

Video counselling

Virtual face-to-face counselling sessions, in the convenience and comfort of your home.



Private and confidential, Video counselling with your Employee and Family Assistance Program (EFAP) provides real-time counselling sessions using your computer, industry leading video conferencing software and a webcam.

Convenient and secure

Our Video counselling service uses industry leading video conferencing software with many safeguards, encryptions and firewalls ensuring login credentials and all communications are kept private and safe. Attend your counselling session from home - or just about anywhere with a high speed internet connection. Video counselling is compatible with computers and tablets.

Video counselling is best suited for those who:

- Have limited mobility
- Have busy schedules
- Live in remote regions
- Have exceptional privacy needs
- Find it easier to express themselves verbally rather than in writing

How to get started

- Contact our Care Access Centre
- Once Video counselling is identified as the preferred and best method of treatment, a video counsellor will contact you to schedule your first appointment
- On your appointment day, you will “meet” your counsellor online via the installed and secure software

System requirements

You will need a high speed internet connection, webcam, telephone and will be required to install software.

For 24/7 confidential EAP support:

Visit LifeWorks online: