

Referral pathways

Self-referral

Where an employee is worried about their personal or work problems, they can seek help directly through their Employee Assistance Programme i.e. they do not have to seek permission from their employer to access the Programme.

Employees can make an appointment with their EAP by contacting us on 0800 327 669 or online at book.habit.health/app/eap

Note: Human Resources representatives, manager, team leader, or Health and Safety representatives are always welcome to call 0800 327 669 with their employee to assist them with making the first appointment. Our National Support Centre will only ask the employee for verbal consent for their representative to make an appointment on behalf. Following this they will continue the booking process with the representative and secure an appointment for the employee.

Formal Manager Referral

Where an employee is referred to the EAP programme by a manager. In most cases these types of referrals are linked to a performance or behavioural issue that is being managed by the employer, but sometimes it is for peace of mind to know that an employee in need of support is receiving what they need. Formal Manager Referrals provide the opportunity for the referring manager to receive feedback from Habit Health EAP in order to assist them to manage the circumstances under which they have referred an employee.

When making a manager referral, the referring manager should complete the information via www.eapservices.co.nz/resources/guides-and-forms with the employee and email the completed form to the team at manager.referral@habit.health

Suggested Referral

Where a Human Resources representative, manager, team leader, or Health and Safety representative would like to suggest Habit Health EAP to an employee.

Managers or representatives can contact 0800 327 669 or email nsc@habit.health to advise an employee's name and receive a reference number for the employee to call and quote.

Welfare Call

Where a Human Resources representative, manager, team leader, or Health and Safety representative is worried about an employee and would like a counsellor to reach out to them directly.

To arrange, call 0800 327 669 and request a welfare call. Our National Support Centre will ask for employee details and the most suitable time for a counsellor to call. During the welfare call, our counsellors check the employee is okay, provide an opportunity for a full session, and assist with booking any follow up sessions for continued support. Our National Support Centre will confirm with the referrer whether the counsellor was able to make contact.

Note: welfare calls are not appropriate if there are immediate concerns for the person's safety. Please refer instead to emergency services or local crisis teams - for contact details visit info.health.nz/mental-health/crisis-assessment-teams

