

Worker Mental Health Support Helpline

Partner Pack
Healthcare and Social Assistance

September 2025



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Introduction

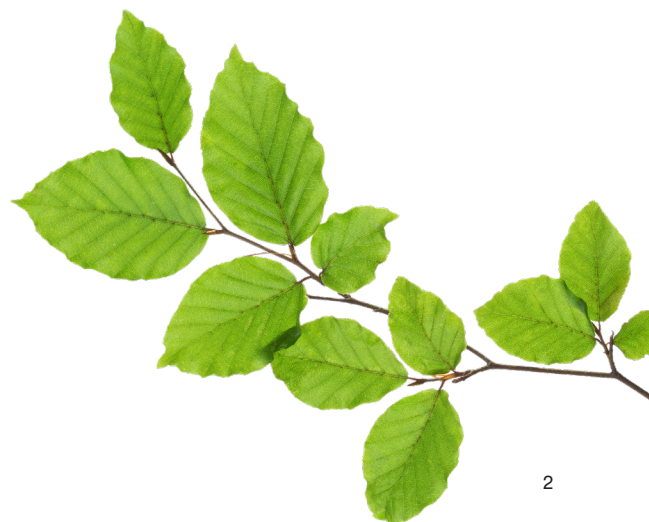
Launched on April 30, the Worker Mental Health Support Helpline is a free, confidential mental health support service provided by TELUS Health. It is available to small and medium-sized businesses (with fewer than 200 employees) across Victoria.



[View the programme introduction video](#)



[Read the Minister's Media Release](#)



Aim of the service and target industries

While the service is available to all small and medium-sized businesses in Victoria, it is specially designed to reach workers in high priority industries. These include:



Construction



Education & Training



Healthcare

Key features of the Worker Mental Health Support Helpline

- Free and confidential support, available 24/7
- Access to up to four sessions with a professional
- Support for challenges related to work, family and home life

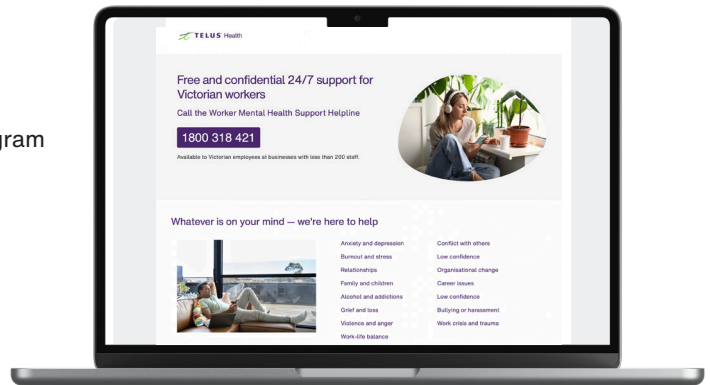
Digital resources

Dedicated landing page

As part of the program, a dedicated landing page has been created. This landing enables you to access program information and downloadable promotional materials.



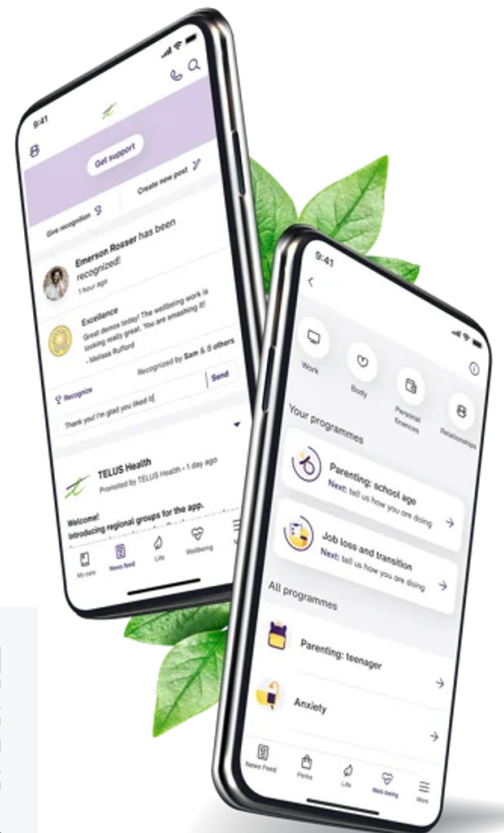
[Click here to view the Landing Page](#)



Digital app – TELUS Health One

As part of the Worker Mental Health Support Helpline, all interested parties can access the TELUS Health One App. This app not only allows access to click-to-call and chat but also contains a rich content library, assessment tools, and self-guided Cognitive Behavioural Therapy programs. On the TELUS Health One app, users can:

- Click-to-call functionality to book an appointment with a clinician
- Four self-assessment tools: mental, physical, social and financial wellbeing
- Access rich content covering all aspects of health
- Self-guided Cognitive Behavioural Therapy through our Care Now program.

