



## Important things you need to know before your first appointment.

At Converge International, supporting your wellbeing is our first concern. It's important that you understand exactly what you can expect from us and the expectations we have of you. If you have any further questions, please contact us on 1300 687 327.

We provide services on behalf of your employer as part of our Employee Assistance Program (EAP). As part of the EAP, we engage consultants with relevant professional backgrounds and accreditation to provide services to you. By attending a session with any of our consultants you agree that you have read and understood these terms and conditions.

### Your information and privacy

- We are a separate organisation to your employer. This allows our service to be independent, impartial and confidential (to the extent permitted by law and these conditions).
- You must provide us with all information that we reasonably require for the purposes of your appointments, and promptly tell us if any information has changed or is no longer correct.
- We will comply with all relevant privacy legislation in relation to your personal information. This includes principles related to collection, use, access, correction and anonymity. Please refer to our Privacy Policy (on our website).
- Anonymous statistical information may be reported to your employer, but our reports are designed to protect your identity.
- A limited number of Converge employees will have access to your information for administrative purposes. Converge employees are bound by non-disclosure agreements.

### Our service

- As part of the Employee Assistance Program (EAP), consultants provide short-term services offered through Converge on behalf of your employer. The EAP is goal-oriented, aimed at providing problem solving support to you and can be utilised for your personal and work related concerns.
- The EAP is not intended to be or to replace provision of long-term or specialist mental healthcare support, formal psychological assessment or psychological treatment and therapy.
- Consultants are unable to offer psychological comment or provide reports about your personal and workplace issues, your mental wellbeing, legal, workplace compensation proceedings, or your fitness for work. Consultants do not act as advocates for you with your employer.
- Service delivery is limited to the sessions allocated to you by your employer (your allocation). Enquire via our 1300 687 327 number for our policy on extra sessions if you wish to request additional sessions beyond your allocation.
- The contract between Converge and your employer may allow access to services by your family members. We reserve the right to withhold service to children where professional practice and ethical considerations suggest that this would not be in the best interests of the child or children.
- The duration of each session will be at least fifty (50) minutes, unless the session is ended by you. If you end a session early, additional time will not be provided in lieu.
- We cannot guarantee your choice of consultant. We will endeavour to connect you to a preferred consultant, but cannot guarantee this outcome.
- If you wish to cancel a session, you must give us, or your consultant, a minimum of 24 hours' notice prior to the start of the session. Late notification of cancellation will result in the loss of the session as part of your entitlement. Note that same day bookings are also

subject to the late cancellation policy. Failure to receive an SMS reminder does not constitute a valid reason for not cancelling within the required timeframe.

- You have the right to request a change of consultant but this will not normally be regarded as a reason to grant extra sessions above your allocation.
- Please note that phone sessions will not be conducted while you are driving or operating any type of machinery.
- By accessing the service you agree to be contacted via SMS and email to participate in client feedback surveys. You have the right not to participate in this survey, and the right to not receive the requests for participation. Should you not wish to receive such requests, please contact our privacy officer at [privacy@convergeintl.com.au](mailto:privacy@convergeintl.com.au).

### Mandatory reporting and emergencies

- Consultants are bound, by mandatory legal and ethical obligations, to report criminal activity or threats of harm to yourself and others to relevant third parties including emergency services, police, other health professionals and/or your designated "Emergency Contact". These obligations may, in exceptional circumstances, include information being provided to your workplace if we believe that other employees or members of the public may be at risk of harm.
- If in your vocation you are responsible for public safety, you will be subject to additional mandatory reporting requirements in regard to disclosures of illicit drug use and other like behaviours. Such notifications will be made to the applicable governing body which may include your employer.
- You have the right to refuse services from a consultant. If you exercise this right after the commencement of the session, the consultant is still required to adhere to his or her reporting obligations under law.
- If emergency services are accessed on your behalf, you will be responsible for payment of costs that we incur in accessing any emergency services.
- It is a requirement that all consultants take notes during the session. These notes are subject to Converge's Privacy Policy and these Terms and Conditions. All notes are stored and maintained electronically and can be accessed at any time by contacting the Privacy Officer (see our Privacy Policy).

### Making a complaint

- If you have any concerns, you may submit a complaint to us via telephone, email or post. When we receive a complaint from you, we will deal with your complaint in accordance with our complaints process that is set out on our website.
- In filing a complaint, you give permission for our professional review staff to access your information to investigate the complaint.
- We reserve the right to update and amend our complaints handling and dispute resolution at any time. Any updates or amendments to our complaints handling and dispute resolution procedures will apply to your complaint lodged with us after the updates or amendments take effect.