

# Additional Services



An overview of Converge International Services  
available to school leadership in the Diocese of  
Ballarat

DIOCESE  
OF  
BALLARAT  
CATHOLIC  
EDUCATION  
LIMITED



CATHOLIC EDUCATION BALLARAT

*As partners in  
Catholic education  
and open to God's presence,  
we pursue fullness of life for all.*

WHEN YOU GO  
THROUGH DEEP WATERS,  
I WILL BE WITH YOU

ISAIAH 43:2



# DOBCEL partnering with Converge International

Catholic Education Ballarat, on behalf of the Diocese of Catholic Education Ballarat Limited (DOBCEL) has contracted services with Converge International to support staff wellbeing.

While the contract provides a range of services under an Employee Assist Program, there are other 'fee for service' options available that may support you, in your leadership role and caring for staff wellbeing.

This presentation provides an overview of these services which may be beneficial in addition to the other services and support available in partnership with Catholic Education Ballarat. We encourage you access the services as may be helpful.



# Manager Assist

Manager Assist is available to anyone in a leadership position. While your Education Consultant will continue to provide support, there may be times where accessing this service can compliment this partnership.

You can access Manager Assist in the same way you access the EAP.

**NOTE:** *There is no additional cost for this service, it is covered under the CEB contract.*

A Manager Assist coach will partner with you to evaluate, plan, implement and achieve your personal, professional and school/organisational goals across:

- Developing self awareness around leadership, personality and working style
- Developing and implementing strategies to support your staff and their mental health
- Change management support
- Improving workplace and interpersonal relationships
- Building successful teams
- Addressing workplace conflict





# Professional supervision: for individuals or groups

*A chance to debrief and professionally develop directly from the "world of work".*

## Overview

Professional Supervision is a process that gives individuals an opportunity to "use work itself as a teacher" (Carroll, 2008), by providing a safe and supportive environment to unpack issues, problems, and new ways of thinking. It is an essentially positive process that should not be confused with the imperatives of line management or performance management.

## Benefits

Professional Supervision provides a rich range of rewards across the organisation, starting with the individual (building resilience and skills), through to the team (how to support each other to maintain standards), and culminating in improved outcomes for clients. This is because supervision:

- Provides a formal opportunity to review practices, discuss specific clients, seek professional guidance, and explore professional development opportunities
- Encourages teams to work together to achieve maximum professional standards, and helps supervisees work more effectively with their clients
- Reduces the risk of individual burn-out in the workplace through the provision of structured support
- Boosts ethical competency, professional confidence and personal satisfaction

## Features

Professional supervision is characterised by:

- Reflection and discussion in a relaxed conversation based format, facilitated by a trained supervisor
- Independent and impartial perspective of the supervisor
- Opportunity to debrief on core issues, review cases, and develop skills (learn from work)
- Flexible structure that can work with individuals and groups
- Provision of theme based feedback/report to referring party regarding key themes and recommendations

## Methodology / Approach

All Converge International supervisors have been trained in the supervision model developed and codified by UK based clinical psychologist, Dr. Michael Carroll. His approach is underpinned by two key principles: reflective practice (Bond and Holland, 1998), and experiential learning (Kolbe, 1984). While supervision at its most transformative is essentially dynamic, the level of structure and focus of each referral depends on the experience of the supervisee/s with the demands of supervision itself, and the brief from the referring party. In this regard, McNulty's description of the "joint construction of individualised learning plans" (2003) perhaps most accurately captures the essence of the model and our approach.



## More Information

T 1300 687 327 (Australia)  
T 0800 666 367 (New Zealand)  
T +613 8620 5300 (International)  
E [eap@convergeintl.com.au](mailto:eap@convergeintl.com.au)  
[convergeinternational.com.au](http://convergeinternational.com.au)

## How to access professional supervision

- To find out about, or to arrange professional supervision, contact Converge on the same number as for EAP (above)
- Advise them that you are covered by the DOBCEL agreement, and name your school/location
- There is a cost to the school for this service. Ask about the rate (approx. \$350 per hour plus a flat rate for travel).
- You may choose to use Converge's service or seek a similar arrangement through a private psychologist, in which case this information may be useful as a guide to describe the support you are looking for.



