

Specialist Phone Helplines



Converge International understands that people face many challenges in their lives and that sometimes, these require specialised support. Your organisation offers specialist support through a range of specialist phone helplines. This is available during business hours and is in addition to your existing Employee Assistance Program services.

How do these services support you?

Our dedicated Specialist Helplines offer a streamlined intake to hand-chosen and credentialed consultants who have deep expertise, lived-experience or qualifications in each area of specialty. Detailed referral databases to local support organisations are available where required. Based on the needs of each caller, a sensitive support plan is put in place.

More information

You can find out more about our Specialist Phone Helplines:



convergeinternational.com.au



1300 our eap (1300 687 327)

Aged Care Support

1300 035 337

Access advice on aged care issues and referral to specialist resources, as well as emotional support when caring for family members or friends.

Disability and Carers

1300 243 543

Specialised advice on disability support, as well as emotional support around caring for family members or friends who live with disability.

Domestic and Family Violence

1300 338 465

Speak with a specialist and access counselling, referral and support around domestic and family violence.

First Nations

1300 287 432

Support around indigenous issues. We provide a safe space for you to talk to someone who can empathise with your issues and provide support.

LGBTQI+

1300 542 874

Speak with a specialist counsellor and access support across issues specific to Lesbian, Gay, Bisexual, Transgender, Intersex, Queer or Questioning people.

Spiritual and Pastoral Care

1300 772 435

Speak with a counsellor who will help you draw on spiritual resources suitable to your faith journey. Support across all major faith traditions and every major Christian denomination trained to integrate spirituality as an essential aspect of well-being.

Youth and Student

1300 687 399

Access age-sensitive support focusing on the emotional needs and psychological pressures many young Australians and students face in their daily lives.

CONTACT OR MORE INFORMATION

1300 687 327 (Aus) | 0800 666 367 (NZ) | +613 8620 5300 (Intl)

convergeinternational.com.au | eap@convergeintl.com.au



Aged Care Support Helpline

1300 035 337

Converge International understands that people face many challenges in their lives and that, sometimes, these require specialised support. We believe the counsellors providing this support should be specialists with specific social or cultural experience, knowledge and understanding.

“There’s so much to juggle, so many decisions to make about Mum’s care; it’s so reassuring to know there is someone who I can talk to, someone who’s there to support me.”

Your organisation offers specialised support to a range of helplines to streamline the process of accessing support that is sensitised to your context and needs.

AGED CARE SUPPORT HELPLINE

Talk with a counsellor to access specialised advice on aged care and referral to state and local resources, as well as emotional support around caring for elderly family members or friends.

HOW DO THESE SERVICES SUPPORT YOU?

When you call one of our specialist helpline services during business hours, you can access additional support through referrals to external services, specialised information and resources.

Most importantly, you get to speak with an independent, experienced, trained and supportive counsellor; someone who is there for you during a challenging time.

CONTACT OR MORE INFORMATION

1300 687 327 (Aus) | 0800 666 367 (NZ) | +613 8620 5300 (Intl)

convergeinternational.com.au | eap@convergeintl.com.au



Domestic and Family Violence Helpline

1300 338 465

Converge International understands that people face many challenges in their lives and that, sometimes, these require specialised support. We believe the counsellors providing this support should be specialists with specific social or cultural experience, knowledge and understanding.

Your organisation offers specialised support to a range of helplines to streamline the process of accessing support that is sensitised to your context and needs.

DOMESTIC AND FAMILY VIOLENCE HELPLINE

Discuss issues with a specialist counsellor and access support around domestic and family violence, including access to counselling, referral to specialist services and assistance with planning for safety at work and at home.

HOW DO THESE SERVICES SUPPORT YOU?

When you call one of our specialist helpline services during business hours, you can access additional support through referrals to external services, access to specialised information and resources.

Most importantly, you get to speak with an independent, experienced, trained and supportive counsellor; someone who is there for you during a challenging time.

CONTACT OR MORE INFORMATION

1300 687 327 (Aus) | 0800 666 367 (NZ) | +613 8620 5300 (Intl)

convergeinternational.com.au | eap@convergeintl.com.au



Disability and Carers Helpline

1300 243 543

Converge International understands that people face many challenges in their lives and that, sometimes, these require specialised support. We believe the counsellors providing this support should be specialists with specific social or cultural experience, knowledge and understanding.

“There are so many different services and agencies we have to deal with, just to access the care and support we need; it’s a relief to be able to access support and information, to know someone is there for me.”

Your organisation offers specialised support to a range of helplines to streamline the process of accessing support that is sensitised to your context and needs.

DISABILITY AND CARERS HELPLINE

Talk with a counsellor to access specialised advice on disability support and referral to state and local resources and services, as well as emotional support around caring for family members or friends who live with disability.

HOW DO THESE SERVICES SUPPORT YOU?

When you call one of our specialist helpline services during business hours, you can access additional support through referrals to external services, specialised information and resources.

Most importantly, you get to speak with an independent, experienced, trained and supportive counsellor; someone who is there for you during a challenging time.