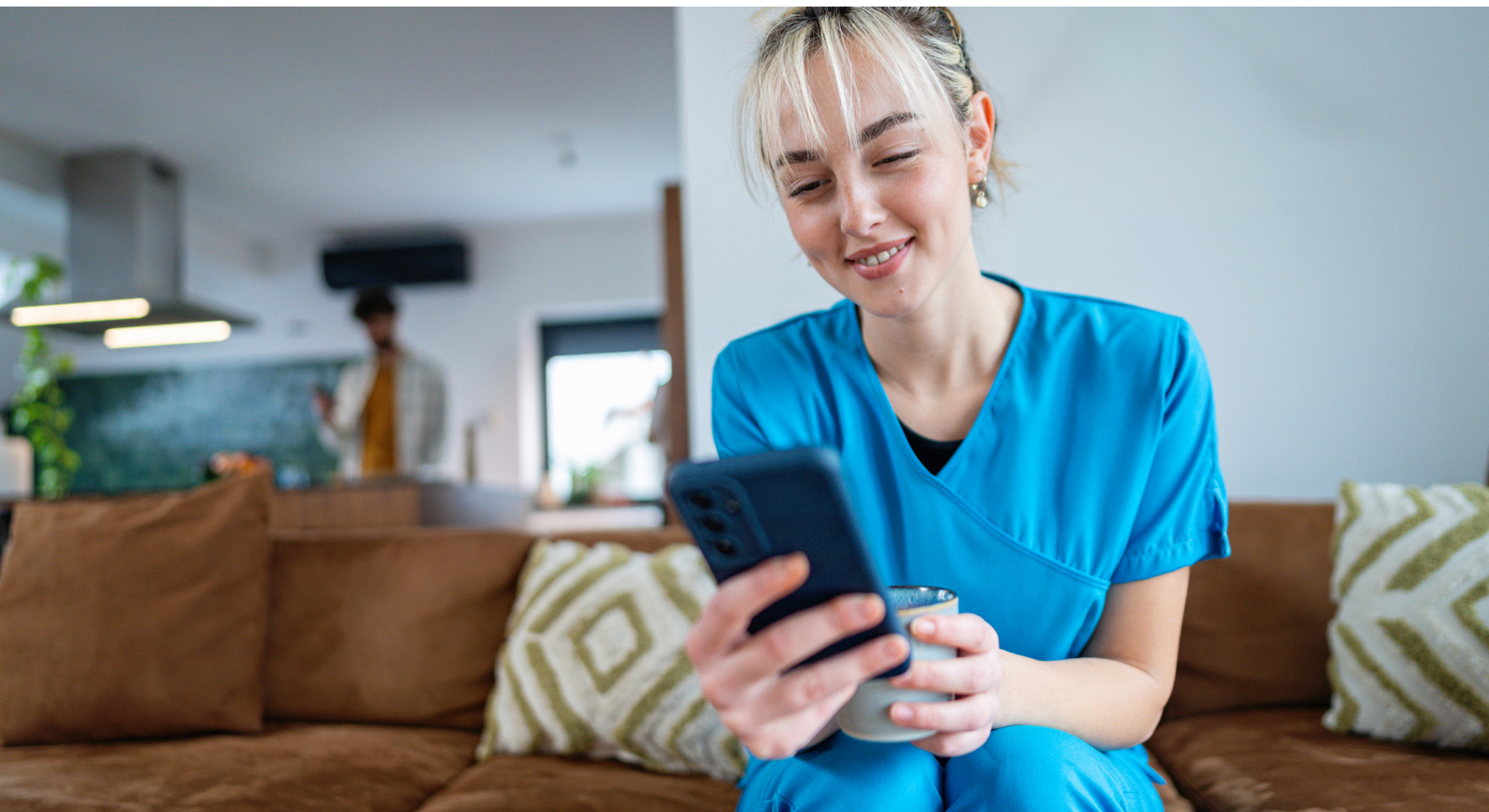


To access the app:

- Scan the QR code to locate the app
- Download from the App Store or Google Play
- Log in with:

username: **vic** password: **hello**





Introductory emails

Instructions

Emails have been created so you can share details of this program with businesses, other industry bodies, or colleagues. There are two sets of introductory emails.

