



## MANAGER SERIES

### The benefits of e-counselling options during the Coronavirus outbreak

The Coronavirus outbreak has created uncertainty in our community and has impacted many facets of our daily functioning. Some employers are moving to remote/or working from home arrangements where possible to assist with social distancing. Access Wellbeing Service have also taken the proactive approach to protect our employees and the community to minimise the risk of this virus spread. These changes are also supported by the efficacy of e-counselling. We have summarized these benefits to allay any concerns for employees moving forward.



#### **Evidence for outcomes with e-counselling.**

The research informs us that e-counselling has been proven to provide similar positive outcomes as face-to-face counselling and in some instances even better outcomes, particularly for those who are reluctant to engage in counselling options.

These outcomes have been measured in a variety of research settings and issues including, anxiety, depression, panic disorder, PTSD, alcohol misuse, problem gambling, and smoking cessation.

E-counselling can also provide a therapeutic alliance in the same way as face-to-face therapy to build empathy and support. Furthermore there is also evidence that the disinhibition and access to e-counselling can be conducive to developing a stronger alliance for some.



#### **Benefits of e-counselling.**

Apart from the health advantages of e-counselling options, in the current Coronavirus outbreak, the following have been noted in the research.

- Accessibility
- Convenience
- Less time away from work (if during work hours)
- Anonymity
- Helpful for remote/rural employees

If you would like to book an appointment and /or speak with one of our Counsellors, it's as easy as calling 1300 66 77 00 or New Zealand 0800 327 669 or visit our website [www.accesswellbeingservices.com.au](http://www.accesswellbeingservices.com.au)



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