

## Converge International

1Medical has partnered with Converge International to provide you with an Employee Assistance Program (EAP) to help you deal with the challenges, concerns or issues that may be affecting you at work or at home.

Converge International offers a confidential, personal coaching and counselling service that provides support for a variety of short-term, personal or work issues. This service gives you access to qualified professionals including psychologists, social workers and management coaches.

To access the service, call 1300 687 327 and arrange for an appointment. You can arrange to speak with a consultant over the phone or meet face-to-face. Consultations can be conducted at Converge International sessional offices throughout metropolitan and regional Australia.

You can access Employee Assist, Manager Assist, Career Assist, Conflict Assist, Nutrition & Lifestyle Assist, Money Assist, Family Assist and Legal Assist free of charge. Your confidentiality is assured, and your details will not be passed on to anyone at your organisation.

To find out more refer to our Website, Portal, YouTube videos or our EAP flyer.

### **To make an appointment**

The Converge International intake team can be contacted by phone or email on 1300 our eap, or 1300 687 327

Or by email at [eap@convergeintl.com.au](mailto:eap@convergeintl.com.au)

The service is available from 8.00am – 6.00pm

Monday to Friday

An after-hours service operates at all other times.

If your matter is urgent and you would like to speak to a consultant now, please contact our after-hours service on

1300 OUR EAP

1300 687 327.

### **Service Level Agreement:**

- Up to 4 hours of short-term counselling and coaching assistance per issue
- Appointment times are confirmed at the time of the call or within 24 hours of contact with the service
- A phone or face to face appointment is scheduled for a mutually agreed time/location
- 24 hours' notice of cancellation required - otherwise you will lose a 1-hour session
- There is provision for additional sessions for the same issue, subject to manager approval
- 24-hour, 7 day a week coverage

**For more information or access to resources, see below.**

**EAP | Flyer**

View or download a copy for yourself or send to a member of your team.

To download, right-click on the flyer and select 'Save Target As'.

Care Made Real

# Employee Assistance Program

The Converge International Employee Assistance Program (EAP) is your coaching and counselling service providing confidential and short-term support for home and work.

The **Employee Assistance Program** is provided independently to your organisation.

When using the **Employee Assistance Program**, you can speak with a qualified counsellor specifically selected to best support your issue. Our counsellors are experienced across a range of issues including:

- personal and emotional stress
- relationship or family matters
- work-related stress
- sleep concerns
- nutrition advice
- financial coaching
- interpersonal conflict and tension
- changes in your work environment
- grief and bereavement
- career issues
- mental health concerns
- personal crisis or trauma.

Our counsellors assist you to gain insights to inform decisions and directions, and will support you to develop strategies to drive positive changes in behaviour and lifestyle. They can help you to adapt to change, seize opportunities and provide coping strategies when dealing with difficult situations.

Your **Employee Assistance Program** 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](http://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.

## CONTACT OR MORE INFORMATION

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

[convergeinternational.com.au](http://convergeinternational.com.au) | [eap@convergeintl.com.au](mailto:eap@convergeintl.com.au)