



Delivering Next Generation **Employee** **Health & Wellbeing**



Acknowledgment of Country

We acknowledge the Traditional Owners of this country
we live and work, Australia.

We recognise the strong cultural and spiritual relationship
to land, communities and cultural ceremony.

We pay our respect to Aboriginal and Torres Strait
Islanders Elders past and present and their many leaders.



Artwork commissioned and created by Gary Walker

Get to know Converge

Welcome to Converge!

We are one of Australia's most trusted wellbeing providers, with a network of over 2,000 consultants dedicated to supporting you. You can contact us 24/7 through social media, click to chat, call, online, or through our app. You can be sure that we will be there for you throughout your entire wellbeing journey; all you need to do is reach out.

Care Anytime, Anywhere...

This is our promise to you: to deliver support when you need it, wherever you are. When you engage with our services, your session is completely confidential.

We know everyone is fighting their own silent battles

‘One size fits all’ approach simply doesn’t work



Mental Health



Sickness Absence



Critical & Traumatic Incidents



Eldercare



Addiction



Terminal Illness



Stress



Identity & LGBTQIA+



Domestic Abuse



Discrimination



Bereavement & Loss



Relationships



Caring for a Dependant



Debt & Financial Stress



Separation & Divorce



‘Absenteeism’ & ‘Presenteeism’



