

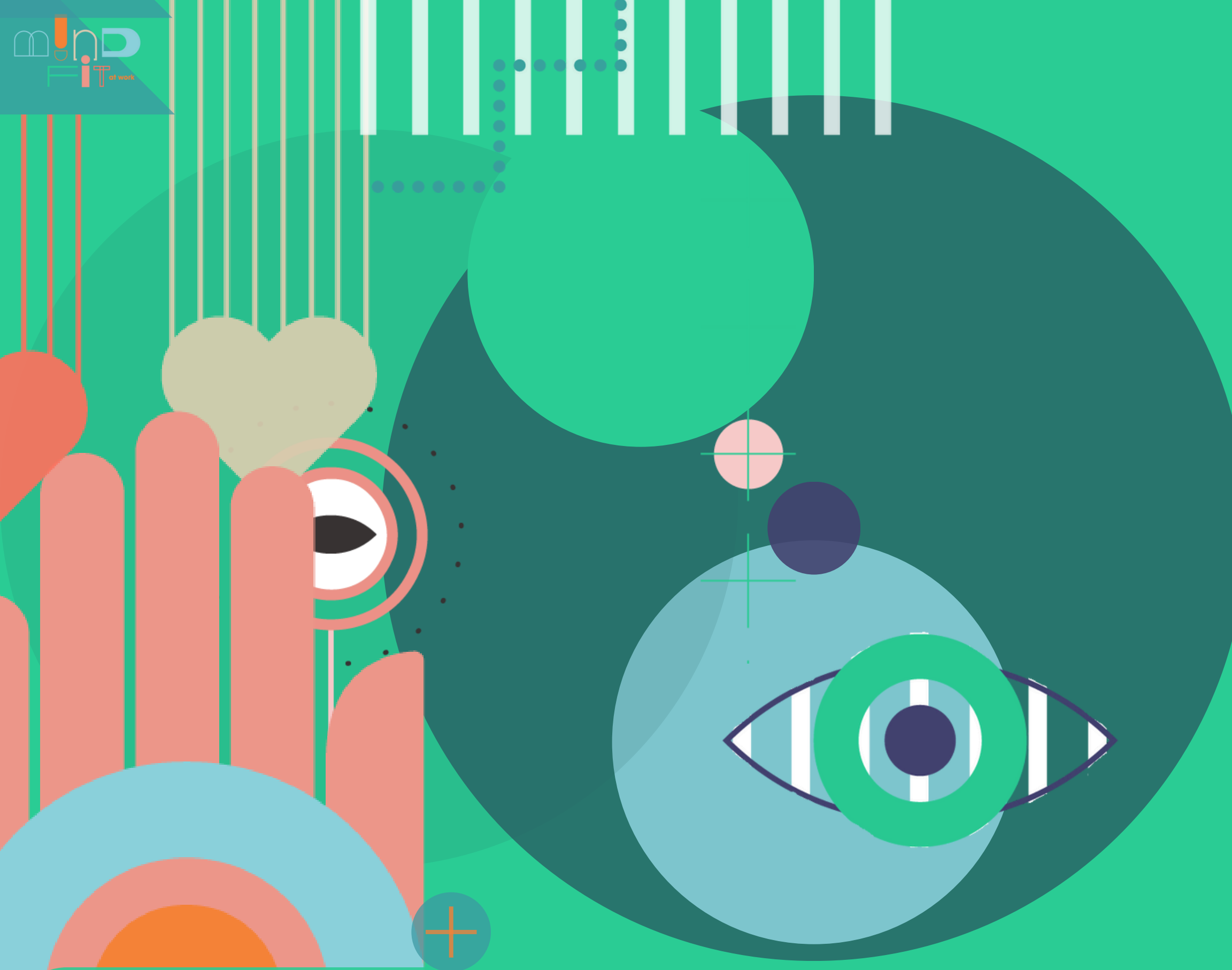


**Happy Done Different**

[mindfitatwork.com](http://mindfitatwork.com)

# Employee EAP Welcome Pack for

## Whizdom contractors



# INDEX

**Welcome**

2

**EAP Portal Login  
Details**

3

**EAP Portal**

4-6

**FAQs**

7

**Further Info**

8

# Welcome!

**MindFit At Work is proud to be Whizdom's Employee Assistance Program (EAP) Service Provider!**

**What do we do?**

**We do Happy differently.**

With more than a decade of experience, MindFit is a leader in workplace wellbeing, mental health, resilience, and mindfulness training and EAP Programs.

