the service. However, it is possible that you may be referred to a higher intensity care service when accessing the program for the second time. Your eligibility for NewAccess workplaces is determined by the Coach at your initial assessment session.

7. After making an enquiry about the service, how long until I hear from a Coach?

A Coach will respond to your enquiry to access the service within 48 hours.

8. If I participate, will my confidentiality and privacy be protected?

NewAccess workplaces is a highly confidential service. Your workplace does not receive information about you.

Your privacy is protected. Any personal and clinical information collected during the program is de-identified and aggregated. This ensures that you cannot be personally identified.

Prior to receiving the service, an information sheet outlining the program background and how your personal information will be used (e.g., to assist in their clinical care) will be provided. You will be asked to provide informed and written consent prior to receiving the service.