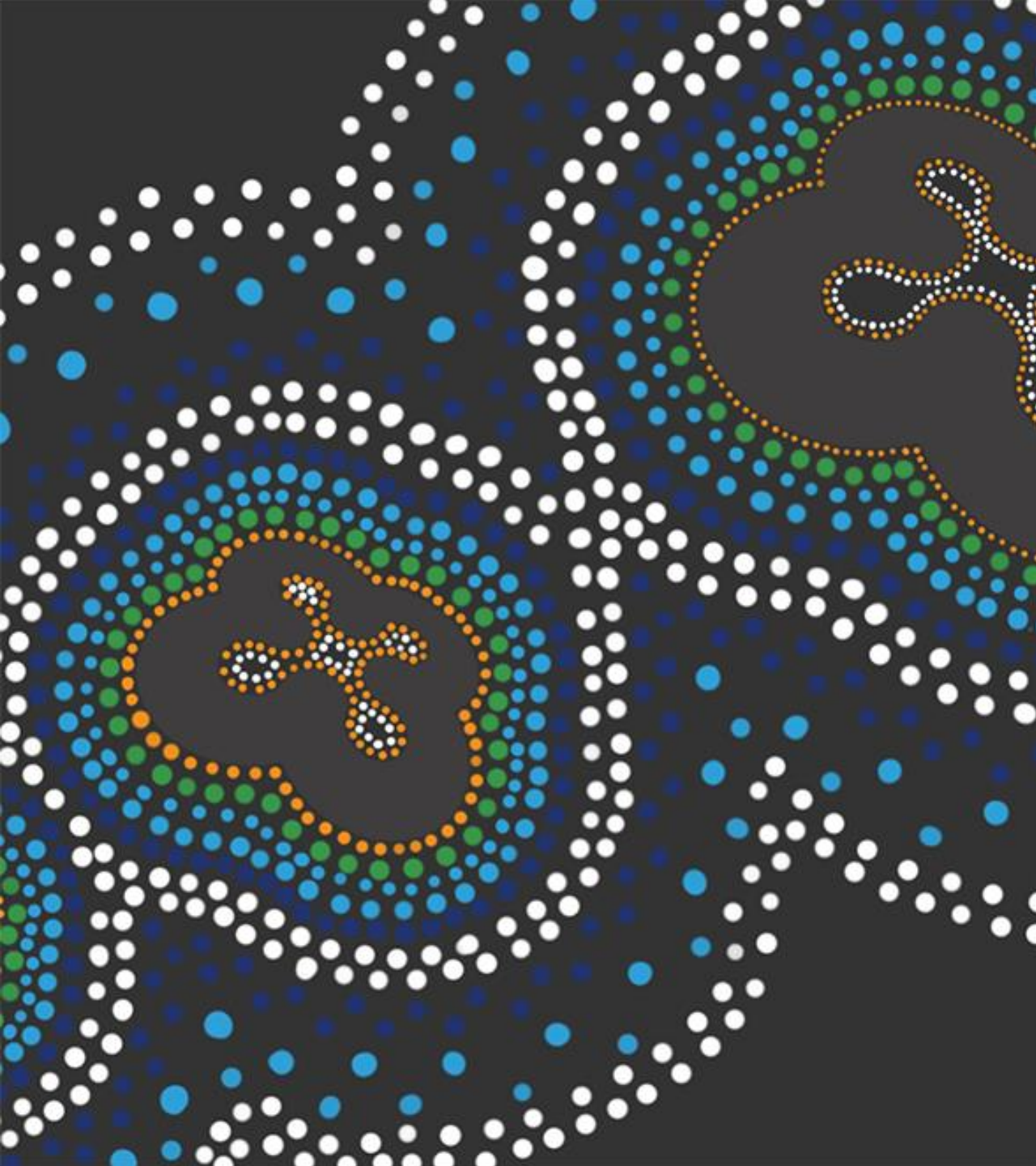




Your Employee Assistance Program Principals, Managers & Leaders

Converge International
Care Made **Real**



Acknowledgment of Country

I would like to acknowledge the traditional owners of the lands on which we all meet today and pay my respects to elders past present and emerging.

