



Online EAP Booking - Frequently Asked Questions

What is an Online EAP Booking?

The EAP Services Online Booking portal is a safe, easy, and secure way for you to organise an EAP booking at a time that suits you. The booking will be confirmed in the counsellor's schedule, and you will receive a confirmation message with all the information you need to attend the appointment.

Is an Online Booking the same as other bookings?

Yes, making an EAP booking online is the same as calling our support center on **0800 327 669**, it just means you can do it yourself rather than talking to our team.

I'm a manager and need to organise Onsite Trauma Support. Can I book that support via the EAP Online Booking page?

No, if you are a manager/people leader and require Onsite Trauma Support, please call our support centre on **0800 327 669**.

I need EAP support today, can I still make a booking?

Yes, if you select the 'Soonest available' option you can usually choose a same day appointment, depending on the time you make the booking. This option is subject to availability and is usually a virtual appointment. If there is nothing available via the online system call our team on **0800 327 669** and they will assist in finding something suitable.

I think my safety is at risk, can I make a booking?

No, please call emergency services by dialling **111** immediately.

Can I still call EAP on 0800 327 669 to make a booking?

Yes, our friendly support team are still available and happy to help you with a booking if you prefer to speak with someone. Our online enquiry form will no longer be available to make bookings as it is being replaced with the online booking option.

Will my company/organisation know it's me booking?

No, all services are completely confidential. We do not share your details with your company/organisation.

Why am I required to enter my personal information?

This information helps us set up your file in our system and confirm your identity. We do not share any of your details with your company/organisation.

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I can't find my company/organisation. What do I do now?

Your company/organisation might be in our system under a different name, or they may not have an EAP program with us. You can continue with the booking however you will not be able to book an appointment sooner than 48 hours. This is to give us time to find your organisation. We will contact you to confirm within 48 hours, or you may prefer to call us on **0800 327 669** and speak with someone.

I made a mistake, can I restart?

Yes, you can go back at any time to review and make changes to the booking.

I can't move forward with my booking. What do I do now?

Try closing the page and starting again. If you are still having issues, please call us on **0800 327 669**.

I've finished the booking, do I need to complete the consent sheet?

The consent sheet is required before your first EAP booking. It is helpful if you complete the form at the time you make the booking online as this maximises time with your counsellor, however if you have any concerns or questions you can complete it at your first appointment.

I've finished the booking, what now?

Click on the Finished button. You will receive an email confirmation with the details of the appointment.

How can I choose a counsellor best suited to me?

When you have chosen the location, you can select your preferred provider from the drop-down menu. All counsellors have a brief bio written which you can read through to see if the counsellor will be a good match for you.

My plans have changed - how do I change my appointment?

Just click on the link for "reschedule appointment" in your confirmation email and you will be able to select another time and day. Please be aware that any appointments cancelled with less than 24 hours' notice will still be charged to your employer and will potentially count towards your allocated sessions.

Can I book for my family/whānau

Yes if your employer includes whānau support in their contract, you can still book your immediate family in through the online system.

Can I book my follow up appointments through the online system

Yes you can, just click on the link in your confirmation email/SMS and enter your case number to book a follow up - by using your case number your file will be found by the system and you won't have to reenter your company or personal details.