

## Counselling

Proudly powered by Protect and delivered by Hunterlink



Free, independent, professional support  
24 hours a day, 7 days a week  
supporting all Protect members:

- employers,
- workers, and
- immediate family

Dedicated counselling phone number: **1300 725 881**

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

The service operates Australia-wide and is available to all Protect employers, workers and immediate family members, irrespective of the industry you work in.

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.

## **Supporting your well-being in the workplace and personal life**

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

## **What is the Protect Counselling number?**

**1300 725 881** (FREE CALL). Please note that this is a counselling only number. For all other Protect member queries please call Protect Member Services on 1300 344 249.

## **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, all you need do is call. There is no wait time and every call is answered by a 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. The Protect Counselling professionals offer coaching, advice and support for you and your immediate family.

## **What can I expect when I call?**

Each call to Protect Counselling 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.

# Downloadable resources

Protect members may also make free use of an online 'Counselling Portal' for access to self-assessment tools, information on work-related, personal and mental well-being matters.

The portal hosts a library of resources including self-help tools and assessments, research papers, newsletters and fact sheets on relatable topics such as:

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

## Login details are as follows:

To login to the portal, simply click on the 'Protect Counselling Portal' link from our website:

[www.protect.net.au/Counselling](http://www.protect.net.au/Counselling)

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.



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.



Dedicated number for  
Protect Counselling:  
1300 725 881 (FREE CALL)

For all other Protect member queries:

Tel: 1300 344 249  
Email: [info@protect.net.au](mailto:info@protect.net.au)  
Web: [www.protect.net.au](http://www.protect.net.au)