ARTWORK COMMISSIONED AND CREATED BY GARY WALKER

What is an EAP

The **Employee Assistance Program (EAP)** is a professional counselling service that offers:



Confidential, short-term support for work related and personal problems



Qualified professionals: psychologists, social workers and counsellors

We know everyone is fighting their own silent battles

— 'One size fits all' approach simply doesn't work



Mental Health



Sickness absence



Critical and
traumatic incidents



Eldercare



Addiction



Terminal illness



Stress



Identity and
LGBTQI+



Domestic abuse



Discrimination



Bereavement
and loss



Relationships



Caring for a
dependant



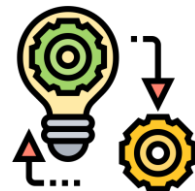
Debt and
financial stress



Separation and
divorce



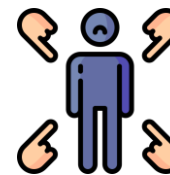
'Absenteeism'
and
'presenteeism'



Managing
change



Return to work



Bullying and
harassment



Redeployment



Redundancy



Retirement

Managers and Leaders

— What, how, when – the message

How do you relay the message and advocate for EAP?

Key messages

- Access early and often
- Small or big concerns
- Confidential and FREE
- Proactive wellbeing, not just reactive
- Be aware and responsible for your own wellbeing



What is happening in the community?

CI's attributed to increased violence in and increased frequency of violence in community

Financial pressures and cost of living concerns exacerbating mental health conditions

Emerging data suggests climate anxiety is a major contributing factor to mental health concerns for young people

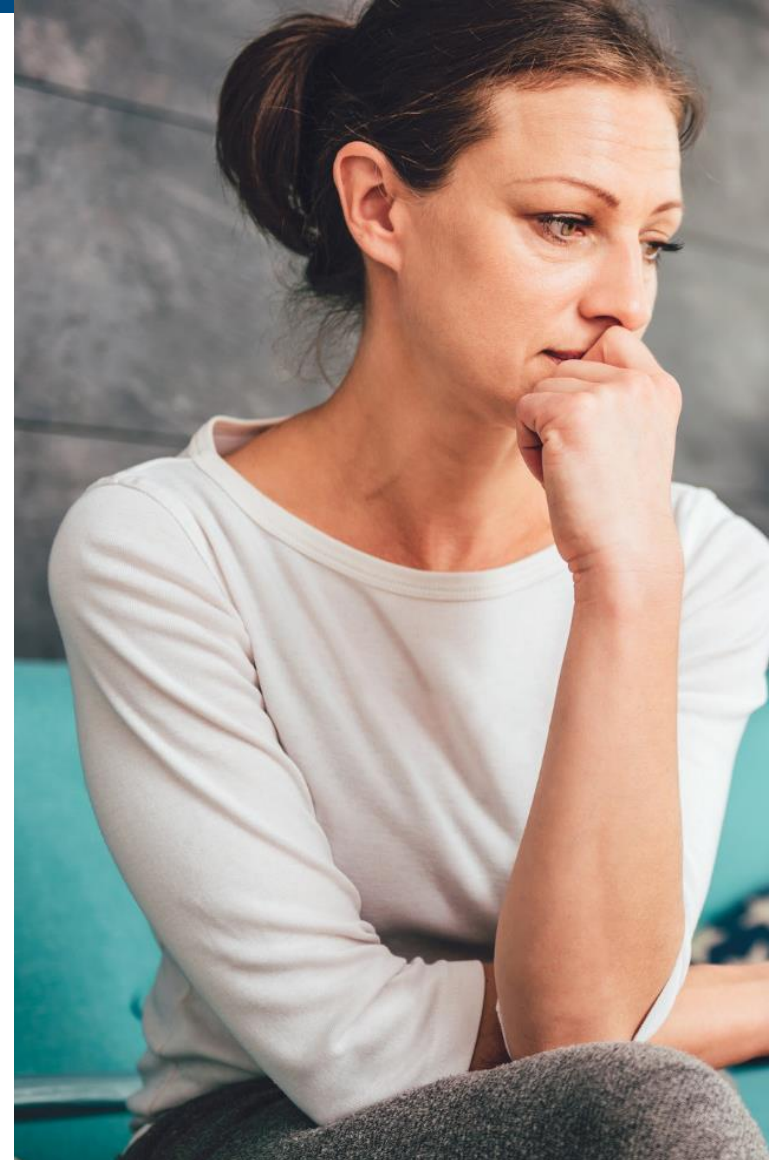
Continued impacts of social isolation, disrupted lifestyles

