

## How to access support through Benestar, and what you can expect.

### Calling the Wellbeing Team on 0800 360 364

#### What you will get asked :-

- Name of your organization.
- Preferred mode of support ie. In person, phone or Online video (zoom)  
If in person, we will ask you please advise us of your location.
- Reason for support (for example: depression, relationship, anxiety etc).
- Any preferences (for example male/female counsellor, cultural or language).



We then use the requested information to match you with the right clinician. Alternatively, if you would like to view profiles of our clinicians, we will send you profiles of specific clinicians we believe are best suited to assist. You can then contact the clinician directly to arrange a session or, after selecting your clinician come back to us and we will arrange the appointment on your behalf.

### Emailing the Wellbeing Team at [counsellingsupportnz@benestar.com](mailto:counsellingsupportnz@benestar.com)

The email process is the same as above. We will ask the same questions over email and, may also call you directly to ask these questions.

### Using Benehub – Find a Counsellor

We have a self help wellbeing portal called Benehub where you can :-

- Visit [www.benestar.com](http://www.benestar.com) and click on BeneHub login
- Enter your company ID : **OTPONZ**
- Enter Token : **OTPONZ01**

You can then search for a counsellor in your area by entering your location into the map. You can contact your counsellor Directly by texting the number in the profile. This is the fastest method, you can choose to email if you wish. Provide your name, contact number and say you work for Xero. If you don't hear back in 24 hrs call 0800 360 364 and the team will assist.