Managing Change



Return to Work



Bullying & Harassment



Redeployment



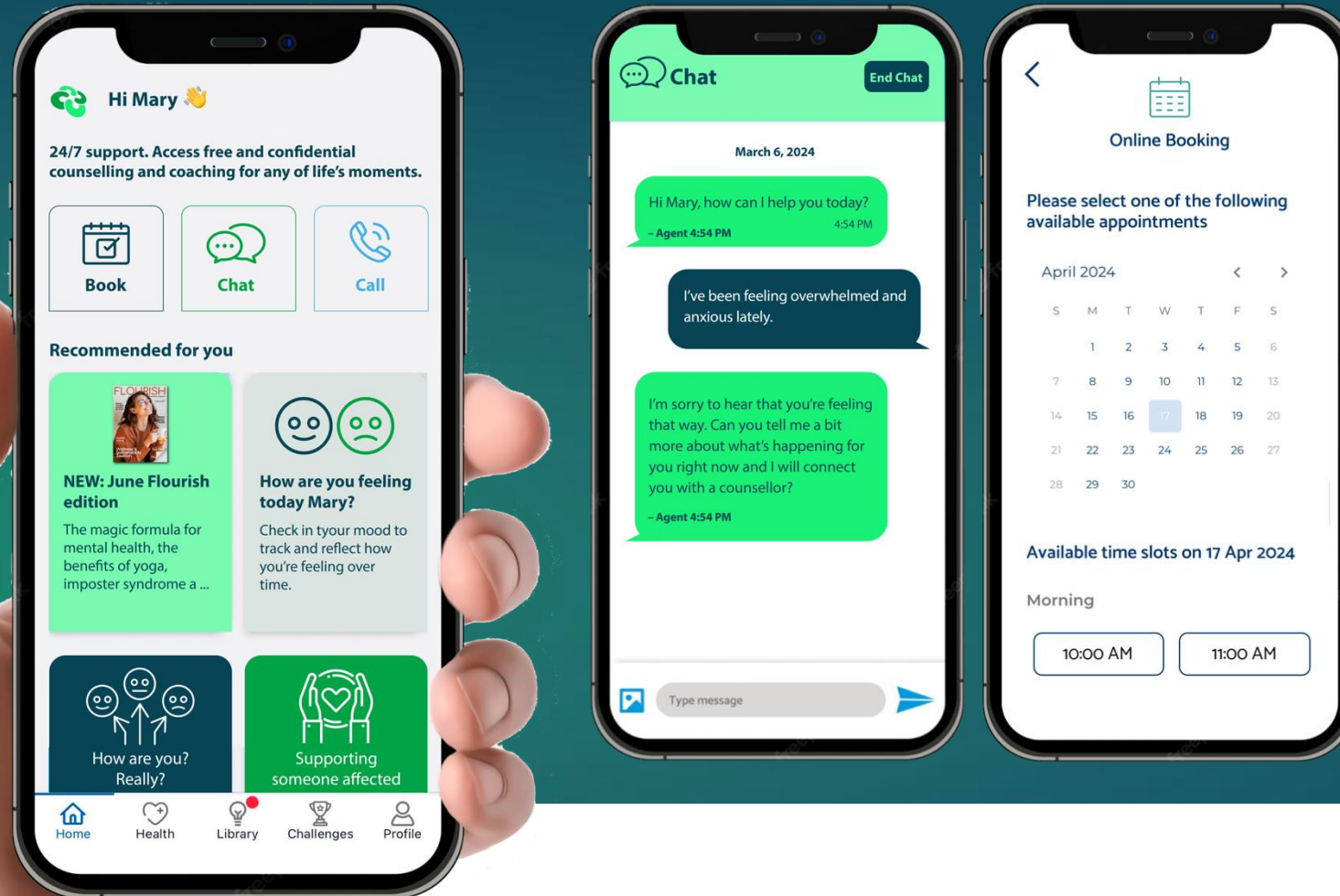
Redundancy



Retirement

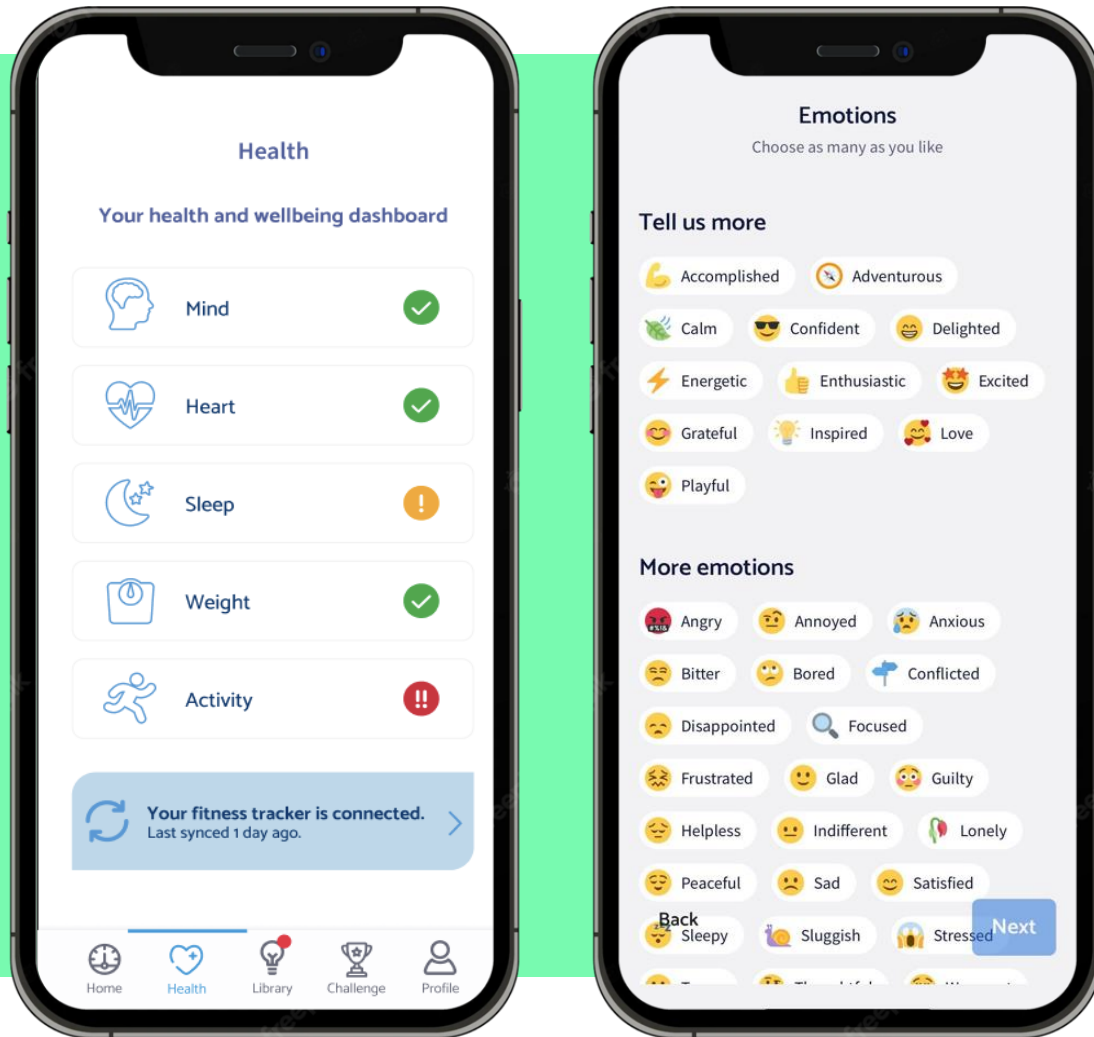
Real-Time Online Booking — *in the palm of your hand*

Available at no cost through iTunes and Google Play store



Your teams can ‘Click-to-Chat’ & ‘Push-to-Call’, as well as Book an Appointment, directly from the App.

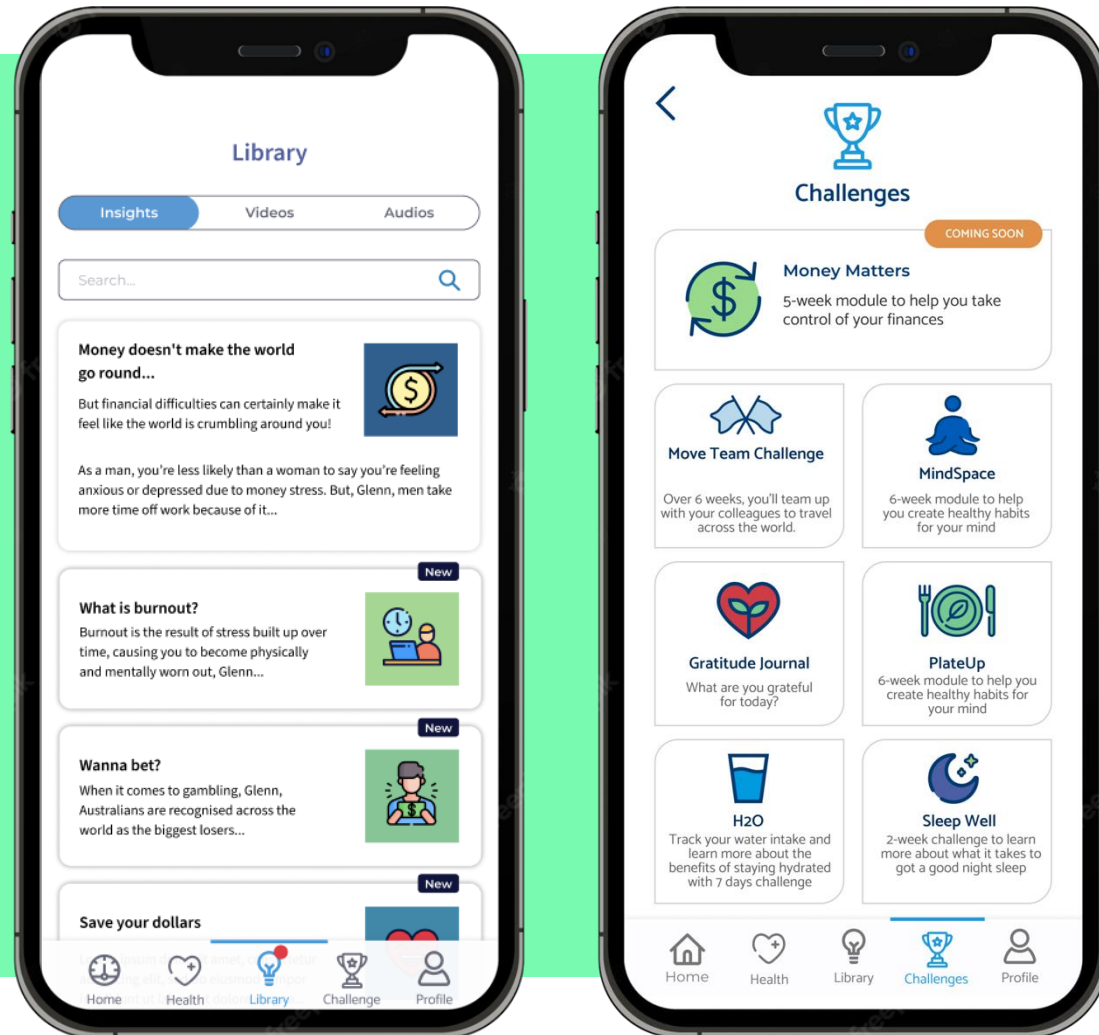
New Ways to Boost Health & Wellbeing



Real-time data tracking across five health areas.

