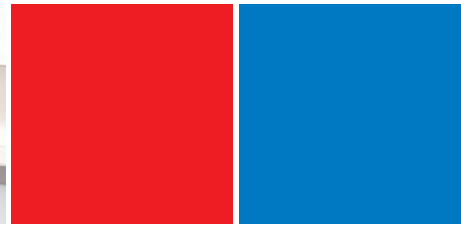


# Employee Assistance Programs



## Frequently Asked Questions

Who is included under the EAP service?	All employees and their immediate family members are covered by the EAP program.
How do I access counselling?	You can either call 1800 337 068 or book an appointment online through <a href="http://www.convergeinternational.com.au">www.convergeinternational.com.au</a>
Who can make referrals for counselling?	Referrals can be made by individual employees or their managers. All referrals are confidential unless a formal referral has been made and signed off by the employee.
Who pays for the counselling services?	Your employer pays for the service for up to 3 sessions each year.
What times can I call the EAP service?	You can call the EAP service anytime, however appointments are made for between 8am-7pm Mon-Fri.
What information gets sent back to the company?	Group data gets reported back to the client on a quarterly basis. No identifying information is released and no names appear on invoices or reports.
Can I speak with someone on the phone?	You can speak with someone at anytime of the day or night on the phone. Urgent telephone counselling is available at all times.
Where can I see a counsellor?	When you call through you will be asked where you would like to be seen and we will match the closest counsellor for your location.
Is counselling just for work related issues?	Counselling is for all issues, both of a personal and work nature.

Converge International ABN 67 060 078 560 CNV0210 08-09

**Freecall 1800 337 068**  
[www.convergeinternational.com.au](http://www.convergeinternational.com.au)



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