2018 - 2019

Managers' Guide to EAP

Looking after the wellbeing of your people

Converge international

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INTRODUCING EAP

We are here to support you to build a great workplace: your Managers' Guide gives you an overview of the services offered by Converge International.

This guide takes you through our Employee Assistance Program (EAP) services, but also through other initiatives to support you to build a great workplace culture, where employees are engaged, healthy and productive.

The core of our service is our EAP: a professional counselling service delivered by qualified and experienced psychologists, social workers and counsellors.

Our EAP services have been expanded to offer specialist support in these streams:

** Please speak with your Human Resources team, or your EAP contract manager, to learn more about which EAP support streams are available to your staff.*

REFERRING STAFF TO EAP

As a manager or leader, you are responsible for supporting staff who may be experiencing issues, personal or work-related, that are impacting on their work performance.

You may also be in the position of working closely with your team every day and therefore, likely to identify behaviours that may indicate a staff member is having a difficult time. Some of these indicators can include:

- Change in quality of work
- Increased time off work or reduced reliability.
- Increased emotional outbursts
- Aggressive/irritable behaviours
- Signs of stress and/or anxiety
- Lack of interest in work/life
- Erratic behaviour and mood swings
- Withdrawal from colleagues and other social engagement at work
- Increased frequency of conflict

By picking up on behaviour changes early, and through referring that staff member to the support offered through the Converge International EAP, you can give your staff member the best chance of quickly resolving the matter.

Sometimes staff members may need support around issues that are impacting on their work. A sensitive way of discussing this with an employee begins with asking if they are receiving enough support at this time. You can remind them of the professional, confidential and practical support and advice available through EAP.

Of course, if you need guidance around referring a staff member to EAP, or if you more support, you can contact our 24 hour call centre at any time.

CONFIDENTIALITY

When people use the EAP service, it is a confidential process, similar to seeing a private psychologist. Unless there is a duty of care issue (risk of harm to themselves or to others), or Converge International has received a legal subpoena, then privacy is maintained.

It is important to reassure employees that the EAP is a safe and private space for them to connect with a professional counsellor without fear that any details discussed will go back to their manager or organisation. It is also important for managers to understand that, even if they refer someone to EAP, they cannot receive information on the process from that point without the written consent of that employee.

You can read our Privacy Policy at ***https://convergeinternational.com.au/cvi/about-us/our-approach***

CONVERGE INTERNATIONAL EAP ACCESS

Accessing Converge International's EAP services begins with a quick phone call; dial **1300 OUR EAP (1300 687 327)**. You can also learn more about our services at **www.convergeinternational.com.au.**

CLIENT SERVICES WILL:

- Triage the call
- Assess urgency
- Book appointments OR refer to appropriate Converge area
- Urgent phone appointments within 20 minutes

AVAILABLE SERVICES

- EAP Assist Streams
- Critical Incident Response
- Specialist Phone Helplines
- Training and Consulting
- Assessment Services
- Mental Health support
- Manager Assist

BOOKING AN APPOINTMENT

1. **Phone:** 1300 OUR EAP
2. **Website:** www.convergeinternational.com.au
3. **EAP Connect App**

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

WHO CAN ACCESS?

EAP is available to Employees, Managers and Immediate Family*

* *Check with your HR team to learn if your organisation has access to the Family Assist EAP stream.*

FACE TO FACE

VIA PHONE

VIA ZOOM

VIA LIVE CHAT

WHAT HAS EAP GOT TO DO WITH MY JOB AS A MANAGER?

Managers will be faced with situations where they need additional support; that's when the Converge International EAP is there for you. There are times when professional support is the best option for your team member; as their manager, you are well placed to suggest they access this service to assist them to resolve the issue, rather than becoming distracted at work.

EAP supports your employees to be healthy and productive. EAP provides many benefits to your staff:

Enhanced emotional and psychological wellbeing.

Minimising health and wellness risks that can lead to absenteeism, stress, team dysfunction, compensation claims and staff turnover.

Improved interpersonal and coping skills.

A tangible commitment to employee health and wellbeing.

Assistance with work and personal issues that may affect workplace performance and personal wellbeing.

Staff are less distracted by issues or concerns and more engaged in doing what they need to do.

Converge International also provides dedicated support for managers and leaders through our **Manager Assist stream; a confidential coaching and advisory service that supports team leaders, supervisors, line managers and project managers to deal with staff challenges and on the job concerns.**

Manager Assist offers support with:

- Employee mental health concerns
- Managing employee behaviour change
- Work performance issues
- Communication during workplace change
- Conflict resolution or managing threats/ violence
- Managing workload and work/ life balance
- Strategies to support at-risk employees
- Team building and team development issues
- Managing work performance when there is a suspected or confirmed mental health concern
- Having difficult conversations with employees

EAP PLUS *(FORMERLY KNOWN AS MANAGER REFERRED)*

EAP Plus is a suite of manager referred support assessments and services for staff members who may require additional support beyond what is provided through Converge International's Assist streams.

