

Stud Staff Support Line



Frequently Asked Questions

I need to talk to somebody, what do I do?

Simply call **1300 822 935** and tell them you are calling from Thoroughbred Breeders Australia. You can make an appointment to speak to a trained psychologist or, if it's urgent, ask to speak to a counsellor straight away. The line is open 24 hours a day, all year round.

What kind of problems can I call about?

The psychologists and counsellors are trained to talk to you about any issues that may be affecting your mental health. This could be anxiety, stress, depression, gambling issues, financial concerns, relationship matters, issues caused by alcohol or drug use, work place problems and so on.

Is this service free?

Yes, Thoroughbred Breeders Australia is providing the service to all staff in the breeding industry.

You will have access to three free counselling sessions annually. Should you and your psychologist decide more sessions would be appropriate they will help transition you onto a Mental Health Care Plan which is Medicare supported.

Is it really confidential?

The counsellors are bound by strict codes of practice and none of your personal details will be passed on to TBA or your employer. A psychologist can only break confidentiality if they think you are at risk of harming yourself or another person.

I work long hours and won't be able to attend appointments?

AccessEAP, who run the Stud Staff Support Line, are available around the clock and will be able to provide a phone appointment at a time that works for you.

How do I use the AccessMyEAP App?

Downloading and setting up the app only takes a couple of minutes.

1. Download the AccessMyEAP app for free via the App Store or Google Play.
2. Select 'Register for New Account'.
3. Enter your name, personal email address and create a password.
4. Enter the domain name: **tbaus.com**
You'll now receive a verification email and once you've clicked on that, you are good to go. You can use the app to schedule appointments via phone or video-chat, access 24/7 support, and keep track of your mental health and wellbeing via the Wellbeing Tracker.

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Call **1300 822 935** and quote **Thoroughbred Breeders Australia**

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