

New Employee Wellbeing Support Services

What's happening?

From the beginning of term 2, the department is launching the new Employee Wellbeing Support Services to support school staff wellbeing. It will be a significantly expanded offering for school staff.

Converge International will externally provide the new confidential services. It will **replace the current Employee Assistance Program (EAP)** provided by TELUS Health.

We all have **times when we need a helping hand** to navigate life's challenges. Having a professional to speak to can make a real difference to our wellbeing.

What can I use the new services for?

There will be **8 new free and confidential service offerings** for personal and work-related matters, coaching for people matters, career development, financial wellbeing, personal (non-work-related) legal matters, nutrition and lifestyle, conflict, and family advice (for immediate family members aged 18 and over). It is all about providing school staff with more choices and readily available tailored supports that cater to their needs!

Additionally, there are **6 dedicated helplines** for Aboriginal and Torres Strait Islander people and staff of diverse backgrounds including LGBTIQ+ people, people living with or caring for someone with a disability, people caring for elderly loved ones, people experiencing family and or domestic violence, and people seeking spiritual or pastoral care.

I am currently engaged with EAP via TELUS Health, tell me about the transition period.

Continuity of care is of paramount importance. Staff who have sessions booked with a TELUS Health clinician **through the former EAP on or before Sunday 14 April 2024** can still access up to 4 free counselling sessions with that clinician until **Saturday 15 June 2024**.

TELUS Health will inform new clients about the transition and refer school staff seeking a counselling appointment to Converge International from Monday, 15 April 2024.

What else do I need to know?

We **anticipate a high demand for services**, so there may be a short wait for staff initially. Converge International will prioritise school critical incidents for urgent response.

Services are confidential. The department does not receive, collect, or share information that identifies staff who use the services.

Further information on the new Employee Wellbeing Support Services will be available **in the 16 April edition of School Update or week 1 of term 2**.

For **further enquiries**, email employeehealth@education.vic.gov.au