Daily check-ins and mood tracking.

Access Targeted Feedback, Resources & Self-Guided Programs



Targeted feedback and library of personalised insights.

Access to individual and team health and wellbeing challenges.

Ready to Scan?

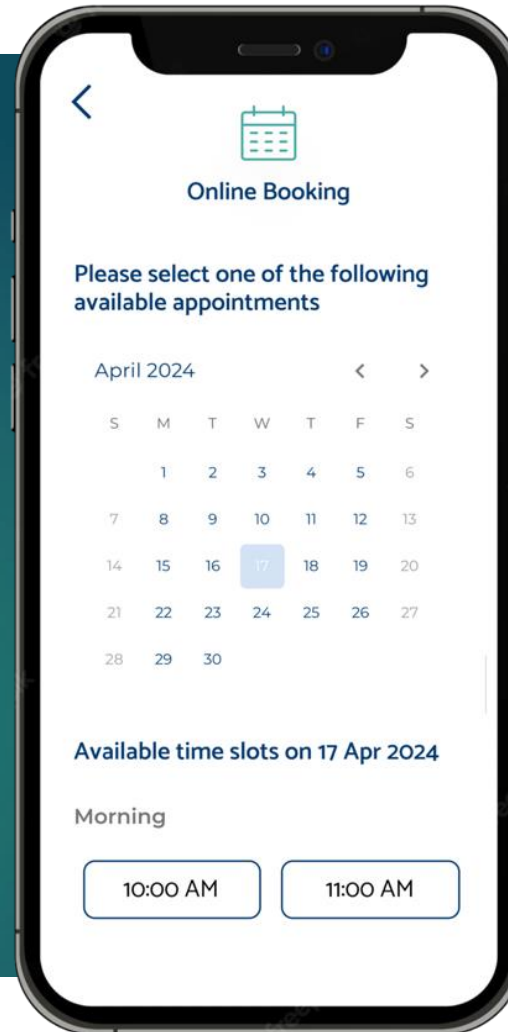
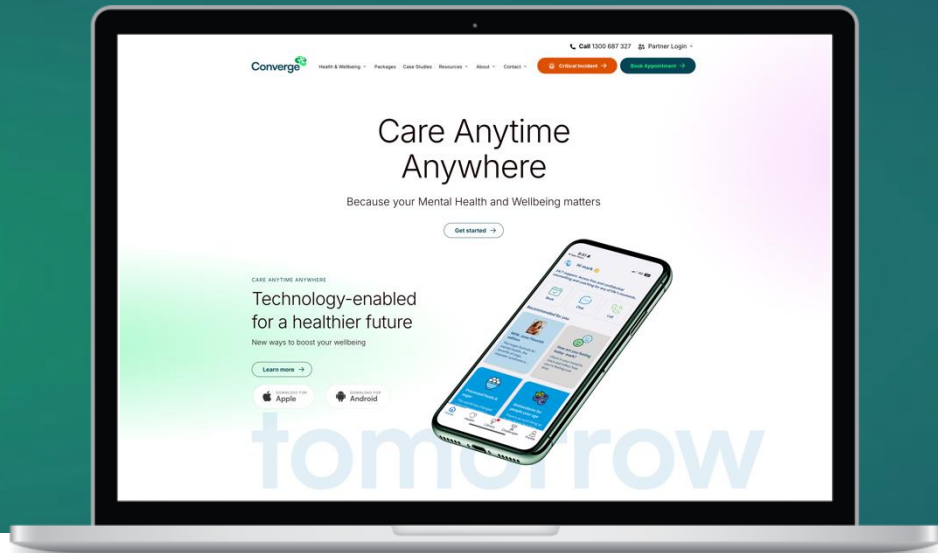


Download the Converge App
to use our Live Chat feature and
get additional support resources,
Anytime, Anywhere.