Symptoms of 'burning out' becoming more evident across workforce

Difficulty accessing community support - long wait times and reduced access to 'care plans'

Christmas and seasonal pressures

World events, war and conflict



Our contemporary EAP model



A comprehensive 7 stream model offering proactive support

- Addressing the key areas in life that are known to cause concern
- Aligning with all areas of health and wellbeing
- Delivered by key specialists
- Completely confidential

4 sessions per issue

Manager Assist

Manager Assist

- Access to management consultants with people, change and conflict management experience
- Combined coaching and wellbeing service
- Early intervention tool for support in managing employees and building strong teams
- Sessions are available face to face in capital cities or via telephone or zoom

Core Made Real

Manager Assist

The Converge International Employee Assistance Program (EAP) can support you to lead in the changing world of work and to manage and support your team to maximise their performance, achievement and mental fitness.

Manager Assist is provided independently to your organisation.

Manager Assist is a confidential coaching and advisory service for leaders of people, including team leaders, managers and supervisors. We offer expert support and advice for managing people and leadership training on self-development and improved personal leadership skills.

We can work with you to evaluate, plan, implement and achieve your personal, professional and organisational goals across:

- developing self awareness around leadership, personality and working style
- managing underperforming staff and other difficult staffing issues
- addressing workplace conflict and building successful teams
- developing and implementing strategies to support your staff and their mental health
- change management support
- improving workplace and interpersonal relationships.

Your **Manager Assist** is:

-  A confidential service
-  Available to all employees

Details of your discussion will not be shared with your manager or workplace. You can read our Privacy Policy on our website.

To make an appointment to speak with a Converge International counsellor:

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

Visit www.convergeinternational.com.au to access our Live Chat service or book.

Download our **EAP Connect App** to connect with us through the Appointment icon.

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Manager Assist

01



Mental Health

Employee disclosure of a mental health issue to a manager

Boundaries and managing difficult behaviours

Concern about an employee and options for support

02



Manager Skills

Difficult conversations – performance and change

Improving individual or team performance

Upskilling and coaching around leadership abilities

03



Support

“Checking in” following difficult conversations or events

Balancing demands of work/life and team management

Anonymous sounding board to reflect on difficult decisions

Manager Assist Portal

- Coaching Tools
- People Management and Skill Development
- Raise self-awareness and enhance capacity to manage across a range of individual styles



Manager specific
blog also available



Employee Assist

Employee Assist

- Short term solution based support
- Early intervention tool
- Access to a broad range of counsellors, specialities & diversity groups
- Sessions are available face to face, or via telephone or zoom

Core Made Real

Employee Assist

The Converge International Employee Assistance Program (EAP) can support you to build the skills you need to adapt to the changing world of work and to thrive in all areas of life.

Employee Assist is provided independently to your organisation.

When you access **Employee Assist**, you can speak with a qualified, experienced counsellor across a range of issues including:

- work and personal stress
- work, career and life changes
- personal and workplace relationships
- emotional difficulties
- communication and relationship tension, conflict and breakdown
- grief and loss
- sleep and fatigue
- gambling, drug, alcohol and other addictions
- anger and violence.

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-  A confidential service
-  Available to all employees

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Converge
INTERNATIONAL

Career Assist


Career Assist

- Support to navigate the changing world of work and to identify and achieve your career goals.
- Provides practical guidelines around resume preparation, interview skills and job seeking
- Sessions are available face to face in capital cities or via telephone or zoom

Core Made Real

Career Assist

The Converge International Employee Assistance Program (EAP) can support you to navigate the changing world of work and to identify and achieve your career goals.





Career Assist is provided independently to your organisation.

It's focused on providing you with support across workplace and personal issues through short-term career focused counselling, coaching and advice.

Your consultant is focused on supporting you to make informed decisions and to prepare for the next stage of your career. **Career Assist** is here for you when:

- you are looking for clarity around your next career step and would like impartial support to identify future job options and opportunities
- you are experiencing major change in your personal or professional life prompting re-evaluation of your career goals and priorities
- you would benefit from speaking with an independent person about your current or future career plans.

Your **Career Assist** is:

-  A confidential service
-  Available to all employees


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Conflict Assist

Conflict Assist

- Work with a skilled professional take steps to get your working relationship back on track
- Provides strategies and tools to de-escalate challenging situations
- Sessions are available via telephone

Core Made Real Conflict Assist



The Converge International Employee Assistance Program (EAP) can support managers and employees who are dealing with the impacts of conflict at work.

