

Welfare Check-in

Welfare Check-ins are offered when an event or an accumulation of issues have impacted an individual or team of people. Welfare Check-ins are phone based and are used to make a provisional assessment of whether an individual is at risk of being negatively impacted by the events or stressors impacting them.

HOW DO THEY WORK?

- Proactive outbound, phone-based support service.
- People are advised by their organisation to expect a call from a Converge Consultant.
- Calls are made by qualified consultants.
- Consultants will remind individuals about voluntary nature of the support service.
- A series of structured questions are related to the individual's mood, coping abilities, social support, sleep, general wellbeing.
- It is expected many people will report they are 'fine' and do not need additional support.
- Those who are not fine will have offered follow-up support through the EAP and will be monitored.
- Calls vary in duration depending on need and are charged to the employer on a fee for service basis.
- Confidentiality is assured in the same way as it is for EAP.

WHEN MIGHT THEY BE HELPFUL?

There are many scenarios that may prompt the need for welfare check-ins with employees.

Some of these include:

- After a major natural disaster such as a fire, flood, cyclone, hail storm
- Anxiety about pandemic or threat to health
- Terrorism
- Following a major industrial accident
- After a series of cumulative stressful events
- Major unplanned life upheaval



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

FIND OUT MORE

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