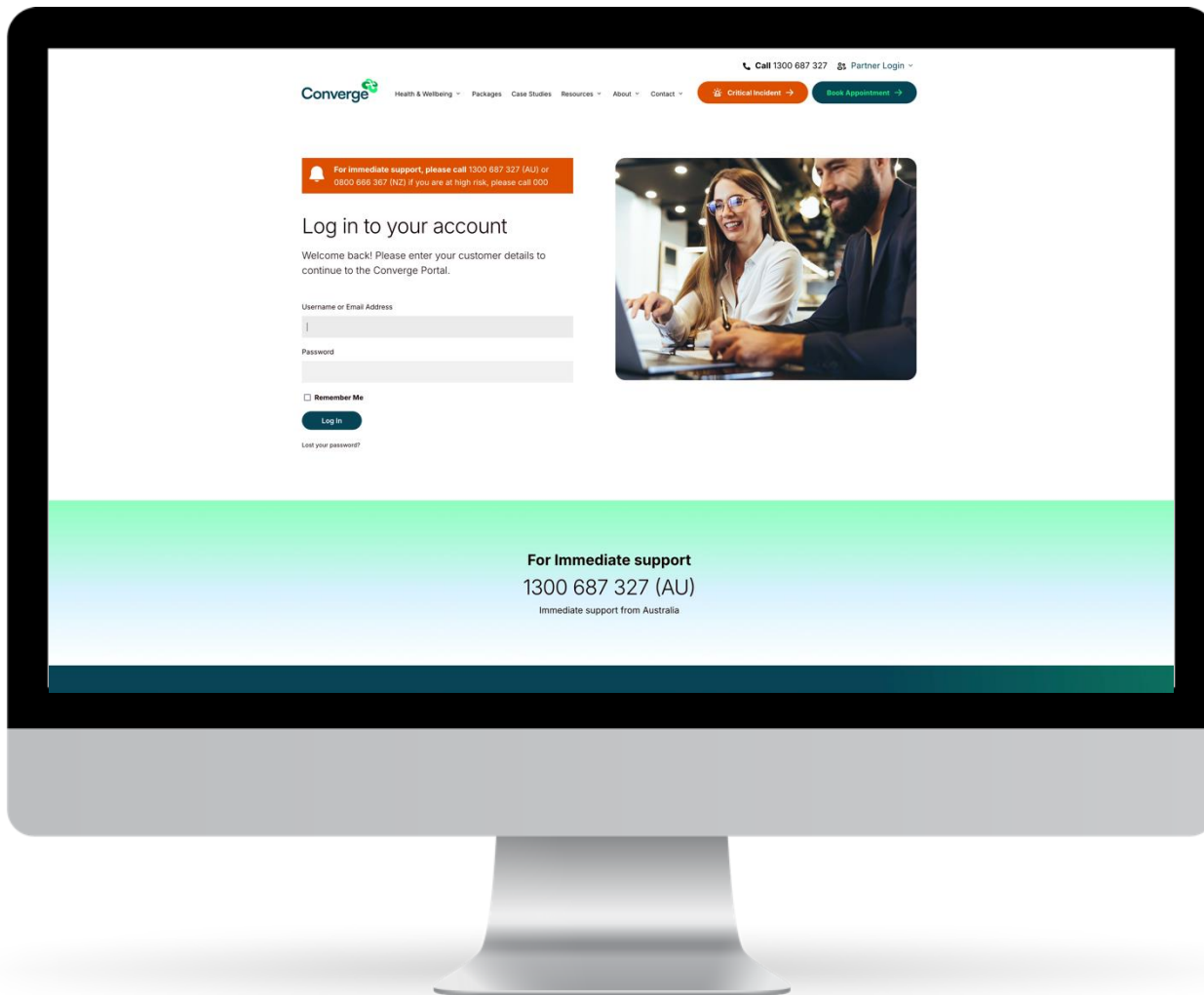
*Insert your unique company code when
registering*

Real Time Appointment Booking

Your people can book their
own appointments
through the Converge
online portal or the App



- Real-time appointment booking
- Re-book, reschedule or cancel appointments
- Health metrics tracking & personalised human dashboard
- Individualised Health Insights
- Modules aligned to the wellbeing calendar for hydration, nutrition, exercise, sleep & financial wellbeing



Access information,
events and videos
via the portal.

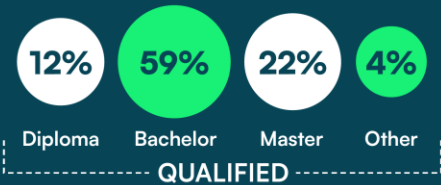
Login: converge

Password: eap

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

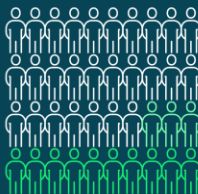
We have an extensive & experienced clinical care network — *we are where you are*

Converge consultants are located within reach of more than **95%** of Australians for face-to-face and **100%** through telehealth



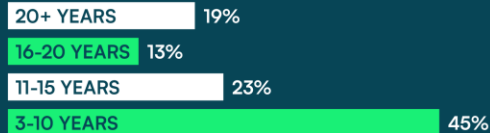
- VERIFIED
- Current professional registration
 - Police check
 - Working with children check

