

What to expect

This is your first look at what's coming. It covers what's actually changing, and what we'll ask of you along the way. Once you're closer to getting started, your full Quick-Start Guide will walk you through exactly how everything works, step-by-step.

Two Hubs: Yours, and Theirs

You'll hear about two different systems. The Employer Hub is yours, for your HR team and managers. The Wellbeing Hub belongs to your employees, and your organisation never sees into it. They're kept deliberately separate to protect your employees' privacy.

What's actually changing

Two systems matter most for you: your organisation's new Employer Hub, and your employees' an improved Wellbeing Hub.

Your Employer Hub is genuinely new, built from scratch, a space that's entirely your own. From there, your HR team and managers can book support, arrange training, raise critical response, track requests, access resources, and view your reporting, all in one place.

Requests like arranging training used to mean an email to your usual AccessEAP contact, then waiting to hear back with no way to check in other than asking again. Now you can submit directly and see exactly where things stand. Reporting works the same way: instead of waiting on a periodic summary, you can check your program's usage whenever you need to. Your usual AccessEAP contact remains there throughout.

Your employees' Wellbeing Hub is also genuinely new, built from scratch, though they'll access it from the same place they do today. Everything that already works comes across with it: the same counsellors, the same confidentiality, and phone support that stays exactly as it is.

Every part of this is built around one thing: the moment someone decides to seek help. Support that's easier to reach, visibility of where things stand, and less administration for everyone, while keeping the things you already rely on unchanged.

Let your staff know

One of the most useful things you can do is let your people know what's coming, before it arrives. We've written the staff education pack for you, in your organisation's voice, so it's ready to forward as is. You'll send this twice: once now, and again at go-live. We'll let you know the exact timing for both.