## TRAINING WORKSHOPS

Converge International's Training Workshops are designed to meet the learning needs of your workplace: these half day and full day programs provide detailed insights, giving your staff the knowledge and skills they need to help your organisation succeed.

## MORE INFORMATION

T 1300 687 633 (Australia) T 0800 666 367 (New Zealand) T +613 8620 5300 (International)  
E [training@convergeintl.com.au](mailto:training@convergeintl.com.au) W [convergeinternational.com.au](http://convergeinternational.com.au)



Converge International offer a number of training workshops – face to face and virtual.

Topics include:

- Managing difficult interactions and behaviours
- Positive conflict resolution
- Accidental counsellor
- Building resilience
- Positive workplace communication
- Managing self and others through change
- Giving and receiving feedback
- Managing change and building resilience
- Mental fitness for managers/leaders
- Effectively manage workplace violence and aggression

The cost of these course is approx. \$250 per hour plus a flat rate for travel.

# Converge International Portal and App

## Converge International EAP Portal Access

The Converge International EAP Portal is an online hub of resources designed to provide you with information on work related and personal issues. The portal contains information on the latest news and events from Converge International, newsletter inserts on various topics, research papers and tip sheets.

At times you may wish to access some information to assist you with certain issues in your life and the Converge International portal is there for this purpose.

The portal is there as part of the Employee Assistance Program (EAP) services available to you however should not replace face-to-face or telephone counselling. If you would like to book a counselling session, please call Converge International on 1300 our eap (1300 687 327). The service is completely confidential.



### Tip sheet topics include:

- Conflict and communication
- Career planning and transition
- Creating positive workplaces
- Grief and loss
- Motivation and positivity
- Mental health
- And many more...

Converge offers a range of tip sheets, resource materials and recorded webinars to support your wellbeing.

You can access this information through the EAP Portal.

There is also an EAP Connect App for iPhone and Android.

### Logging in

To log in to the Converge International client portal, go to [www.convergeinternational.com.au](http://www.convergeinternational.com.au) and click the 'Client Portal Login' link, followed by the 'EAP Portal Login' link. Use the below information to gain access.

Username: **converge**

Password: **eap**

## EAP Connect



*Your mobile solution for on the go EAP support*

EAP Connect by Converge International provides access to information, support, and practical solutions for issues that impact your work, health, and life – directly on your mobile device.

Your employer provides you access to Converge International's holistic EAP model allows you to address the concerns or issues that are holding you back in life.

Converge International's EAP Connect mobile app is free to download and provides you with 24/7 support and access to the EAP and wellbeing resources.

### EAP Connect provides you with:

- Information about Converge International's holistic EAP programs
- Easy click to call or email contact functionality
- Facility to make, change or cancel appointments
- Emergency and mental health resources contacts
- Tips and articles



Your organisation has partnered with Converge International to support you. Download the EAP Connect app today to make an appointment, or call for a confidential discussion with one of our EAP consultants.

**MORE INFORMATION**  
1300 687 327 (Australia) | 0800 666 367 (New Zealand) | +613 8620 5300 (International)  
[info@convergeintl.com.au](mailto:info@convergeintl.com.au) | [convergeinternational.com.au](http://convergeinternational.com.au)

# Resources on the Converge EAP Portal



Welcome to the Manager Assist Portal...

This portal features a selection of coaching tools utilised by coaches that deliver the Manager Assist service. They are designed to give supervisors and managers an insight into the people management and skill development areas that can be explored through the service.

The aim of each tool is to raise self-awareness and **enhance** your capacity to manage across a range of individual styles that may be present in your team, peers and stakeholder groups.

To maximise the benefits of the information provided, or to discuss any of the elements further, we recommend you make an appointment to speak to a Manager Assist coach. To find out more about the Manager Assist service, download a **Manager Assist Flyer**.


To find out more about how the EAP can assist you as a Manager, download a copy of our **Managers Guide**.