Conflict Assist is provided independently to your organisation.

Every organisation and working relationship has the potential to be affected by conflicts, disagreements and relationship breakdowns. The impacts of conflict on mental fitness are real. Conflicts often begin as small issues that have the potential to develop into dislike, distrust and broken relationships that affect employee wellness and productivity.

Our **Conflict Assist** consultants can work with you to:

- restore a harmonious workplace focused on successful and productive teams
- build stronger, more supportive relationships to positively address disagreements before they lead to open conflict
- help identify the behaviours and situations that lead to conflict
- find common ground and create a collaborative and supportive environment.

Your Conflict Assist is:

-  A confidential service
-  Available to all employees

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To make an appointment to speak with a Converge International counsellor:

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Family Assist

Family Assist

- Short term solution based support
- Available for direct family (spouse, siblings, etc) and those living in your household (including flatmates)
- Access to a broad range of counsellors, specialities & diversity groups
- Sessions are available face to face, via telephone or zoom

Care Made Real
Family Assist

The Converge International Employee Assistance Program (EAP) can also support members of your immediate family, offering advice across personal and lifestyle issues.


Family Assist is provided independently to your organisation.

Our consultants focus on providing you with tips, skills and strategies so that you can address your concerns and get back to being successful, productive, happy and healthy in life and at work.

Our **Family Assist** consultants can help you to:

- build stronger, more supportive relationships to positively and proactively address disagreements before they lead to open conflict
- discover tips and strategies to better balance the demands of work and life
- access support and advice around parenting and managing the needs of children, teenagers and young adults.

Your **Family Assist** is:

-  A confidential service
-  Available to all employees

Details of your discussion will not be shared with your manager or workplace. You can read our Privacy Policy on our website.

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Converge
INTERNATIONAL

Money Assist

Money Assist

- Creating a personalised action plan to manage your debt
- Support to approach & negotiate with your creditors
- Practical information on your options and rights
- Sessions are available over via telephone

Care Made Real

Money Assist

The Converge International Employee Assistance Program (EAP) can support you to build the skills to manage your financial wellbeing concerns.



Money Assist is provided independently to your organisation.

Money Assist recognises that the way you view your financial situation impacts on your mental health and wellbeing. Learning new financial habits and skills can help to reduce your stress, improve your wellbeing and your relationships, as well as enhance engagement and productivity at work.

Your consultant will work with you to develop a realistic action plan that can help you to:

- create a sensible debt payment plan that doesn't incur extra costs
- manage stress caused by personal financial challenges
- learn new financial skills that improve your confidence when managing your finances
- build new habits to better manage money, minimise stress and reduce personal conflicts
- negotiate with creditors to obtain achievable payment arrangements.

Your Money Assist is:

-  A confidential service
-  Available to all employees

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Converge
INTERNATIONAL

Nutrition and Lifestyle Assist

Nutrition and Lifestyle Assist

- Coaching for a range of life changes, transitions and aspirational goals
- Specialist advice across nutrition, sleep, resilience, mindfulness, addictive behaviours, retirement planning and positive lifestyle changes
- Sessions are available via telephone or zoom

Care Made Real

Nutrition and Lifestyle Assist

The Converge International Employee Assistance Program (EAP) can support you to maximise your mental wellness so that you thrive in your personal life and at work.



Nutrition and Lifestyle Assist is provided independently to your organisation.

It's focused on supporting you to achieve an effective and healthy work-life balance. We spend more than half of our life at work and too often we run out of time to focus on our own mental fitness.

We will work with you to develop a realistic action plan that can:

- build your mental fitness and emotional resilience
- provide specialist nutrition advice and information
- give you tools and strategies to better manage stress and/or anxiety
- help you to get more and better sleep
- teach you mindfulness techniques
- assist you through life stages, retirement transition and planning.

Your Nutrition and Lifestyle Assist is:

-  A confidential service
-  Available to all employees

Details of your discussion will not be shared with your manager or workplace. You can read our Privacy Policy on our website.

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Converge
INTERNATIONAL

Specialist Phone Helplines

— Specialist confidential support by our experts.



First Nations

Call for specialist advice and support around indigenous issues. Our consultants can also arrange for referral to other Aboriginal and Torres Strait Islander Peoples services.