Introductory email – Employer

The introductory email to employers can be used when communicating with Managing Directors, HR and People leaders to inform them about the program. The relevant business can then use the introductory emails to share the news more widely within the organisation.



[Click here to download the Introductory email to Employers](#)

Introductory email – Worker

The introductory email to workers is for managers, CEOs, and people leaders to use when sharing information with their staff. It is a good idea to include some of the leaflets in the introductory email as well. The email is guidance and can be amended and adjusted to suit your needs or messaging.



[Click here to download the Introductory email to Workers](#)

Social media

Promote the service on LinkedIn, Instagram, or Facebook using the provided content.

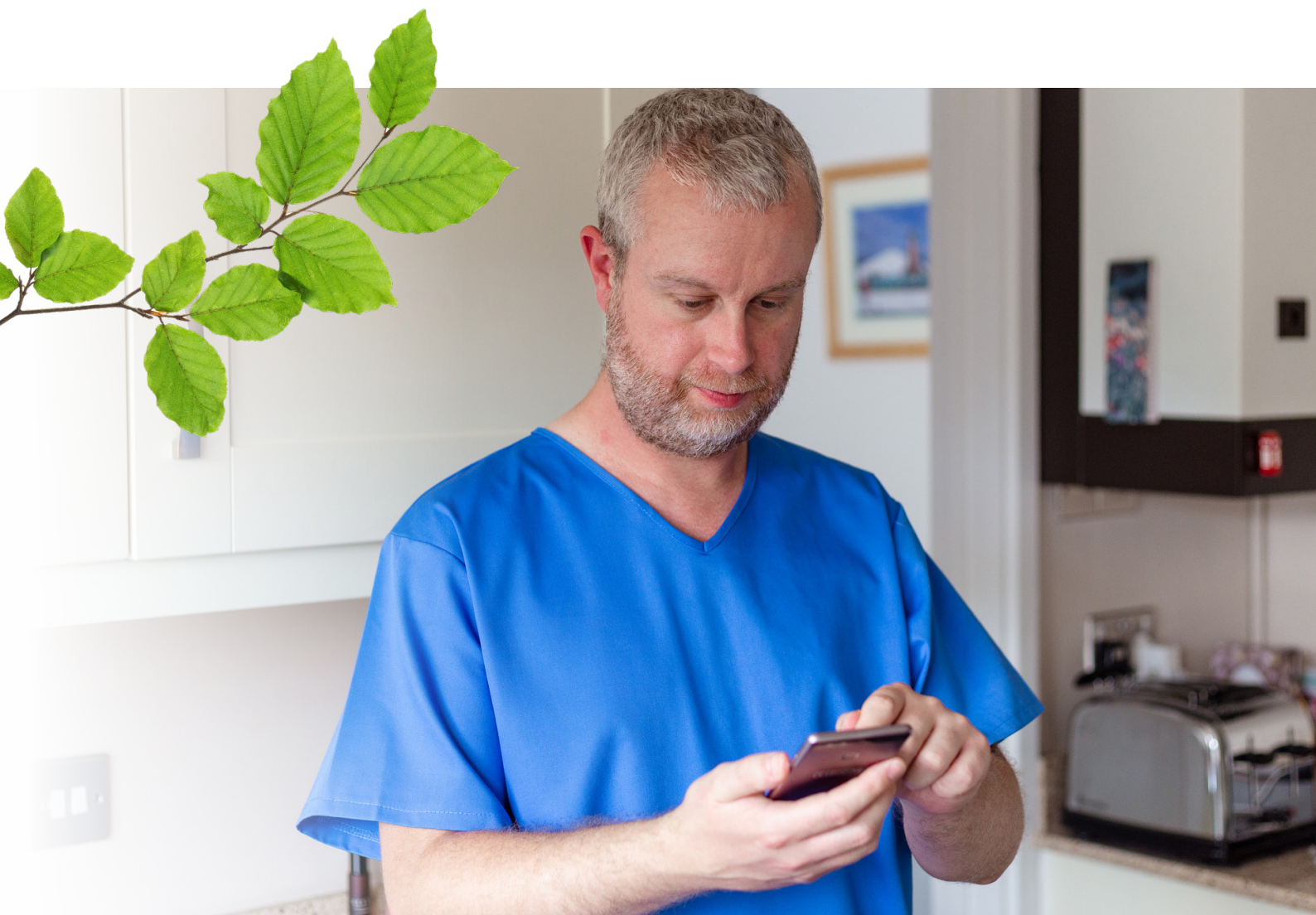
Instructions

Use the copy provided to promote the program to your network via social media. We've included several copy options, allowing you to tailor the copy to suit your needs. Additional options will be added in the coming months.

Please tag TELUS Health so we can like and share.



[Click here to download the social media posts.](#)



Posters and flyers

Flyers

Instructions

Flyers can be used in email communication, as physical printed collateral, and displayed on the wall to promote the program. The flyers include more details about the service and where the Worker Mental Health Support Helpline can help, offering useful additional information.

Posters

Instructions

Display these posters in your workplace to raise awareness about the Worker Mental Health Support Helpline. There are numerous posters available for different industries, so choose the one that is most suitable for you.



[Click here to download the programme flyers and posters](#)



Worker Mental Health Support Helpline

With the **Worker Mental Health Support Helpline** feel supported and connected with a confidential and innovative wellbeing resource.

Get help with all of life's questions, issues and concerns with TELUS Health. Any time, 24/7, 365 days a year. We offer support with mental, physical and emotional wellbeing. Whether you have questions about handling stress at work and home, parenting and child care, or health issues, you can turn to TELUS Health for a confidential service that you can trust.

