

Statement of Commitment to Child Safety



The provision of services to children and adolescents is an integral part of Converge International's Family and Employee Assist programmes. Converge International is committed to the safety and wellbeing of all children and young people inclusive of those from culturally diverse and/or linguistically diverse backgrounds as well as those with disabilities and where delivery of services is believed to be in the best interests of the young person.

We continually strive to provide high quality services engaging Consultants with specialist backgrounds in working with minors and the provision of professional services to families.

Our Commitment to the Wellbeing and Safety of Children

Converge International undertakes to comply with relevant child safety legislation across all jurisdictions of operations as well as adhering to those applicable ethical responsibilities outlined by the Australian Psychological Society in service delivery.

Converge International defines a young person as an individual under the age of 18 years and requires the consent of a legal guardian/parent to undertake service delivery with the following exceptions:

- The young person presents under their own workplace EAP
- Where it is believed that we hold a duty of care to offer an initial triaging service should a young person present without a parent.

CVI requires all consultants working with children to be specifically trained and experienced in working with young people and families and to be in receipt of a required and current Working with Children check. The requirement of Consultants working with young people to undertake ongoing training and clinical supervision plays an integral role in our dedication to the mental wellbeing and safety.

It is a Converge International requirement that Consultants working with young people undertake ongoing training and regular clinical supervision to ensure that our dedication to the mental wellbeing and safety of this client group is met.

Additionally, Converge International has a dedicated Child Safety Officer, to whom Consultants are required to escalate any concerns about the safety, welfare and wellbeing of children that arise during the course of their work, including any mandatory reporting and/or legislative requirements. The Officer ensures that our professional, ethical and legislative requirements are met.

Our Complaints Process

CVI ensures communication to all children/young people and their guardian(s) of our complaints and feedback procedures should any concerns be held. We take all allegations, concerns, and complaints seriously and have practices in place to investigate thoroughly and quickly. Should you wish to provide feedback, please contact our Client Services Team.