PROFESSIONAL

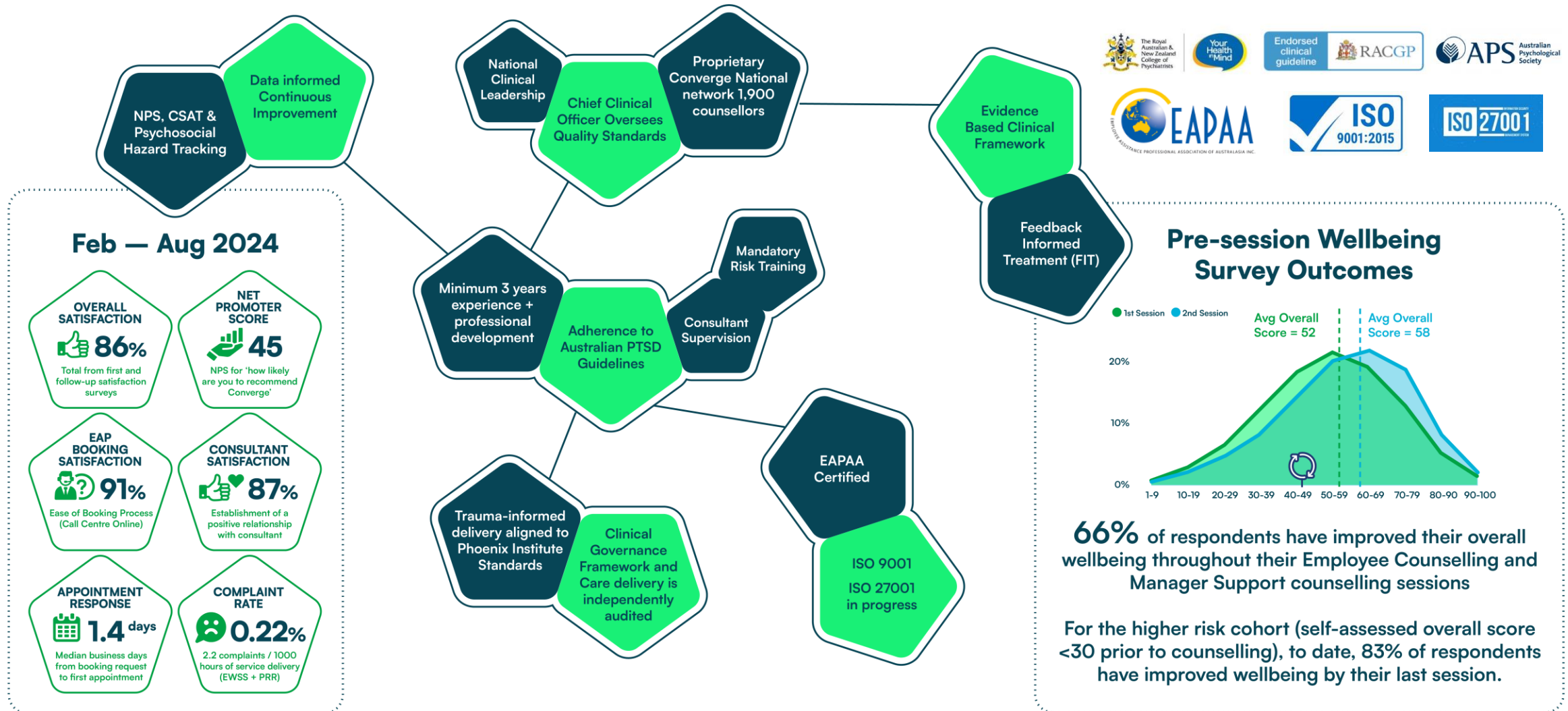


- 68% Psychologist
- 12% Social Worker
- 20% Counsellor / Other Professional

EXPERIENCED



Quality-Driven Clinical Care Experts



What else can Converge do for you?



You can refer yourself to a range of support options:

This is our 8 stream model:

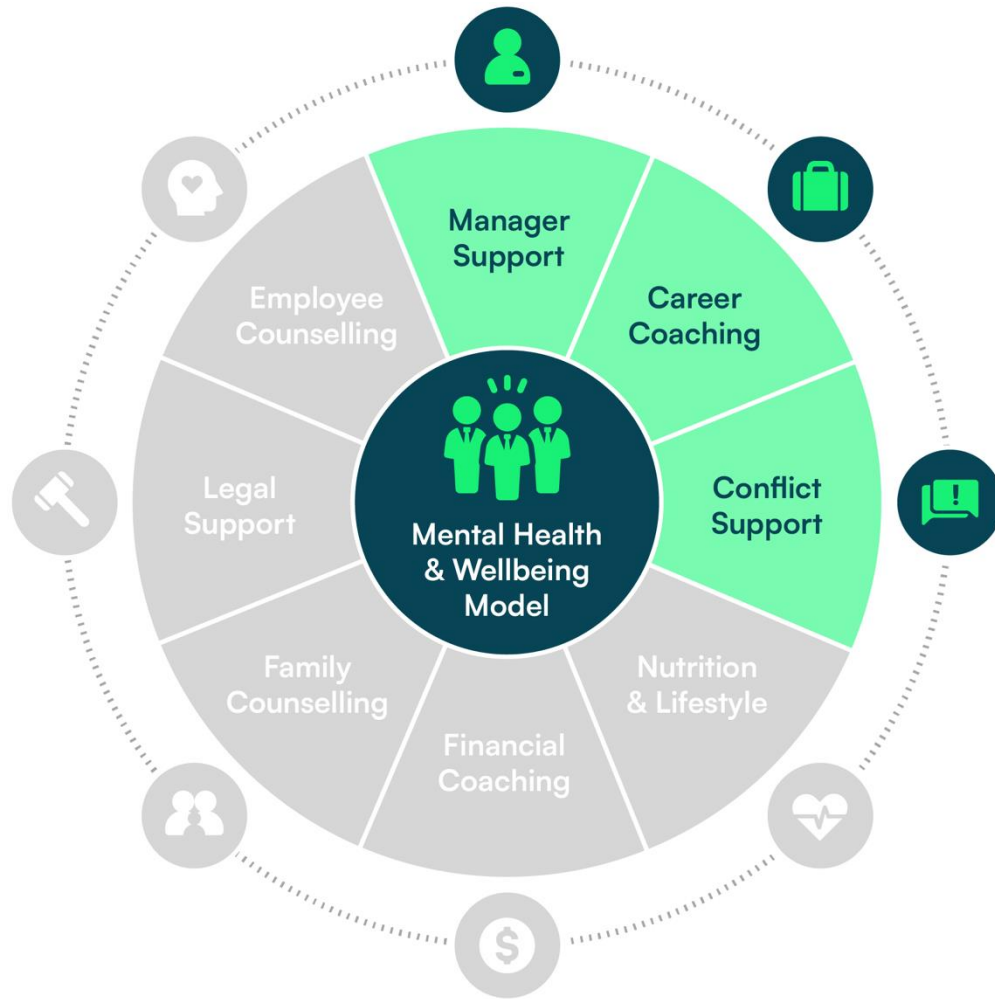
- Addressing the key areas in life that are known to cause concern
- Aligning with all areas of health and wellbeing
- Delivered by key specialists
- Check with your organisation to find out about your session allowance or call us on **1300 687 327**

Mental Health Care



Employee Counselling provides support and counselling for a range of personal and work-related issues from mental health struggles, to dealing with grief and loss, to being more assertive at work, and a whole lot more...

