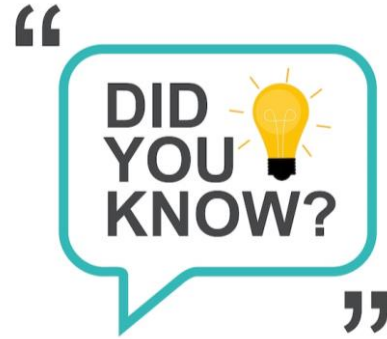


Rapid Response Service



In addition to the Employee Assistance Program (EAP) offered via DOBCEL, Converge International provides specialised wellbeing support services following significant or traumatic events.



The Rapid Response Service from Converge International is designed to provide tailored wellbeing support for staff impacted by significant and challenging, potentially traumatic events to offer strategies to manage and remove psychological hazards.



Accessing support and early intervention quickly is important. The Rapid Response service provides support from early coordination through to response and intervention services.

What is the Rapid Response service?

For Rapid Response support call Converge International – phone **1300 687 327**.

This number is serviced 24/7, 365 days a year.

What does the Rapid Response Service offer?

To learn more visit their webpage:

<https://convergeinternational.com.au/service/critical-incidents-rapid-response/>

What does our Rapid Response service offer?

- Physically present consultations with impacted employees and leadership teams
- Psychological first aid
- Early engagement regarding communication and the support mechanism
- 24/7 365-day Rapid Response number access
- Group or individual support sessions
- Incident reporting and recommendations
- Post-incident onsite EAP service
- Post-incident follow up consultations
- Organisational post-incident strategy development and delivery

Delivery Modes

Our Rapid Response service can be administered onsite (face-to-face), via video conference, on the phone, or via live chat. Often it is a combination of delivery modes as needs change over time.

Preparedness, response and intervention support.



Examples of a workplace critical incident



Our services are designed to support your organisation, leadership teams and impacted individuals through all stages of the incident episode, from organisational preparedness, to response and intervention, to incident management, and recovery.

Our services in this space include



Critical Incidents



Planned Support



Rapid Connect



Incident Support Forum



Disaster Management



<https://convergeinternational.com.au/service/critical-incidents-rapid-response/>

Support following a significant or potentially traumatic event



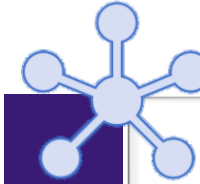
Contact Converge International

- In the first instance, contact your Education Consultant to activate DOBCEL's internal processes and support.
- To access Converge's Rapid Response Service, the principal or authorised school representative should call **1300 687 327**
- Or you can request support from the Rapid Response team via email at rapidresponse@convergeintl.com.au
- Inform Converge that the school is covered by the DOBCEL contract, you will be asked for the school name and location.



Intake, Assessment and Triage

- A Converge Client Services Officer will conduct an intake of the incident and response service required to support impacted staff.
- Converge Consultants are put on "standby" and are available for support should immediate psychological support or other rapid response services be required.



Rapid Response Coordination

- A Converge Team Leader will liaise with the school's nominated contact person throughout the process. If it is a complex case, other relevant contacts may be nominated.
- A Converge Team Leader will confirm the service(s) appointed for the school and oversee the delivery of any immediate services.
- This Team Leader remains the school's primary contact for the Rapid Response Service from start to finish.
- Continue to liaise with the Education Consultant as your primary connection to DOBCEL.

**All urgent calls for staff wellbeing support from Converge International should be directed to
Ph: 1300 687 327.**

For more information about the range of wellbeing support services offered by Converge International, contact:

Tania Lund, Staff Wellbeing and Engagement Advisor

 **0492 235 140**

 **tlund@dobcel.catholic.edu.au**



Fee for Service

Rapid Response is a fee-for-service offering. That is, the cost is not included as a part of the EAP and will depend on the type of support you access.

Therefore, schools are advised to request a quote at the time of enquiry.

DOBCEL will pay for the service upfront and then seek reimbursement from the school.

If the school engages Converge for additional services beyond the initial Rapid Response engagement, this may be billed directly to the school.

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EDUCATION
LIMITED



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

ISAIAH 43:2