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Individual frequently asked questions

Assistance Programme FAQs

What is an Assistance Programme?

An Assistance Programme is a confidential service designed to help you deal with personal and professional problems that could be affecting your home life, work life, health, and general wellbeing. Our helpline is available 24/7, 365 days a year.

Are my calls confidential?

- All calls are confidential between the caller and the counsellor or advisor.
- Exceptions can occur only if there is a serious risk of harm to the caller or others.
- In such circumstances, the caller will always seek guidance before breaching confidentiality.
- Analytical usage data may be shared with your employer (excluding identifying factors).

Who can use this service?

We believe that one of the best ways to support you is to support your immediate family as well:

- All calls are confidential between the caller and the counsellor or advisor.
- Exceptions can occur only if there is a serious risk of harm to the caller or others.

What services are available?

- 📞 Confidential telephone helplines available 24/7
- 📞 Formal counselling, in the form of either in person or telephone sessions (as applicable)
- 📞 Online video counselling and online CBT (as applicable)
- 📞 Critical incident support (chargeable at additional cost)
- 📞 Wisdom Ai – Our search engine style wellbeing tool

Is the service restricted to issues dealing with stress?

Health Assured can provide additional support for a variety of personal matters, such as:

- 💙 Personal legal information or tax support
- 💙 Family issues including childcare and eldercare
- 💙 Housing and tenancy concerns
- 💙 Bereavement or loss
- 💙 Relationships and marital changes
- 💙 Medical information

What's included with the critical incident support?

Our trauma-trained counsellors focus on solving an immediate and identifiable problem, enabling you to return to your daily routine quicker.

If you require follow-up support, we are able to provide counselling across the UK and the Republic of Ireland.

Free 24-hour confidential helpline:



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