Manager, Career & Conflict Coaching

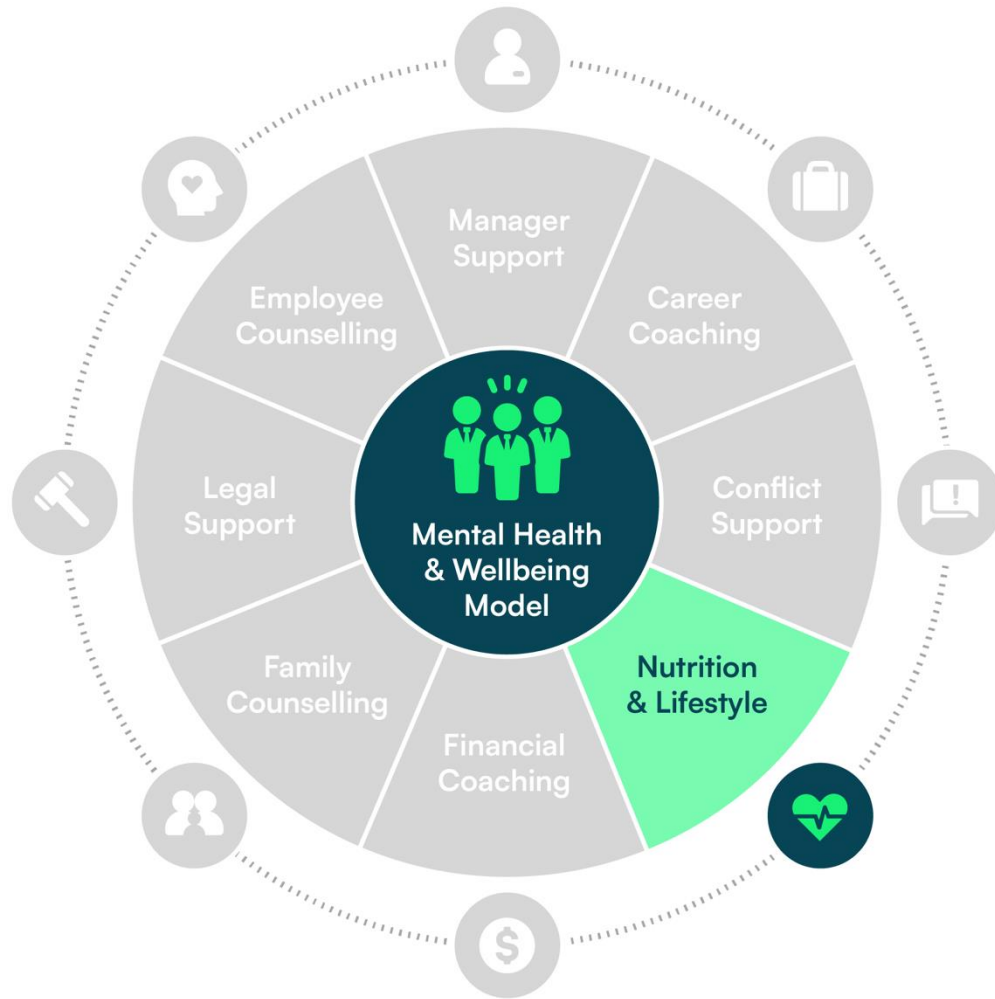


Manager Support provides coaching for tough aspects of people leadership, performance management and dealing with sensitive mental health matters arising in your team.

We also offer **Career Coaching**, which incorporates resume and job search advice, interview skills and career counselling to help you manage your career more effectively

Our **Conflict Support** service, provides coaching on how to work through unresolved conflict in your team, which, if left unchecked, is exhausting and leads to more problems.

Nutrition & Lifestyle



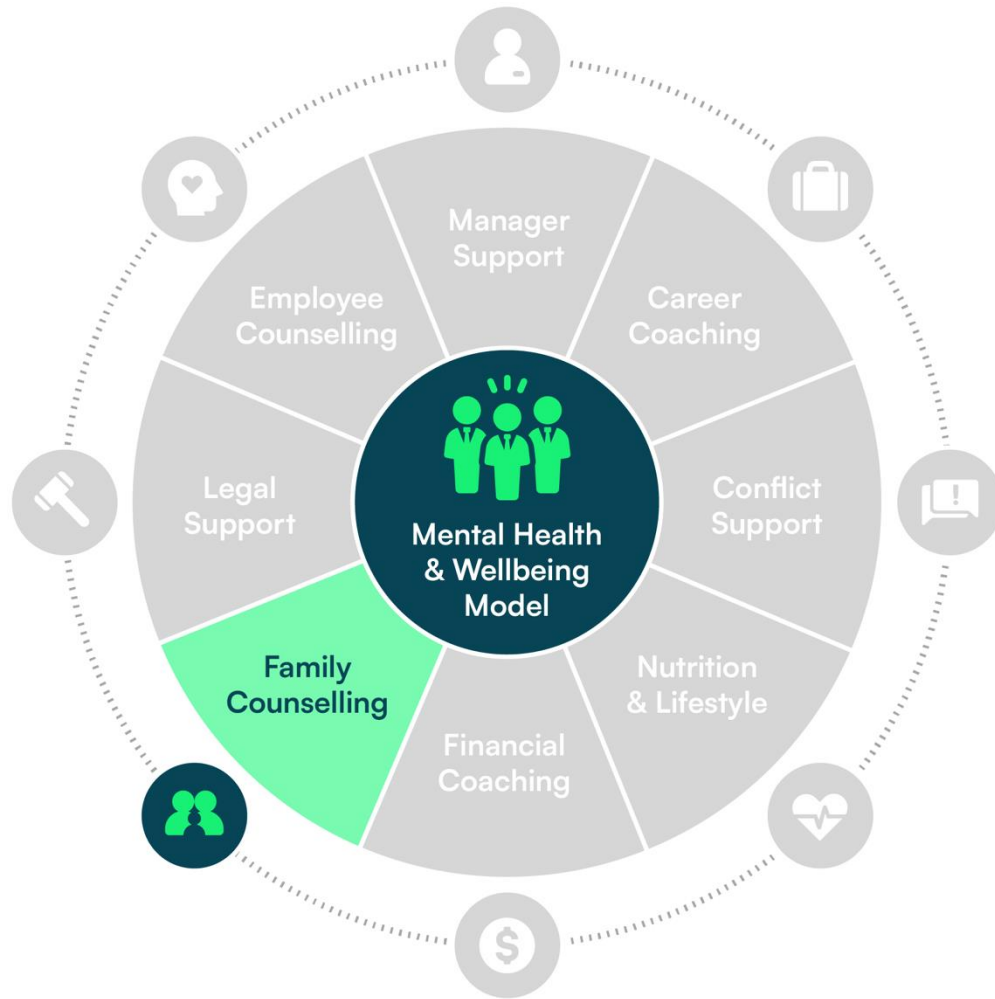
If you want to improve your health, our **Nutrition & Lifestyle** offers advice on nutrition, sleep, and the big challenges that come with life change and transition.

Financial Coaching & Legal Support



Through Converge, you may also have access to **Financial Coaching** and **Legal Support** where expert coaches work through your financial concerns and provide legal guidance on a range of issues that require specialist knowledge. Check with your HR department which services are available to you.

