



**Protect**  
Counselling

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# Counselling

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REF:0016

**Protect Counselling**  
1300 725 881 (FREE CALL)

**Protect**

**HUNTERLINK**  
employee assistance provider

Protect Counselling is delivered by Hunterlink - a major Australian provider of personal support programs for workplaces. Counselling is free, confidential, and delivered completely independent of Protect.

Free, independent, professional support  
24 hours a day, 7 days a week.

Protect Counselling is a free, independent support program with access to qualified professionals 24 hours a day, 7 days a week.

The service operates Australia-wide and is available to Protect employers, workers and immediate family members, irrespective of your industry.

Protect Counselling is operated confidentially by a team of external counsellors via a free phone service. Free face-to-face sessions at an independent location are also available, as well as on-site counselling services in response to emergency situations and critical incidents.

### What we do

Protect Counselling is a service for individuals seeking support, as well as for employers and workers wanting advice on the best method to assist colleagues dealing with a range of concerns. These personal or work-related concerns might include:

- Stress and pressure at work
- Depression and anxiety
- Substance abuse
- Alcohol addiction
- Gambling problems
- Relationship issues
- Suicide prevention
- Bullying and harassment
- Redundancy and restructure
- Social isolation
- Financial problems

Critical incident response can also be organised where required for situations including workplace violence or trauma, injury in the workplace and life-threatening situations.

## Frequently Asked Questions

### How much does it cost?

Nothing. Protect Counselling by Hunterlink is free for Protect members and their immediate families - for both personal and work-related issues.

### How do I access the service? Do I need a GP referral?

No referral needed. Just call our free, confidential helpline on 1300 725 881. There is no wait time and every call is answered by a trained, professional counsellor.

### Where is counselling provided?

Counselling is provided by trained professionals both over the phone and through face-to-face sessions. Male and female counsellors are available and this free, confidential service is available 24 hours a day, 7 days a week and is accessible Australia-wide.

### Does counselling work?

Counselling can be an effective way to deal with a range of mental health and well-being issues. Counselling is about helping you to better understand your situation, your options, and discover the strategies that will help you to live the life you want.

### Can my family use this service?

Yes. Protect Counselling is available to all immediate family members.

### Can I access this service for advice and coaching?

Yes. Protect Counselling has a team of professionals who can offer coaching, advice, support and counselling.

### What can I expect when I call?

When you call Protect Counselling, your call is answered by a trained, professional counsellor. The helpline offers immediate coaching and assistance. You will always receive an immediate response from a highly trained team of independent professionals.

## Protect Counselling Portal

Our online 'Counselling Portal' allows instant access for employees to utilise self-assessment tools, valuable resources, information on work-related/personal/mental well-being matters and to gain real-time knowledge.

This portal supports our early intervention model, which aims to reduce the impact or even the occurrence of mental health issues by providing information and support. Hosting a library of resources including self-help tools and assessments, research papers, newsletters and factsheets on relatable topics such as:

- Depression and anxiety
- Communication and conflict
- Drugs and alcohol
- Mental health and well-being
- Workplace change

To login to the portal, simply click the 'Protect Counselling Portal' heading at [www.protect.net.au/ProtectCounselling](http://www.protect.net.au/ProtectCounselling).

### Login details are as follows:

Username:

Password:

\*Please note – the portal is part of Protect's overall counselling service offering. However, we strongly encourage you to call 1300 725 881 (free call) as your first priority.