

Employee Assistance Programs

Frequently Asked Questions

What is EAP?	The Employee Assistance Program (EAP) is a professional counselling service that offers confidential, short-term support for a variety of work-related and personal problems that may be affecting you at work or at home. The EAP gives you access to qualified professionals, including psychologists, social workers and management support counsellors.
Who is included under our EAP service?	All employees and their immediate family members are able to access the EAP program.
How do I access counselling?	You can either call 1300 687 327 or book an appointment on our website www.convergeinternational.com.au
Who can make referrals for counselling?	Referrals can be made by the individual employee, an immediate family member or a manager. All self-referrals are completely confidential.
Who pays for the counselling services?	The EAP is free to you as it is paid for by your employer.
When can I call and arrange an EAP session?	Office hours are 8.00am – 6.00pm Monday to Friday. Services are available 24 hours, 7 days a week, to facilitate enquiries, booking requests and to provide assistance in crisis situations.
What information gets sent back to the company?	Aggregated deidentified group data gets reported back to the client organisation on a quarterly basis. No identifying information is released.
Can I speak with someone over the phone?	Crisis counselling is available over the phone, 24 hours, 7 days a week. Office hours are 8.00am – 6.00pm Monday to Friday. You can access scheduled telephone based counselling if a matter is not urgent.
Where can I see a counsellor?	Counselling is available over the phone, via Zoom, or conducted at one of Converge International sessional offices or with one of our extensive network of EAP consultants across Australia.
Is counselling just for work related issues?	Counselling is available for all issues that may be concerning you at work or at home.

More Information

T 1300 687 327 (Australia)

T 0800 666 367 (New Zealand)*

T +613 8620 5300 (International)

E info@convergeintl.com.au

convergeinternational.com.au

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