Through EAP Plus, Converge International offers a range of specialist assessments and services:

ASSESSMENT

Drug & Alcohol

Support for an employee after a breach of an organisational policy or an incident related to drugs or alcohol. The aim is to reduce risk to the individual and organisation immediately and into the future.

Wellbeing Check

A psychological wellbeing check, generally in high-risk roles, or where risk is deemed to be elevated, and an organisation is seeking to understand an individual's status in relation to a risk they perceive needs to be managed.

Fitness for Duties

Support for organisations looking to understand an individual's psychological capacity to perform their role or return to work following a period of absence.

SPECIALIST SUPPORT

Workplace Behaviour

An early intervention coaching service that enables managers to support employees to improve their work performance, in line with agreed goals or expected outcomes.

Extended Counselling

Where an employer identifies a need for ongoing external and professional support for an employee, they may refer the individual for counselling for a set number of sessions outside those offered through EAP.

At-Risk Support

Support for staff who are employed but may not be at work as a result of a work related incident or matter under investigation. Support is made available when the individual is considered to face increased psychological risk.

SPECIALIST PHONE HELPLINES

Converge International offers an expanded counselling service through Specialist Phone Helplines that deliver support for specific challenges people may face in their lives.

The qualified counsellors who provide these specialist support services have the specific social or cultural experience, knowledge, training and understanding needed to deliver this support.

The Specialist Phone Helplines services are offered as a **separate, additional service** that operates as an extension of your existing Converge International Employee Assistance Program. To learn more about **activating these services** for your staff, please contact your Converge International Client Relationship Manager.

HELPLINES	PHONE NUMBER
Aboriginal and Torres Strait Islander Peoples Helpline	1300 287 432
Lesbian, Gay, Bisexual, Transgender, Intersex, Queer or Questioning Helpline	1300 542 874
Domestic and Family Violence Helpline	1300 338 465
Eldercare Helpline	1300 035 337

ON SITE SERVICE MODELS

Converge International provides on site counselling services, delivered by psychologists and counsellors, for your organisation on a regular or temporary basis. Converge International offers three main on site services and can combine them where required:

SERVICE	DEFINITION	FEATURES
Workplace Community Connector	Proactive 'on the ground' detection, assessment and monitoring of personal and work issues that impact on employee productivity and engagement. Consultants build longer term relationships with staff across the site and reach out to staff, rather than waiting for self-referrals.	• Visible presence with a 'walk the floor' delivery model • Ability to engage many staff in a short period of time • Ability to scan the workplace for issues • Immediate availability at the time of an issue/ crisis • Connect staff to other internal/ external support services
On Site EAP Support Service	Self-referral for short term counselling and/ or coaching sessions for personal and work issues. EAP delivered on the premises.	• Focused on short term, confidential counselling or coaching • Appointments booked through 1300 OUR EAP (1300 687 327) • Delivered on site which reduces need for staff travel to access support
Short Term On Site Engagement Projects	Project based manager and/ or employee support service in response to change or crises	• A response to change, conflict or post-critical event, including restructures, workplace conflicts or natural disasters • Can also involve welfare checks and outreach work • Provides broad range of individual, team and organisation-wide wellbeing services • Able to work across all levels of an organisation and assess/ respond to complex situations

PASTORAL CARE

Converge International's on site pastoral care model delivers compassionate support and counselling and plays a role in our critical incident response services (as directed by client need). Our pastoral counsellors operate under a multi-faith model and provide support to people of all faiths or none. Pastoral counsellors act as an unbiased and accepting person in the workplace who can offer emotional, mental and spiritual support.

Pastoral counsellors spend time in the workplace and focus on building long term relationships with employees.

This approach enables pastoral counsellors to have their 'finger on the pulse' and to be aware of changes in a worker's emotional and mental wellness, enabling early intervention and support for people facing personal and work-related issues.

All conversations with a Pastoral Counsellor are confidential and staff privacy is always respected.

Pastoral Counsellors will refer staff onto EAP or other services for additional support if needed.

OTHER ON SITE SERVICES

On site consultants may be able to provide additional organisational services such as:

- Mental health awareness and training
- Coaching
- Drug and alcohol support and fitness for duties assessments
- Professional supervision

A full on site services package could include options for the consultant's time to be used in a variety of ways. Please contact your Client Relationship Manager to discuss these possibilities.