1300 287 432



LGBTQI+

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

1300 542 874



Domestic and Family Violence

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

1300 338 465



Eldercare

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

1300 035 337



Disability and Carers'

Disability support and referral to state and local resources and services, as well as emotional support around caring for family or friends who live with disability.

1300 243 543



Youth and Student

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

1300 687 399



Spiritual and Pastoral Care

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

1300 772 435

EAP on the App

— The Future of EAP

Learn about the
App

Download the
App

Start using the
App

**Always
confidential**



— CONVERGE INTERNATIONAL

The future of health and wellbeing is here.

Converge International is excited to announce
the launch of our new Converge App.

We've made it easy for you

Your organizational code
DIOCQODQ

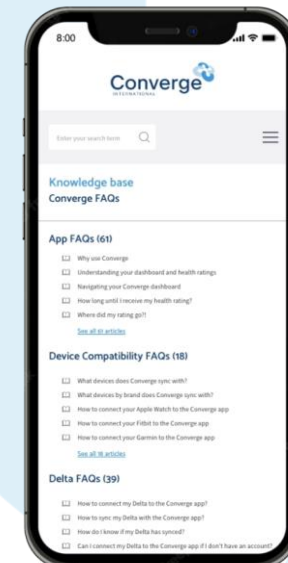
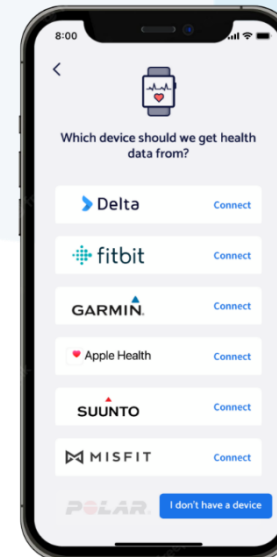
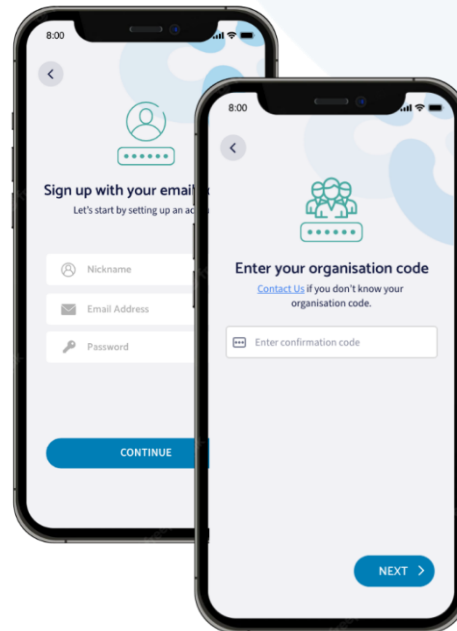
Once you have downloaded the app, the setup is easy.
We've taken care of the complicated stuff so you don't have to, but help is available just in case.

Sign up with
organisation code

Sync with a wide
range of devices

FAQs and support
available in the app

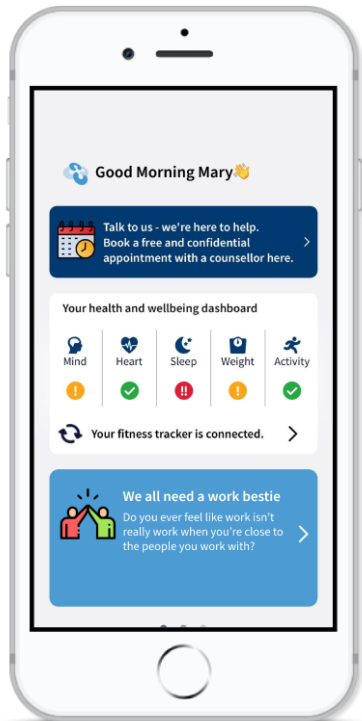
Available via App store
and Play Store



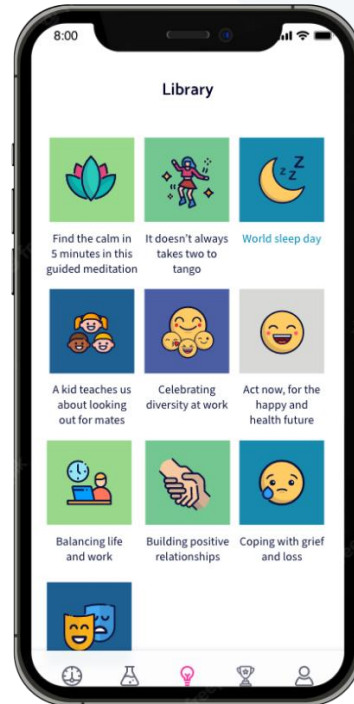
Take some steps to better health

Once you have signed up, you have unlimited and free access to a range of features.