Communication

Style Map

Change

Conflict

  
ROI Calculator

Return On Investment Calculator  
The ROI Calculator generates the Internal Rate of Return (IRR) and Net Present Value (NPV) of your investment in an EAP, and considers the opportunity cost of capital.  
Download Poster

Login to the Portal to access:

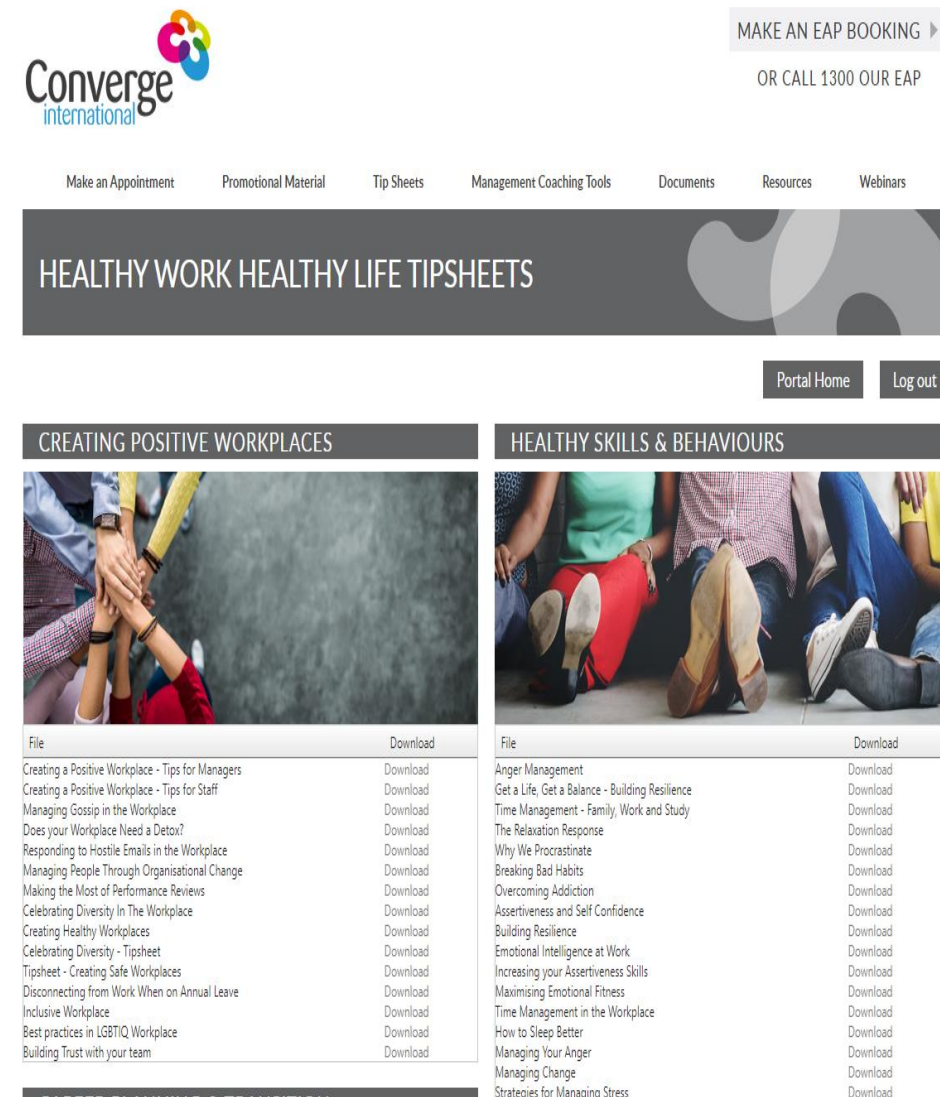
Management coaching tools

And

Tip Sheets

You may also find the resources for Managers on the Converge international website helpful.

Go to:  
<http://www.convergeinternational.com.au/manager-assist-material>







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For more information about the EAP or Converge International contact Ange Jones via  
[ajones@dobcel.catholic.edu.au](mailto:ajones@dobcel.catholic.edu.au) or on 0400 831 040.