



## Financial Helpline Support

Part of your Employee Assistance Program

Navigate challenging times such as financial stress, hardship, family finance issues and changing situations to get you back on track. As part of your TELUS Health EAP you can access highly skilled financial counsellors.

Our financial counsellors help you explore financial concerns and assess where you are financially. They can help during challenging times by providing you with the tools and information to create a money plan and help you identify strengths and areas for growth.

Download the TELUS Health One app  
or visit [one.telushealth.com](https://one.telushealth.com)

Australia: 1300 360 364 | New Zealand: 0800 360 364





## Financial Helpline Support

### How do I access the Financial Helpline Support team?

Please call us, and our team will book you for the next available telephone appointment.

### What can I expect from my Financial Helpline Support appointment?

The TELUS Health Financial Helpline Support offers confidential help from a financial counsellor. Your counsellor will assist you in explore your financial concerns and assess where you are financially. They will then provide you with the tools and information you need to create a money plan. Should you need further support, our financial counsellors are also able to provide you with hardship contacts, or refer you to ongoing face-to-face financial counselling.

*Please note: Financial Helpline Support offers assistance from a financial counsellor, not a financial advisor. It is not a financial planning service and it does not provide short-term credit, finance for employees or negotiate with employers on an employee's behalf.*

### What is the difference between a financial counsellor and financial advisor?

Our financial counsellors analyse your finances and provide you with options to manage your debt and/or budget. They do not advise or tell you what to do with your finances (i.e. offering investment advice). Financial counsellors are employed by government-funded, not-for-profit, community-based agencies. These agencies do not receive any grants, sponsorship or commission from other businesses or services outside of the government sector. They are entirely independent, so there is no conflict of interest, and they can act only in your best interest.

All our financial counsellors are professionally trained and are required to belong to various state financial counselling bodies. The Australian national peak body is Financial Counselling Australia. The national peak body in New Zealand is FinCap.

*For more information, please visit:*  
<https://www.financialcounsellingaustralia.org.au>  
Corporate/Financial-Counselling  
<https://www.fincap.org.nz/>

### Are there other resources available to me?

TELUS Health has a wide range of resources focused on financial wellbeing designed to help you. If you log into our TELUS Health One App, you'll be able to access our financial related resources.

### Can my family or eligible members also use Financial Helpline Support under my EAP?

Yes, your family and eligible members are entitled to use Financial Helpline Support.

## Solutions for your financial wellbeing.

Receive confidential support from a qualified financial counsellor who can you help with:

- Budgeting.
- Managing debt.
- Creating a money plan.
- Analysing spending habits.
- Retiring planning.
- Mortgage and interest rates stress.
- Family finance issues.
- Support following a redundancy, separation or major event.
- Information to help you improve finances impacting your day-to-day living.
- Referrals to other financial tools and services.



### How do I connect with this service?

By phone:

Australia: **1300 360 364**

New Zealand: **0800 360 364**

Online: **one.telushealth.com**

By free mobile app for iOS or Android