CRITICAL INCIDENTS AND OUR RAPID RESPONSE MODEL

Critical Incidents are unplanned or sudden events, usually occurring in or around the workplace, that impact on a team or on individual members of staff. Critical Incidents and mass disasters can include events such as:

CRITICAL INCIDENTS

- Robberies
- Serious injuries
- Fatalities
- Assaults
- Major accidents
- Workplace violence

MASS DISASTERS

- Natural disasters (such as cyclone, flood, earthquake, bushfire)
- Human caused events (such as terrorist attack, bomb threat/ attack, mass shooting)
- Industrial disasters (such as an oil spill or explosion)

CALL 1300 OUR EAP TO REPORT A CRITICAL INCIDENT

When you call **1300 OUR EAP (1300 687 327)** to report a critical incident:

- Your call is assigned to a Rapid Response Senior Consultant
- The Rapid Response Senior Consultant will work with you to develop a critical incident plan and will provide you with information and advice/ strategies to best support your people until a Converge International Consultant arrives

If the critical incident is a mass-scale disaster, or if the event is still in progress, Converge International will establish a Rapid Response team and manage the response from a central location.

** Please note you can also call Rapid Response Response by clicking on the Critical Incident button in our EAP Connect smartphone app.*

CRITICAL INCIDENT TIPS FOR MANAGERS

- Remember that, at this time, people will be looking to you for guidance, leadership and support; your actions and leadership after a traumatic event will be critical to the recovery of your staff
- Be aware of your employees' psychological wellbeing and watch for any significant changes in behaviour
- After a critical incident, people may display a lot of emotion and may experience mental, emotional and physical exhaustion. You can remind your staff that this is not unusual and that they have a natural resilience and coping mechanisms
- If you or your staff need additional, expert support after a critical incident, call Converge International on **1300 OUR EAP (1300 687 327)**

1

Be ready to offer support

2

Watch for changes in behaviour

3

Get help (if needed)

CONVERGE INTERNATIONAL CONSULTING

Converge International offers a range of consultancy services focused on responding to and resolving complex people-related issues at the individual and organisational level.

Our consultancy services complement your Human Resources team, adding capacity to address employee wellbeing, support personal growth and success and empower staff to build happy, healthy workplaces. Converge International's consulting services focus on four key areas:

- Mental Health and Wellbeing
- Conflict Resolution
- Career Transition
- Leadership, Culture and Change

MENTAL HEALTH AND WELLBEING

Converge International's Mental Health and Wellbeing programs deliver proven returns in increased productivity. We know that absenteeism (where staff stay away from work) and presenteeism (where employees are at work but are either unwell or unfocused) cost Australian businesses billions of dollars per year in sick pay, leave costs and lost productivity.

Our range of Mental Health and Wellbeing programs can help to address these costs.

Our programs enable organisations to engage staff in professional development and give them knowledge and skills that can support their mental wellbeing through their career and in their personal lives. We offer these sessions as individual presentations, as part of a year-long Wellness Calendar, or to coincide with awareness days and events.

You can find out more at ***https://convergeinternational.com.au/cvi/mental-health-wellbeing/health-wellbeing-services***

CONFLICT RESOLUTION

Managers can spend up to one third of their time dealing with conflict. Unresolved conflict presents a risk to wellbeing, productivity and engagement. Managing conflict well is a key to reducing long term risks and improving relationships.

Our Conflict Resolution consultants bring a balanced approach to workplace issues and are experienced in managing and resolving conflicts and improving relationships.

MEDIATION & FACILITATED DISCUSSIONS

A consultant acts as a neutral third party assisting two or more people to have a constructive discussion on issues that need resolution.

CONFLICT RESOLUTION TRAINING

Training programs focusing on interpersonal communication and conflict resolution to build an organisation's capacity for a positive workplace culture.

CONFLICT COACHING

Face-to-face coaching for team leaders and team members to build awareness and skills around better managing workplace relationships and resolving conflicts.

TEAM DYNAMICS ASSESSMENT

Interviewing all team members to assess the group's psychological dynamics and to report back to the manager on steps to improve team culture and performance.

ADDRESSING OCCUPATIONAL VIOLENCE AND DOMESTIC VIOLENCE

If you or one of your employees needs immediate support around occupational or domestic violence, please call the Converge International EAP.

Our consultants can assist your staff with safety plans for work and home. They can also deliver relevant assessments and provide links to specialist support services.

If your organisation has access to Converge International's Domestic and Family Violence Helpline, please direct the employee to call this service where they can access specialised support, as well as referral to other relevant services. You can also visit your EAP Portal to access Tip Sheets covering anger management, bullying, conflict and domestic violence.

VIOLENCE RISK ASSESSMENTS

As part of our EAP Plus service, managers can access support for employees participating in occupational violence. You may need to access this service when an employee has engaged in a violent act at work, towards peers, managers or clients/ customers. Violence Risk Assessments are manager referred and require employee sign off. This assessment includes a detailed psychometric risk analysis, paired with a clinical interview, to provide recommendations on how to move forward from specific incidents and manage risk in the workplace.