CONTACT OR MORE INFORMATION

1300 687 327 (Aus) | 0800 666 367 (NZ) | +613 8620 5300 (Intl)

convergeinternational.com.au | eap@convergeintl.com.au



First Nations Helpline

1300 287 432

Converge International understands that people face many challenges in their lives and that sometimes, these require specialised support. We believe the counsellors providing this support should either be Indigenous consultants or carefully selected specialists with training in the issues that face many people. Cultural load, lateral violence, trauma and community issues are just a few examples of the conversations we have with our first people.

CONTACT OR MORE INFORMATION

1300 687 327 (Aus) | 0800 666 367 (NZ) | +613 8620 5300 (Intl)

convergeinternational.com.au | eap@convergeintl.com.au

Your organisation offers specialised support to a range of helplines to streamline the process of accessing support that is sensitised to your context and needs.

FIRST NATIONS HELPLINE

When you call our First Nations helpline, you can feel safe in the knowledge that we'll match you with a counsellor of your choosing. Our experienced consultants are either First Nations themselves or have undertaken specialist training in cultural awareness. We provide a safe space for you to talk to someone who can empathise with your issues and provide support.

Our consultants can also arrange for referral to other services where necessary or upon request.

HOW DO THESE SERVICES SUPPORT YOU?

When you call one of our specialist helpline services during business hours, including our First Nations helpline, you can access additional support through referrals to external services, specialised information and resources.

Most importantly, you get to speak with an independent, experienced, trained and supportive counsellor; someone who is there for you during a challenging time.





LGBTQI+ Helpline

1300 542 874

Converge International understands that people face many challenges in their lives and that, sometimes, these require specialised support. We believe the counsellors providing this support should be specialists with specific social or cultural experience, knowledge and understanding.

Your organisation offers specialised support to a range of helplines to streamline the process of accessing support that is sensitised to your context and needs.

LGBTQI+ HELPLINE

Speak with a specialist counsellor and access support across issues specific to Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, Intersex people. The plus (+) refers to pansexual, asexual and other gender diverse identities. You can also discuss referral to specialised services and access to general information and resources.

HOW DO THESE SERVICES SUPPORT YOU?

When you call one of our specialist helpline services during business hours, you can access additional support through referrals to external services, specialised information and resources.

Most importantly, you get to speak with an independent, experienced, trained and supportive counsellor; someone who is there for you during a challenging time.

CONTACT OR MORE INFORMATION

1300 687 327 (Aus) | 0800 666 367 (NZ) | +613 8620 5300 (Intl)

convergeinternational.com.au | eap@convergeintl.com.au



Spiritual and Pastoral Care Helpline

1300 772 435

Converge International understands that people face many challenges in their lives and that, sometimes, these require specialised support. We believe the counsellors providing this support should be specialists with specific social or cultural experience, knowledge and understanding.

PROUDLY SUPPORTED BY:



AUSTRALIAN SANGHA ASSOCIATION
A representative body for monks and nuns of all Buddhist traditions

Your organisation offers specialised support to a range of helplines to streamline the process of accessing support that is sensitised to your context and needs.

SPIRITUAL AND PASTORAL CARE HELPLINE

We respect the fact that an individual's spiritualism and journey can take on many guises. In accessing our helpline you will be offered connection with counsellors from a number of different specific faiths or you may choose to speak to a counsellor who consults outside any specific faith based context.

HOW DO THESE SERVICES SUPPORT YOU?

When you call one of our specialist helpline services during business hours, we make an appointment for you to speak with an independent, experienced and supportive counsellor. They can also help you access additional support through referrals to external services, specialised information and resources.

CONTACT OR MORE INFORMATION

1300 687 327 (Aus) | 0800 666 367 (NZ) | +613 8620 5300 (Intl)

convergeinternational.com.au | eap@convergeintl.com.au





Youth and Student Helpline

1300 687 399

Converge International understands that people face many challenges in their lives and that sometimes, these require specialised support. We believe the counsellors providing this support should be specialists with specific social or cultural experience, knowledge and understanding of the issues and challenges impacting young people.

CONTACT OR MORE INFORMATION

1300 687 327 (Aus) | 0800 666 367 (NZ) | +613 8620 5300 (Intl)

convergeinternational.com.au | eap@convergeintl.com.au

Your organisation offers specialised support to a range of helplines to streamline the process of accessing support that is sensitised to your context and needs.

YOUTH AND STUDENT HELPLINE

We recognise that there are many pressures on young people today. Whether they are in the senior years of their schooling, or commenced tertiary studies, or out in the world working toward building a fulfilling life, we know it can be tough sometimes. This is why we've set up a brand new helpline specifically targeting young people, staffed by young people who want to make a positive difference.

HOW DO THESE SERVICES SUPPORT YOU?

When you call one of our specialist helpline services during business hours, we make an appointment for you to speak with an independent, experienced and supportive counsellor. They can also help you access additional support through referrals to external services, specialised information and resources. Even though they are intentionally a young counselling team, they have the full backing of our large senior team of counsellors and mental health experts that can help out at a moment's notice.