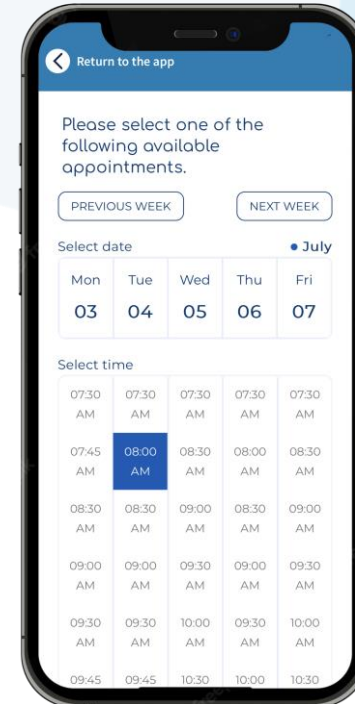
Real-time data tracking across five health areas



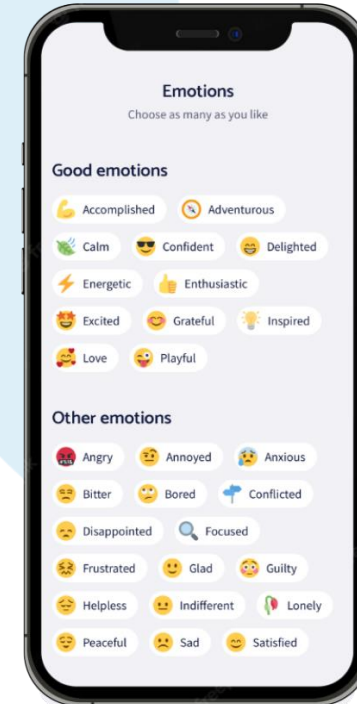
Targeted feedback and Library Insights



EAP support and appointment scheduling



Daily check-ins and mood tracking

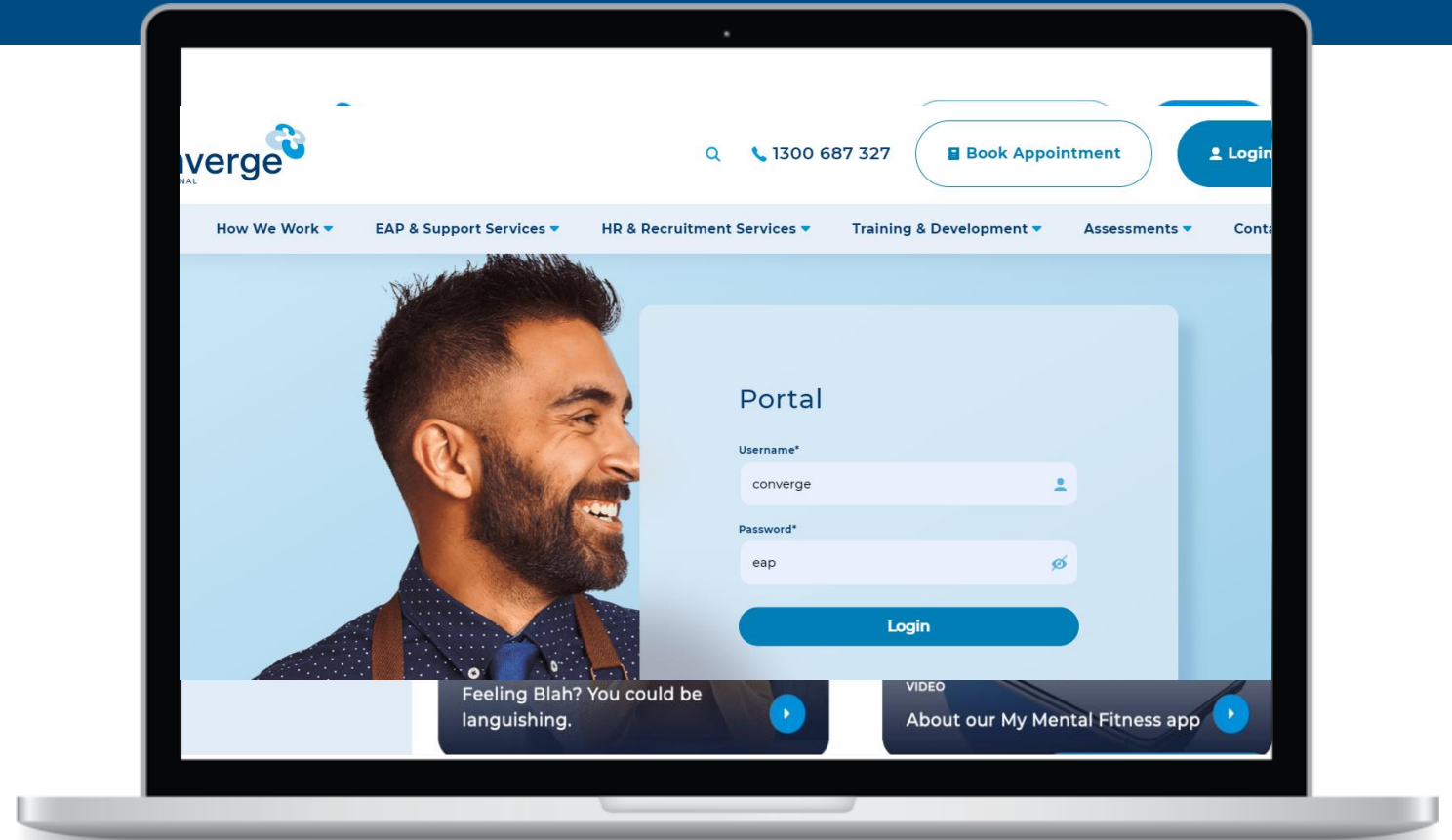


New Employee Portal

Tip sheets, videos, articles, resources,
e-magazine

Filter and search for what suits you

Login: **converge**
Password: **eap**



Converge International Health and Wellbeing Portal comprises an expanding curated collection of materials focused on increasing the physical and psychological wellbeing of your people.

Flourish Magazine



FREE monthly e-magazine
Subscribe now.

Our call centre

— Highly experienced customer service operators

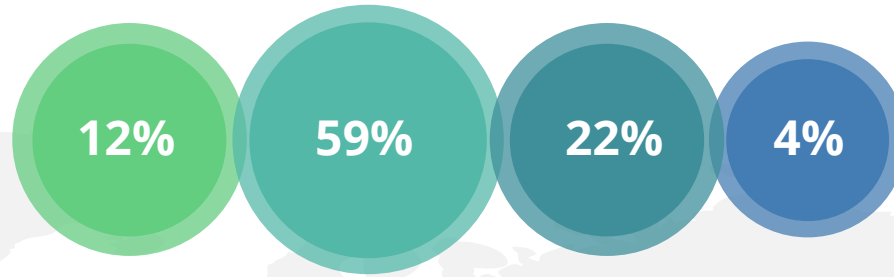


- Based in Melbourne
Head office in Lonsdale Street
- Available 24/7
- Triage service to make your bookings
- Consultant mapping
- Information intake process