TRAINING PROGRAMS

Converge International has developed specific training programs around family violence, in line with the requirements for White Ribbon accreditation, as well as meeting broader organisational goals.

Programs are available for employees and managers. Training Programs and Seminars addressing these issues include:

- Understanding and responding to family violence
- Peer support
- Contact officer training
- Managing difficult interactions and behaviours
- Positive conflict resolution

Find out more by contacting Converge International on **1300 687 327** or **training@convergeintl.com.au**

CAREER DEVELOPMENT

Each year more than 3 million Australians make a career transition: they might change jobs, leave to work for a competitor or begin a new career in a new industry.

Converge International delivers a comprehensive range of career services across hiring, job searching, outplacement and promotion including:

Outplacement

Our consultants work one on one with individuals and focus on: increasing the individual's senses of self-awareness (eg experience, skills and needs); exploring job opportunities; networking; developing an effective CV; building a LinkedIn profile; writing application letters and other relevant documents; improving interview skills; and negotiating salary packages.

Selection & Psychometric Testing

Our psychometric testing services help you to make the right hiring decisions through using evidence-based assessments to identify the strengths and weaknesses of job candidates. We offer specialised psychometric tests for public safety and human services roles (aged care, disability care, child care, nursing) via our SafeSelect brand.

Talent Management

We support HR teams to design psychometric and skill-based testing programs and implement talent management programs to identify their most valuable and promising employees and retain, develop and promote them.

Career Development

Converge International provides services for people looking to advance their career or for people seeking advice on finding their next job. These include tools to find your right career path, tap into the hidden job market, improve your CV, learn how to use LinkedIn effectively and other social media platforms for job hunting, build interview skills, together with advice on how to negotiate a job offer.

Organisational Restructuring

At times of significant organisational change, staff can be faced with uncertainty and increased stress. Converge International consultants, counsellors and psychologists can provide support to employees as they work through the implications of change. Other complementary services available include: Training programs and Outplacement services.

LEADERSHIP, CULTURE AND CHANGE

Developing leaders; building a culture of collaboration, empowerment and success; and managing change: these are some of the most significant internal challenges that organisations face.

Converge International's team guides you through an assessment of existing culture, and delivers training, advice and practical strategies to help your company build a high-performance environment.

Personal leadership skills

Training programs and seminars that focus on: communication, leadership, mental health, wellbeing, psychological first aid, change and resilience and building skills for managers. Training programs can be an hour long session, half day or full day programs.

Organisational and Team Assessments

Receive recommendations and support around resolving issues in teams/ organisations to reduce the impacts of potential psychological risk (if present), improve staff wellbeing and functioning and to boost staff and team alignment with the organisation's values. Assessments include: Workplace Wellbeing; Team Dynamic; Psychosocial Risk.

Change strategy and execution

Change can place organisations and their staff under high levels of stress. With a focus on supporting people through change, Converge International helps organisations to avoid the complexity and stress that comes with creating and implementing a change management program.

Coaching leaders

Leadership coaching programs utilise psychometric tests, style mapping and other tools to help new leaders understand themselves and their leadership style. Our leadership coaches bring significant experience and knowledge to advising clients, covering leading and managing people to be their best.

Leadership Practice and Performance

Our leadership solutions focus on enhancing individual effectiveness and empowering managers to grow. Implementing our programs sets the course for positive, healthy, productive and successful workplaces.

High Performance Culture

With a high performance culture, companies can grow, attract and retain staff and inspire their employees to deliver outstanding results. We can provide your organisation with the systems and practical knowledge to engage staff and encourage them to collaborate to solve problems, adapt processes and constantly improve.

AWARENESS AND PROMOTION

Converge International provides a range of awareness and promotional resources to support you in building an engaged, productive and healthy workplace.

Our programs and services are backed by an extensive range of information resources for you and your staff, including:

WEB PORTAL

Accessible via the homepage of the Converge International website at **www.convergeintl.com.au**, the Portal provides access to health and wellbeing materials, coaching tools and other resources.

WEBSITE

The Converge International website, at **www.convergeinternational.com.au,** provides easy access to detailed information about our services, as well as easy access to your EAP Portal.

SMARTPHONE APP

EAP Connect is the Converge International smartphone app and is available for Android and iOS/ iPhone devices. The app makes it easy to organise an EAP appointment and to find out more about Converge International services and access resources on mental health and wellbeing.

ANNUAL CALENDAR AND MONTHLY MATERIALS

Each month our clients receive resources in line with that month's theme on our Calendar. Monthly Materials are received by email and are also uploaded to your portal. The materials include: Bathroom Banter Posters, Tip Sheets, Newsletter Inserts and Digital Media.

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