

Media Release

The Hon Ben Carroll MP

Deputy Premier

Minister for Education

Minister for WorkSafe and the TAC



Wednesday, 30 April 2025

MORE MENTAL HEALTH SUPPORT FOR VICTORIAN WORKERS

Workers in Victorian workplaces now have access to counselling services to help improve their health and wellbeing and prevent work-related mental injuries, thanks to a new program delivered by the Allan Labor Government.

Deputy Premier and Minister for WorkSafe Ben Carroll today announced a new *Worker Mental Health Support Helpline*, which provides services similar to an Employee Assistance Program, is now available for workers in small and medium-sized businesses that don't already have similar support in place.

Workers using the free and confidential service will be supported by trained counsellors to address issues such as work-related stress and burnout before they potentially lead to an injury that might need medical treatment or time off work.

The Labor Government is delivering on its promise to address the growing challenge of work-related mental injuries, which have grown significantly over time and currently make up 18 percent of all workers compensation claims in Victoria.

With the average adult spending about a third of their life at work, workplaces play a fundamental role in protecting, improving and supporting the mental health of Victorians.

This pilot program is part of Worksafe's Return to Work Victoria initiative, established thanks to a \$50 million dollar investment from the Labor Government to trial new ways to support Victorian workers, with input from unions and employer groups together with mental and occupational health experts.

An annual review of the pilots will ensure they deliver outcomes for workers and value for money.

TELUS Health has been chosen to deliver the *Worker Mental Health Support Helpline* following a public tender process.

The service will target industries identified as high-risk for workplace mental injury such as healthcare and social assistance, education and training, wholesale and retail trade, and manufacturing and construction.

Eligible workers can access to up to four sessions each of free and confidential 24/7 support via telehealth or online by calling 1800 318 421.

For more information visit go.telushealth.com/en-au/vic-mental-health

Quotes attributable to Deputy Premier and Minister for WorkSafe Ben Carroll

"Mental injuries can have a devastating impact on workers' health, careers, and personal lives – we're developing new ways to prevent them."

"This helpline will ensure more Victorian workers have access to counselling when they need it – making a real difference to mental wellbeing of workers across Victoria."

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Quote attributable to Return to Work Victoria Executive Director Jason Lardelli

“Gaining input and experience from industry and our partners is critical as we look to design new programs that can improve the mental wellbeing of Victorian workers.”

“We know early intervention is essential for preventing mental injuries and reducing time off work – and counselling services like this worker helpline are a key line of defence for our workplaces.”