



## Specialist Connect Lines

Acacia understands the difficulty of reaching out in times of need, especially when your concern requires additional, specialist support.

Our 24/7 connect lines provide direct access to our services and a safe point of connection, by removing the need for disclosing your reason for access. You can receive support from professionals with lived experiences or those highly experienced in their fields.

**First Nations**  
1300 520 373

**LGBTIQA+**  
1300 214 958

**Domestic and Family Violence**  
1800 879 163

**Culturally and Linguistically Diverse**  
1300 533 904

**Disability and Carers**  
1300 561 043

**Connect with us today  
to learn more about  
us and the services  
available to you**



Call anytime  
1300 364 273



Live chat or book an appointment  
[acaciaconnection.com](https://acaciaconnection.com)



Contact us by SMS  
0480 087 020



Talk to  
us today



**acacia EAP**  
employee assistance program



**Free and  
confidential  
wellbeing  
support**

every connection matters™

# Practical support when you need it most

Free and confidential mental health and wellbeing services available 24/7

**Our professionals can support you with any personal or work related concerns such as:**

- Anxiety or Depression
- General Wellbeing
- Stress Management
- Strengthening Resilience
- Work/Life Balance
- Improving Performance at Work
- Grief and Loss
- Addiction
- Personal Development
- Work-related Stress
- Sleep, Diet or Physical Health Concerns
- Relationship, Family or Parenting Concerns
- Workplace Relationships
- Financial Coaching

## Who is Acacia?

Our mission is simple – to give each client an experience that exceeds expectations in service, quality, and outcomes to make a real difference in people's lives. At Acacia, we genuinely care about people. We go above and beyond every day to help those who need our support to lead better, healthier lives.

## What can I expect?

Typically you will have access to a set number of sessions free of charge to engage in short-term solution-focused support.

## Will my employer be notified?

No, Acacia EAP does not disclose any information regarding your session. Acacia is an independent third-party and committed to maintaining your confidentiality.

## Where can I have my appointment?

Acacia have a network of highly qualified, registered professionals across Australia, New Zealand and internationally. We will arrange assistance for you in a convenient location close to where you work or live. Phone, Video and Live Chat options are also available.

## Who provides the service?

Our network includes Psychologists, Social Workers, Counsellors, Financial Coaches, Dietitians and Legal Consultants. All professionals have a minimum of 5-years' experience in their field and are registered with their regulatory body.

## What if I can't make it?

Acacia has a 24-hour cancellation policy. Appointments cancelled with less than 24-hours' notice may be counted as one of your sessions. Please advise if you are unable to attend your appointment and we will reschedule your appointment for a convenient time.



**acacia** EAP  
employee assistance program