

Care Made **Real**

Employee Assistance Program

Your workplace provides all staff with access to a comprehensive Employee Assistance Program (EAP). This service is designed to help you to meet the challenges and demands of your work and personal life.

Your EAP is an initiative of your employer to provide all employees with access to confidential counselling, coaching and support across workplace and personal issues.

EAP provides short-term support through access to counselling services delivered by qualified specialists including registered psychologists, social workers, specialist counsellors, pastoral care counsellors, careers coaches, vocational counsellors, management coaches and more. Your EAP can assist with a range of issues and concerns, including:

- Personal and workplace relationships
- Career and life transitions
- Communication issues
- Sleep and fatigue
- Money management and legal advice
- Workplace changes
- Nutrition advice
- Emotional difficulties
- Building resilience
- Gambling, drug, alcohol and other addictions
- Anger and violence
- Grief, bereavement and loss
- Conflict at work
- Health coaching

- Managing heavy workloads
- Mental health issues
- Motivation and self esteem
- Manager coaching

GET IN TOUCH AND GET SUPPORT

When you contact your EAP service, you can arrange to speak with a qualified counsellor over the phone, in person or online. Scheduled appointments generally occur during business hours. If you need support after hours, there is access to telephone counselling and emergency support.

Converge International's office hours are 9:00am - 7:00pm AEST Monday to Friday. After hour support is also available 24 hours a day, 7 days a week for crisis support, enquiries and booking requests.

Your workplace offers access to an independent Employee Assistance Program (EAP).

Your EAP is confidential and free to all employees.



Australia wide call **1300 687 327**

New Zealand call **0800 666 367**



Download 'Converge App' – the Converge International mobile app for Android and Apple. Instal today to find out more.

MORE INFORMATION

1300 687 327 | 0800 666 367 | +613 8620 5300

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

YOUR WELLBEING IS IMPORTANT

EMPLOYEE ASSIST



Support and counselling for a range of personal and work related issues.

MANAGER ASSIST



Coaching and assistance across people management issues and leadership competencies.

CAREER ASSIST



Career planning, resume and job search advice, interview skills, career counselling.

CONFLICT ASSIST



Strategies, tools and coaching to deal with difficult workplace and personal situations.

NUTRITION AND LIFESTYLE ASSIST



Advice across nutrition, resilience, mindfulness, sleep, retirement and lifestyle changes.

MONEY ASSIST



Financial counselling to help you with budgeting, saving, financial stress and other financial concerns.

FAMILY ASSIST



Counselling for family members needing support across personal and/or lifestyle concerns.

LEGAL ASSIST



Up to 2 sessions of expert legal support and advice across family law, tenancy/renting, real estate, consumer disputes and more.

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Frequently Asked Questions



WHAT IS EAP?

The Employee Assistance Program (EAP) is a professional counselling service that offers confidential, short-term support for a variety of work-related and personal problems that may be affecting you at work or at home. The EAP gives you access to qualified professionals, including psychologists, social workers and management support counsellors.

WHO CAN USE OUR EAP SERVICE?

All employees can access the EAP program.

HOW DO I ACCESS EAP COUNSELLING?

You can book an appointment by calling **1300 687 327**, visiting www.convergeinternational.com.au or clicking on the Appointment icon in the **Converge International** smartphone app.

WHEN CAN I CALL AND ARRANGE AN EAP SESSION?

Our office hours are 9:00am - 7:00pm AEST Monday to Friday. Some services are available 24 hours a day, 7 days a week including crisis support, enquiries and booking requests.

WHERE/HOW CAN I SEE A COUNSELLOR?

Counselling services are delivered over the phone, via video conference, in person at one of Converge International's sessional offices or face-to-face by one of our EAP consultants located around the country.

WHO CAN MAKE REFERRALS FOR COUNSELLING SERVICES?

You can refer yourself and your manager can also make the referral. All self-referrals are completely confidential.

WHAT INFORMATION IS SENT BACK TO MY EMPLOYER?

Converge International is committed to respecting and protecting your privacy. The only information shared with your workplace is aggregated, de-identified data which can not be used to identify any individual's information.

WHO PAYS FOR THE COUNSELLING SERVICES?

The EAP is free to use (session limits apply). The cost of the EAP service is paid by your employer.

IS COUNSELLING ONLY AVAILABLE FOR WORK-RELATED ISSUES?

EAP counselling is available when you need support across a range of workplace and personal issues and concerns.

CAN I SPEAK TO SOMEONE IN A LANGUAGE OTHER THAN ENGLISH?

When you call **1300 687 327** the client services officer who answers will speak English only. However, on request, Converge International can arrange for you to speak with consultants who can speak other languages. There is also a translator service available to assist you to make a call in your own language.

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