






## Standard assist stream

<p><b>What is EAP?</b></p>		<p>Federation University employees can access the EAP services which are a short term, solutions focussed and confidential counselling program.</p> <p>Sessions can be via self-referral or manager referred. <b>Note</b> if a manager makes the EAP appointment, they must advise Converge in writing that the employee has consented to this appointment being made and for their personal information to be provided to Converge. This can be done via email.</p>
<p><b>Booking an appointment</b></p>		<p>Employees can book an appointment via the below methods:</p> <ul style="list-style-type: none"> <li>• <b>Phone:</b> 1300 OUR EAP / 1300 687 327</li> <li>• <b>Website:</b> <a href="http://www.convergeinternational.com.au">www.convergeinternational.com.au</a></li> <li>• <b>Live Chat:</b> via the website</li> <li>• <b>EAP Connect App</b></li> </ul>
<p><b>What does EAP help with?</b></p>		<p>We understand that everyone's mental health journey is different. Converge International have experienced, diverse and qualified professionals offering EAP services to assist with both work and personal issues.</p> <p>Our team of experienced intake officers will help allocate you to the correct consultant. Please let them know if you have any counsellor preferences you may have, such as gender or specialised skills such as supporting anxiety, family/relationship etc. Our goal is to help you feel comfortable in accessing our services.</p>
<p><b>Rebooking an EAP appointment</b></p>		<p><b>Booking with the same consultant</b> After your first session the consultant will offer to book your next appointment, or you can choose to contact the customer service team to book another appointment when you are ready.</p> <p><b>Booking with a different consultant</b> You may not connect with your consultant and that's ok! Call our team to discuss how we can help you find a better fit.</p>
<p><b>What if I require longer term support?</b></p>		<p>EAP is intended as short-term support. The clinical experience and awareness of your consultant will enable them to make recommendations if they consider you may benefit from longer term support. They can provide you with guidance as to how to go through that process.</p>