

CONVERGE CONNECT SERVICE



Converge Connect is a tailored service created specifically for the COVID-19 pandemic. This service is phone-based and is designed to create a connection with employees working from home or who may be isolated. This service will also identify any individual employees that might require EAP or other support to help manage through this disruptive and deeply unsettling time.

HOW DO THEY WORK?

- Proactive outbound, phone-based support service.
- Employers provide a list of names and contact details for employees with whom Converge will connect. Calls are made by highly trained Converge staff.
- A series of check-in questions will identify potential areas of risk.
- It is expected many people will report that they are 'fine' and do not need additional support.
- Those who are not fine will be offered follow-up support through the EAP.
- Calls vary in duration depending on need.
- Confidentiality is assured in the same way as it is for EAP.
- No individual reports are provided to the employer or any third party.

WHEN MIGHT THEY BE HELPFUL?

There are many scenarios that may prompt the need for Converge's connect service with employees. Some of these include:

- Current COVID-19 Pandemic
- Significant financial uncertainty or job loss
- Health impact of family member, work colleague, friend or loved one
- After a series of cumulative stressful events
- Major unplanned life upheaval

NEXT STEPS?

Speak to your Client Relationship Manager or simply call **1300 687 633** or email consulting@convergeintl.com.au

MORE
INFORMATION

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