Professional



- 68% Psychologist
- 12% Social Worker
- 20% Counsellor/Other Professional



Diploma Bachelor Master Other

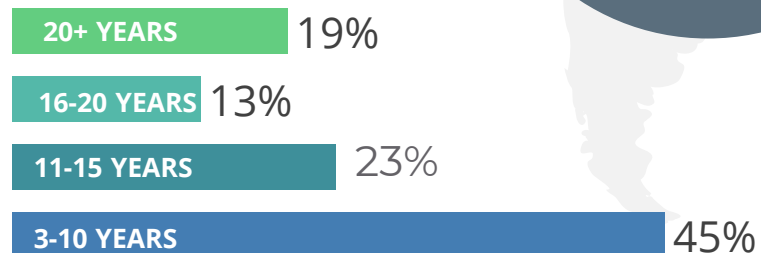
Qualified

Verified

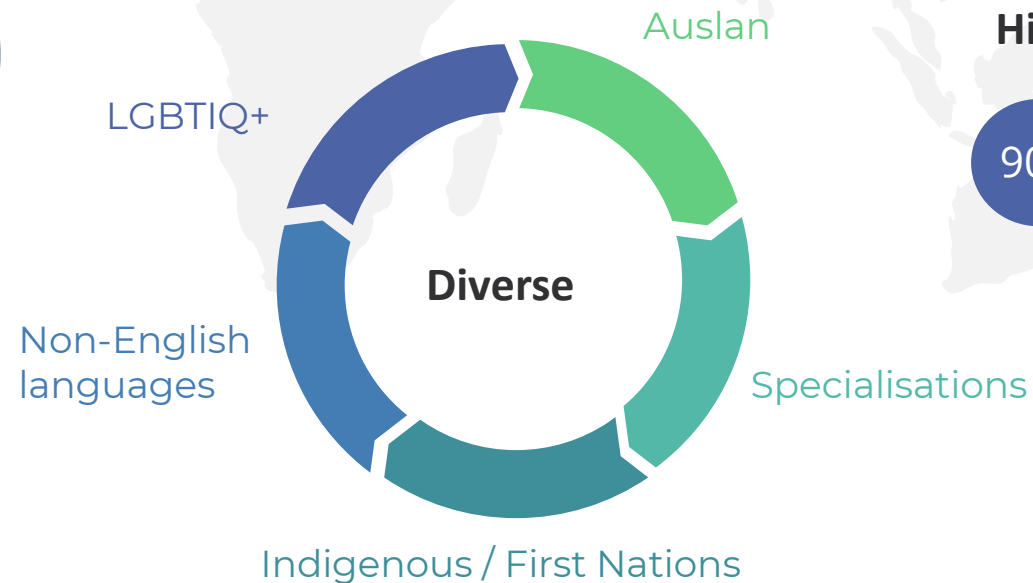
- Current professional registration
- Police check
- Working With Children Check

1,800+ available

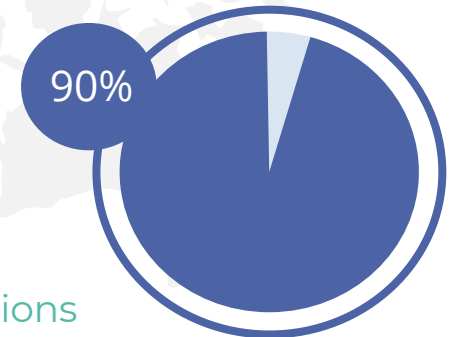
Experienced



Our consultants



High Quality



90% of consultants are rated excellent by clients

Crisis Support / Critical Incident (Rapid Response)

INDIVIDUAL

What is **Crisis Support**?

- Urgent **phone** support for an individual
- EAP support
- Consultant on transfer 24/7 for urgent support
- Support within 20 mins on phone
- Escalation processes in place
- Extreme circumstances – **always confidential**

GROUP OR INDIVIDUAL

What is **Rapid Response / Critical Incident**?

- Event that impacts one or many people
- Scheduled onsite support (phone or video options)
- Follow up support for effected individuals
- Requires authorization from DOBCEL

Consulting Solutions

— Programs supporting the most common workplace issues. Examples below:

Workplace Conflict

Range of services to improve workplace relationships and minimise conflict. Mediation, facilitation, conflict coaching, training and team dynamics assessments available nationally



Mental Fitness

Progressive solutions for your mental health strategy as well as proactive/preventative mental fitness options for whole of workforce.



Psychological Risk

Individual, team and organisational assessments that inform with interventions to minimise psychological workplace risk and enhance wellbeing.



Team building

Support for your organisation to build strong teams. Practical and psychological supports to care for your employees.



Challenging Behaviours

Providing manager and employee options to guide you in meeting the challenging aspects of your workforce.



Training Programs

— Here are some examples of some of our programs we offer:



EAP Access and Support

— Appointment scheduling process and service delivery options

Booking an Appointment

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with us through the Appointment icon.

Once your appointment is booked it will be confirmed within 48hrs via a SMS reminder. You can change or cancel up to 24hrs before your appointment.

Urgent phone appointments within 20 minutes.



Privacy

Strictest confidentiality will be maintained by Converge International in line with AHPRA guidelines



The employee gives written permission to release information



Duty of care issue arises in which there is potential harm to self or others or when we are obliged to release due to application of any legislation/mandatory reporting

All you need to remember....



Confidential



FREE



Choose the support that best suits you



Thank you

Converge International
Care Made **Real**