Our EAP Services give you confidential access to the following via our **EAP Portal**.

**As part of our services, Whizdom is supporting you with the following:**

**Up to 3 confidential counselling sessions** via video, phone or face-to-face (where available).

# EAP Portal Login Details

1

To access to the EAP Portal simply:

- Download the 'Mindfit EAP' app or go to [eap.mindfitatwork.com](http://eap.mindfitatwork.com)
- Log in using:
- Email: [eap@whizdom.com.au](mailto:eap@whizdom.com.au)
- Password: whizdomeap

Once that's done you are all set to explore!

2

You can also book a counselling session via toll free numbers: Australia – 1800 862 042

3

# EAP Portal

– **the place where you can find everything you need in the one spot.**

## Here you can:

**Book a counselling session**

Access **toll free numbers to book in a session**

View **short online training sessions** to help with your wellbeing

**Access Insights** to get the low down on a range of topics

**Access workplace specific meditations**

Complete a **mental wellbeing or sleep quality assessment** to see how things are tracking and get some additional tips

The User Portal is easy to navigate and explore - if you would like some more detail, keep reading the next two pages!

# Counselling

Life constantly throws challenges at us and we can make a choice in how to respond. **Your company provides you with free confidential counselling sessions with a counsellor in your country** to help you through life's challenges.

As a part of our services, You are able to speak to a professional counsellor via video or phone (with face to face available in many locations) for up to **50 minutes with up to 3 sessions available for You**. All sessions are confidential and Counsellors adhere to relevant standards and guidelines. Counsellors are available to chat about any issues you are having. Some of the things employees at other companies chat to our Counsellors about include:

- Anxieties/Phobias
- Family Issues
- Health
- Substance Addiction
- Bullying
- Financial/Gambling
- Relationships
- Work Related Issues
- Depression
- Grief/Loss
- Sexuality
- Any other issues

**To book a session, simply click on the 'Book a Session' button above and fill in the online form or ring the toll free numbers listed in Book a Session page.**

**Note:** Sessions with a counsellor in your country are only available by booking via the online form or calling the toll free number. Immediate counselling sessions requested via the toll free number will be conducted with a member of our Asia Pacific counselling team who is available at the time of your call or, in Australia, your details will be taken and a Counsellor will call back within an hour.

**Also Note:** as per standard counselling practice, counselling sessions are subject to terms and conditions. These are available [here](#) and use of counselling sessions implies you have read these.

# Online Training

**Under the Videos tab you will find our recorded webinars** (approximately 30-40 mins) as well as a range of short, 5-15 minute focus topic videos. These are designed to give you some help across a range of topics and we are continuously adding to these.

Again, we encourage you to check them out and view any that are of interest.

# Insights

Under the Insights tab you will find a range of insights that address common questions we have from our users. These are grouped under **Mental Wellbeing, Physical Wellbeing (Exercise & Sleep, and Nutrition), and Financial Wellbeing**. We are constantly adding to these and if you have a topic you would like to see [contact us](#) and we will see what we can do!

# Meditations

**Under the Meditations tab you will find a range of 3, 5 and 10 minute guided meditations** that are relevant to your work day.

These are a great introduction to meditation and we highly encourage you to give it a go!

# Mental Wellbeing Assessment

The Mental Wellbeing Assessment is a scientifically validated tool that is quick and easy to complete – there are only 14 simple questions to answer. The results will give you a **guide to some steps to take to help improve your mental wellbeing**.

# Sleep Quality Assessment

The 9 question Sleep Quality Assessment is designed to **measure your sleep quality and provide you with helpful tips on how you can improve it**.

## How does a user log in if they've forgotten their password?

Click 'Forgot Password' and proceed with the following steps. However, if it says 'Email address doesn't exist', the user account doesn't exist and needs to be created.

## Why is there an error "Invalid Email Address"?

- The incorrect email is being used
- The company code is incorrect
- Employee details haven't yet been provided and need to be sent to MindFit
- The user hasn't created an account yet

## What is Manager Assist?

**Manager Assist** is to assist managers in dealing with employees who may be struggling or to work on strategies for supporting their employees.

Note- this is not leader coaching



# Further Info

If you have any questions in regard to the services provided, please **contact your HR Representative.**

Find us **@mindfitatwork on social media** to keep up to date with the latest wellbeing tips & news.

