[](https://ugc.rewardgateway.net/MediaManager/scheme/30294/SmartPage/1000_block_310406_4_911ef76b4bfafbf338d5eb321bdc0d6b6a000fcd.jpg%22%20%5Ct%20%22_self)

**Do you feel you need some support?**

From legal and financial information to BACP accredited telephone counselling, confidential support is now available 24/7 through the Reward Gateway Employee Assistance Programme (EAP).

The EAP service is a confidential 24/7, 365 days a year service. Accredited counsellors and experienced information specialists offer support and signposting across a range of personal legal, medical, health and wellbeing issues, as well as a telephone counselling service.

Support can be accessed via the telephone helpline and there is also on online portal available, where you can access further information. The service is also available to partners and dependents over the age of 18, (or over 16 in full-time education) residing in the same household.

You can use the service as often as you wish and remain totally anonymous.

**How it works...**

Simply call the helpline and a telephone counsellor will identify the nature of assistance required.

All non-counselling calls will be transferred to the appropriate specialist, counselling calls will include an in-depth assessment where a referral will be made within 24 hours for telephone or face-to-face counselling.

If you find yourself struggling at any point, a 24-hour confidential helpline is open to all staff. Call 0800 015 7287 for help with issues including health and relationships, financial or legal queries, or visit [www.colleaguesupport.co.uk](http://www.colleaguesupport.co.uk/) and use 72160 as your username and password.