



13 March 2026

Tēnā koe

Official Information Act request

Thank you for your email of 13 February 2026 requesting information about the use of the Employment Assistance Programme (EAP) by staff from 2023 to 2025.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out separately below.

- *Information relating to your agency's use of Employee Assistance Programme (EAP) services, annualised for the calendar years 2023, 2024, and 2025 (to 31 December 2025):*
- *For each EAP service provider engaged during this period, please provide:*
 1. *The name of the service provider.*

The Ministry of Social Development's (the Ministry's) EAP provider is TELUS Health.

2. *The total amount spent with that provider in each year.*

Please find attached **Appendix One** containing **Table One** showing the total amount spent with TELUS Health for EAP, broken down by financial year.

The Ministry does not report on this spend by calendar year; therefore, I have provided you with spend by financial year as this is how the information is held.

3. *The number of referrals, sessions, or instances of service usage attributed to that provider in each year (or the closest equivalent usage measure held).*

Please find attached **Appendix One** containing **Table Two** showing the total number of sessions attributed to TELUS Health for EAP, broken down by financial year.

4. *A brief description of the types of services provided under each contract (e.g. counselling, wellbeing support, critical incident support).*

The Ministry's supplier agreement with TELUS Health covers the provision of counselling and support to assist employees (and their immediate family) who

have personal or work problems that may be disrupting their life at work and home. This service also includes coaching, financial mentoring, menopause and wellness support, and support following critical incidents.

5. *A list of any other employee benefits or programmes related to mental and/or physical wellbeing offered during this period (excluding EAP), and for each year:*

- *the name or type of benefit/programme, and*
- *any estimated annual expenditure allocated to those benefits, where such estimates are held.*

A range of employee benefits or programmes related to mental and/or physical wellbeing are available to staff. These include some that are provided for in employment contracts (e.g. leave provisions for personal or dependant sickness, a vision care scheme which subsidises the costs of eye tests and eyewear costs, hearing care provisions which provides paid time for employees to access hearing tests), policies that provide either financial contribution or processes to support staff wellbeing (e.g. Health and Wellbeing policy that provides a group of employees with a financial contribution towards health insurance and biennial health checks, Flexible Working and Reasonable Accommodation policies that provide options to implement changes or provisions to support a number of factors including mental and physical wellbeing) and others that are available on call or are scheduled from time to time (e.g. a network of peer supporters, themed webinars). The estimated annual expenditure on these provisions and services are not readily separated from other costs.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

pp.



Anna Graham
General Manager
Ministerial and Executive Services

Appendix One

Table One: The total amount spent on Employment Assistance Programme (EAP), broken down by financial year.

Financial Year	Spend (\$)
2025/26	477,542
2024/25	1,139,352
2023/24	1,369,086
2022/23	1,137,302

Notes:

- 2025/26 period is 1 July 2025 – 30 December 2025.

Table Two: The total number of sessions attributed to TELUS Health for EAP, broken down by financial year.

Financial Year	EAP Sessions
2025/26	3,479
2024/25	7,166
2023/24	8,159
2022/23	7,217

Notes:

- 2025/26 period is 1 July 2025 – 30 December 2025.
- The count of 'EAP Sessions' may include multiple sessions for a single person.