



acaciaEAP
employee assistance program

YOUR WELLBEING PARTNER

Specialist Connect Lines

Access to specialist mental health and wellbeing support for your employees and their family members through dedicated 24/7 helplines.



Acacia understands the difficulty in reaching out in times of need. This is why we provide employees and their family members direct access to Acacia's services and EAP counselling support through three dedicated Connect Lines: our First Nations Connect Line, our LGBTIQ+ Connect Line, and our Domestic and Family Violence (DFV) Connect Line.

These provide another safe point of connection for employees and family members and provide a confidential, streamlined, and culturally sensitive intake process. Our Connect Lines' intake teams have undergone extensive training to ensure they create an inclusive and safe space for any individuals that are connecting.

Our connect lines remove the pressure of self-disclosing the reason for access and provide an opportunity to engage in an open discussion around topics they may feel otherwise uncomfortable raising. They also ensure individuals have immediate access to EAP professionals who are highly experienced with their specialist needs.

Although many challenges faced by these individuals are often not isolated to their specialist needs, Acacia understands the importance of providing a safe connection where all people are welcome and accepted for who they are.

First Nations Connect Line

1300 520 373

Our First Nations Connect Line provides employees and family members with culturally sensitive and informed support. We recognise the importance of First Nation individuals having the option to receive counselling and support from an Aboriginal or Torres Strait Islander EAP Professional or a Professional with cultural awareness training and extensive experience with First Nation individuals, families, and concerns.

LGBTIQ+ Connect Line

1300 214 958

Acacia's LGBTIQ+ Connect Line is designed to support people who identify as lesbian, gay, bisexual, transgender, intersex, queer, asexual, and other diverse sexualities and genders. Individuals can receive support from one of our Professionals who have self-identified as part of the LGBTIQ+ community or who are highly experienced in supporting members of this community.

Domestic and Family Violence (DFV) Connect Line

1800 879 163

Acacia's DFV Connect Line provides individuals affected by DFV with professionals that have expertise in supporting those affected by DFV. This support is available to all individuals who have been impacted by violence and abuse, as well as users of violence and abuse, regardless of the individual's age, gender, sexuality, ethnicity, religion, or relationship status.