



**QUEEN'S  
UNIVERSITY  
BELFAST**

# A GUIDE TO YOUR 24/7 MENTAL HEALTH SUPPORT

POWERED BY  **spectrum.life**



# SUPPORT AND COUNSELLING SERVICES

**24/7 mental health support, also known as your Employee Assistance Programme (EAP), provides you with immediate access to counselling support, helping you navigate any personal or work related problems.**





# ACCESSING THE SERVICE

Our team of fully qualified counsellors are available 24/7/365, offering you in the moment whenever you need it.

You can access the service directly from your digital wellbeing platform and app, or via WhatsApp, text, or freephone. On the platform, you can request a callback and use our live chat facility. We respond to your needs at any time, no matter where in the world you are.

## Types of Problems

Our counsellors are highly experienced in supporting with personal and work related issues, including:

- Depression, anxiety, and stress
- Grief and bereavement
- Addictions
- Relationship and marital problems
- Work stress and work-life balance issues
- Workplace conflict and communication
- Life transitions such as career progression or retirement

## Personalised Support

All interactions with the service are managed by a qualified and experienced team of Customer Care Counsellors. They understand the root causes of emotional issues and will guide you to the best support for your needs. The customer care counsellor you speak to on your first call will be your dedicated advisor for any queries you have or future calls you make to the service. They are with you every step of the way.



**Freephone:**

**0800 086 9934**

**WhatsApp and SMS:**

**Text 'Hi' to +44 74 1836 0780**

**International\*: +353 1 5180277**

**Explore the platform:**

**[qub.spectrum.life/login](https://qub.spectrum.life/login)**

**Org Code: QUBSTAFF**

# WHAT DOES THE EAP OFFER?

A telephone helpline available 24/7/365.

Mental health support for employees.

Access to the service through an engaging web portal, live chat, or app.

Immediate access to confidential telephone counselling.

Referral on to face-to-face, phone or video counselling when appropriate.

Telephone consultations with qualified experts providing practical advice in a wide range of fields.

- Legal Assistance
- Financial Assistance
- Consumer Advice
- Career Guidance
- Life Coaching
- Mediation
- Support for Non-Nationals and their Families
- Health Advice, including Physio, Podiatrists and Dietitians
- Advice on practical, day to day issues and services



\*Charges apply when calling our International phone number

# YOUR MENTAL HEALTH SUPPORT JOURNEY

Contact the service, 24/7/365

Platform  
and App

24/7  
Freephone

WhatsApp  
and SMS

Live Chat/Request a call back

**Your needs are assessed via telephone:**

Receive in the moment support from one of our  
Qualified Customer Care Counsellors.

The counsellor will direct you to  
the most appropriate service:

**Access to  
information  
and/or digital  
services.**

Services such as  
legal assistance, or  
eLearning journeys  
on the Spectrum.  
Life app.

**Counselling:  
Short-term,  
iCBT, Trauma,  
etc.**

Where clinically  
appropriate.

**Guidance to  
suitable external  
support.**

Local support  
services, charities,  
or your GP.

**In the moment  
counselling and  
support.**

You can call the  
service again for  
further support, or if  
you are facing other  
challenges.





# OTHER SUPPORT SERVICES

We provide additional services which can assist you with a range of practical issues. To access these services, simply contact the EAP.

Each call lasts 30 minutes.

## LEGAL ASSISTANCE

Consultations with solicitors for a wide range of legal issues including:

- Family law matters
- Property acquisition and sales
- Enduring powers of attorney
- Probate law and estate planning
- Personal injury claims
- Consumer rights and financial law

\*We cannot provide legal assistance in the areas of Employment Law, Criminal Law or Immigration Law

## FINANCIAL ASSISTANCE

We provide consultation on a wide range of financial issues including:

- Household budgeting
- Personal spending
- Borrowing and debt management
- Saving, investing and the possible risks
- Life assurance, income replacement and protecting loved ones
- Retirement planning

## MEDIATION INFORMATION

Our team can advise around how mediation could help with disputes involving:

- Workplace conflict or bullying
- Family business
- Shareholders or partnership
- Intellectual property
- Defaulting debtors
- Defective goods or services
- Building construction or subcontractors
- Public authorities

## CAREER GUIDANCE

Our career coaches can help individuals plan their future in the world of:

- Work
- Employment
- Career development
- Further education
- Training
- Learning and development

## LIFE COACHING

Our life coaches can offer coaching in the following areas:

- Confidence coaching
- Presentation skills
- Communication skills
- Time management and organisation skills

## SIGNPOSTING

We can recommend and direct you to a range of practical services such as:

- Home (Contractors, trades etc.)
- Travel
- Eldercare Services
- Childcare





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