

INTEGRATED ONSITE SUPPORT SERVICE DURING CORONAVIRUS PANDEMIC

Familiar support when it's never been needed more...

INTRODUCING OUR VIRTUAL WALK-THE-FLOOR CHECK-IN SUPPORT

We know every employer around Australia is feeling tested, some are staring at a deeply uncertain and possibly bleak future. We get that.

Right now, continuity of support from a friendly, trusted consultant means more than ever.

To this end, we have recast our onsite support service to be able to be delivered in a powerful and proactive way....but virtually, with no risk to anyone.

HOW IS IT DIFFERENT?

Well as much as possible, it's same, same but different...

How? Read on...

1 Firstly, we are committed to ensuring familiarity and continuity. So, wherever we possibly can, your regular consultant, the same person your team know and trust will be the one delivering the support we provide to them.

2 Because our consultant knows each team member, they will be able to make an individual risk assessment to identify any person that might be struggling or need even more direct support. We have tried and proven escalations to mental health practitioners if someone is struggling to cope and needs an extra leg-up.

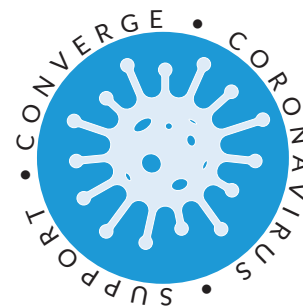
3 Everything we do is proactive. We are not going to wait for someone to put their hand up. We are going to be ringing them. This is where you, as their employer play your part. Unlike EAP and some of our other services, proactive support requires direct partnering with you. We are likely to need current phone numbers and contact details of your people so we can call them in a disciplined way to check in on how they are travelling.

4 It's not just over the phone, zoom and other teleconferencing options can be offered. Sometimes, seeing a familiar face is a comfort in itself. In fact, we'll be encouraging virtual face-to-face support wherever and whenever it is possible. That's why we are calling this, a little cheekily, our "Virtual Walk-the-Floor" support model.



T 1300 687 327 or (02) 6147 1710
E onsitebooking@convergeintl.com.au
convergeinternational.com.au





THAT'S ALL GREAT, BUT HOW DO I GET THIS HAPPENING?

The good news is you have a current arrangement with Convergence that makes this all very simple. We will work with you to put this adapted model of support in place as smoothly and quickly as possible. Our dedicated team at Convergence will be reaching out to you to get things underway.

As we have already stated, we might need to get a little help from you by identifying any team members you're particularly concerned about. But that's fine, targetting our support is something we are used to doing anyway.

Be assured, we are here to support you for the longer term and make the shift to a virtual walk-the-floor model as seamless as possible. We see it like changing the route home from work to make life a bit more interesting. Right now, life is interesting enough, so we are committed to make this change as easy as we possibly can.

ANY MORE QUESTIONS?

Call our dedicated onsite team or your regular Client Relationship Manager, who are ready to take your calls and answer any queries you may have. Our onsite team can be contacted on: **(02) 6147 1710** or **1300 687 327**



MORE
INFORMATION

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