Call us on
1800 318 421

Get help with

- Intrapersonal conflict
- Anxiety and depression
- Burnout and stress
- Relationships
- Family and children
- Alcohol and addictions
- Grief and loss
- Work crisis and trauma
- Work-life balance
- Low confidence
- Organisational change
- Career issues
- Low confidence
- Bullying or harassment
- Violence and anger

Download the TELUS Health One app for extra support — at your fingertips

For helpful resources, wellbeing content and appointment access, download the app.

- Scan the QR code to locate the app on the Apple App Store or Google Play Store
- Download and open the app

Log in with the username: vic and the password: hello





Worker Mental Health Support Helpline

A well-maintained mind keeps everything running smoothly. Talk to us.

Call 1800 318 421

Available to workers in the state of Victoria
Eligible for those who work for businesses that employ 200 or less



Signature banners

Instructions

Use these signature tiles at the bottom of your email to highlight the Worker Mental Health Support Helpline. There are numerous posters available for different industries, in addition to non-industry-specific posters.



[Click here to view & download the signature banners](#)

Instructions

1. Save the banner image to your computer
2. Open your email settings/preferences
3. Locate the "Signature" or "Email signature" section
4. For Outlook: File > Options > Mail > Signatures
5. For Gmail: Settings (gear icon) > See all settings > General > Signature
6. Add the banner image to your signature:
7. Click the "Insert Image" button
8. Select the saved banner image
9. Once inserted, click on the image
10. Add the hyperlink: <https://go.telushealth.com/en-au/vic-mental-health>
11. Click "Save" or "Apply" to update your signature

Free and confidential 24/7 support
for Victorian workers

Call the Worker Mental Health Support Helpline

1800 318 421

Available to Victorian employees at businesses with less than 200 staff.

 **TELUS** Health



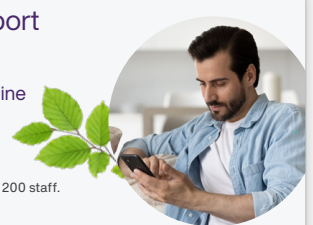
Free and confidential 24/7 support
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 **TELUS** Health



Thank you

Thank you for helping us promote this important initiative. By working together, we can make mental health support more accessible for Victorian workers.

