

## **Changes to our EAP**

### **Why is Life Without Barriers changing our EAP provider?**

We carefully examined EAP services offered in the market to find one that would best meet the present-day health and wellbeing needs of our people, including our Aboriginal and Torres Strait Islander and LGBTQI communities.

Converge have been selected as the best fit for Life Without Barriers based on the services they offer and their experience in our sector.

### **Does Converge offer the same services as Drake?**

Yes – Converge offer 24/7 confidential counselling for employees, carers and their families. The process to access support is the same; you can contact Converge on their 24/7 helpline and be connected to a Clinician who will provide support.

Converge also provide support following critical incidents via their Rapid Response Team. This service can also be accessed via the 24/7 Converge helpline.

Additionally, Converge provide a broad range of health and wellbeing supports available online and via their monthly 'Flourish' publication. The most recent version can be accessed via the link below:

[Flourish Health & Wellbeing eMag - Jan23 - Flipbook - Page 1  
\(convergeinternational.com.au\)](https://convergeinternational.com.au)

### **How do I access support following a critical incident?**

People leaders or a representative from the People & Culture team can contact Converge via the 24/7 helpline, 1300 687 327 to access critical incident support. Converge's Rapid Response Team will be engaged to provide immediate assistance.

## **Who can access support?**

Support is available to all Life Without Barriers employees, carers and their families.

## **How do I access support?**

From 1 March you can Contact Converge on their 24/7 helpline, 1300 687 327. You can also arrange an appointment via the online portal: [Portal Login - Converge International](#) (Username: converge; Password: eap).

## **What is changing?**

From 1 March there will be a new number you will need to call to access support; 1300 687 327. You will also have the option of accessing specialised helplines and more information can be found in the quick links on this page.

The change will also provide access to 4 pre-approved sessions with a Clinician, currently Life Without Barriers has access to 3 pre-approved sessions.

## **What if I am currently working with a Drake counsellor when we change on 1 March?**

If you are receiving support from Drake when Life Without Barriers changes over to Converge, you will be able to continue working with the Drake Clinician until your sessions have finished.

## **Is the service confidential?**

EAP is a free and confidential service for all employees, carers and their families. No personal information is shared with LWB without the written consent of the individual or unless required by law.

## **Can family members access support?**

Immediate family members of employees and carers can also access support from Converge. An immediate family member includes a spouse or de facto partner, child, parent, grandparent, grandchild or sibling of the employee or carer.

## **Can I access support if I have left LWB?**

LWB staff, carers and immediate family members can access up to 4 sessions from Converge after they have left the organisation. Individuals need to engage with Converge within one month of leaving the organisation.

## **What if I am not happy to make the change?**

Following an extensive market review, Converge have been selected as our EAP provider from 1 March. Converge have significant experience in our sector and understand the unique challenges our people face on a day to day basis.

If you have any questions, please speak to your manager or reach out to the Safety & Wellbeing team.

## **How can I find out more about Converge?**

Please visit their website for further information about Converge and the services they offer:

[EAP Provider Australia | Converge International](#)

Further information can be found in our EAP Procedure: [HS 801 Employee Assistance Program Procedure.docx \(sharepoint.com\)](#)