Family Counselling



If your immediate family members are struggling, we know that takes a major toll on you.

Our **Family Counselling** service is here to help them get things back on track which we know will give you peace of mind.

We connect with your people in their culture and language

Specialist Helplines



FIRST NATIONS

1300 287 432

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.



LGBTQIA+

1300 542 874

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



DOMESTIC & FAMILY VIOLENCE

1300 338 465

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



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 & CARERS

1300 243 543

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.



YOUNG PEOPLE & YOUNG ADULTS

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.

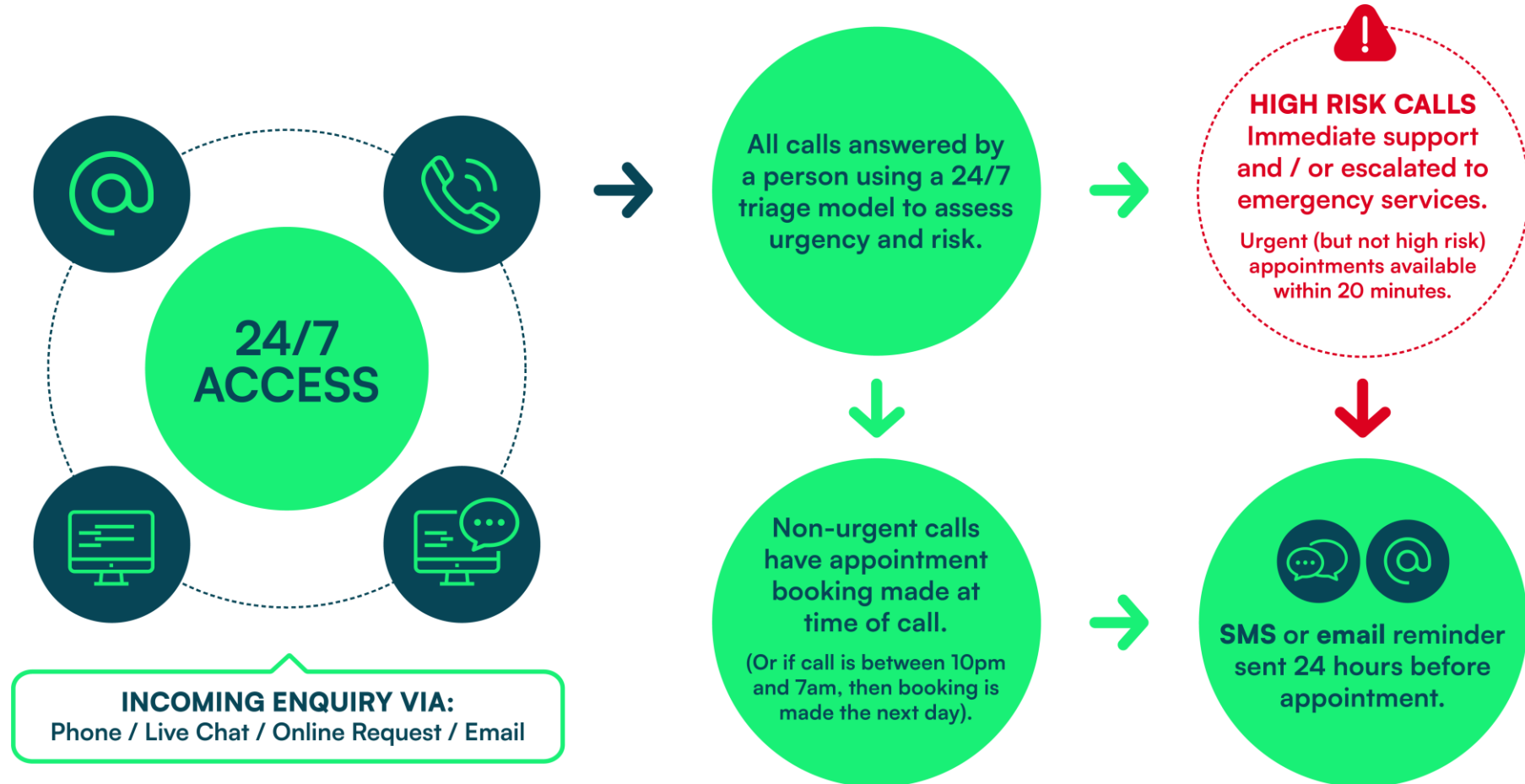


SPIRITUAL & PASTORAL CARE

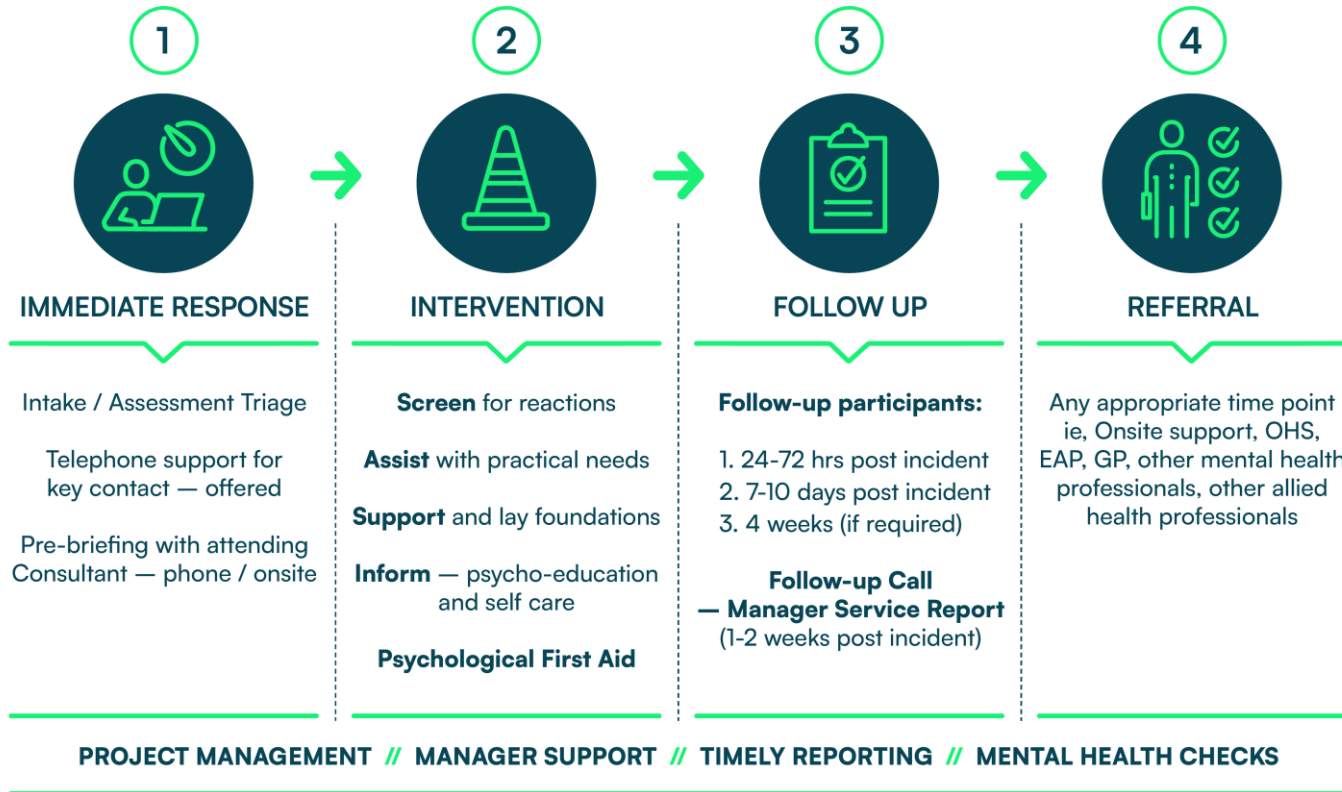
1300 772 435

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 wellbeing.

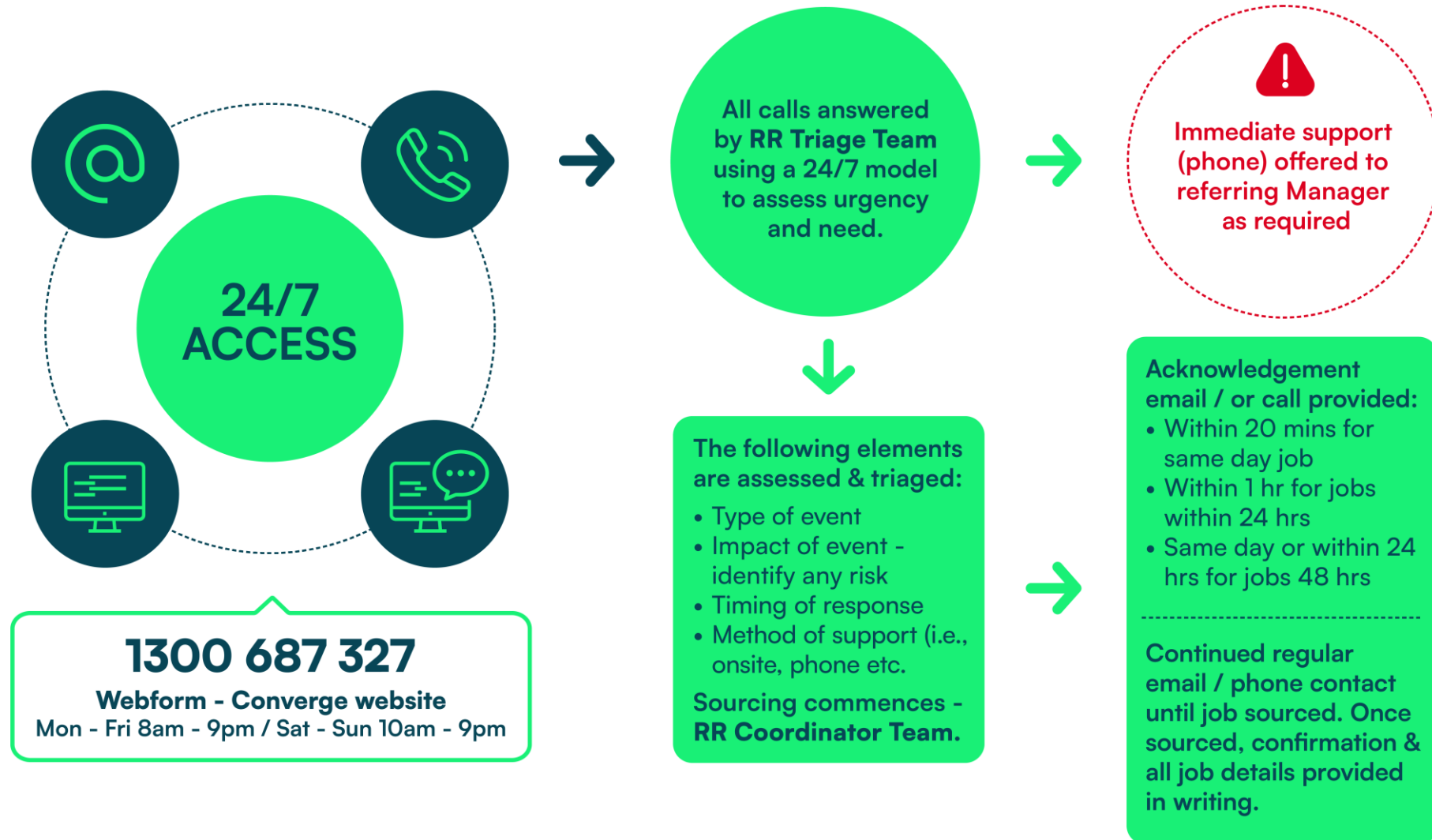
EAP Intake & Triage Model



Critical Incident Service Delivery



Critical Incident Triage & Intake



We take privacy & confidentiality seriously

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



Reach out to us any time, we're here for you

Appointment scheduling process and service delivery options

**24/7
ACCESS**

Booking an Appointment

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 **Converge App** to connect
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.





Our Promise:
Care Anytime Anywhere

