

EXTENDED COUNSELLING

EAP Plus

WHAT IS EAP PLUS?

Converge International provides your staff with access to our Employee Assistance Program (EAP) services via our 1300 687 327 phone line. We call this 'self-referred' because usually your employee makes the call themselves to access the service. An EAP is voluntary and fully confidential.

Sometimes an employee may need further assessment or support beyond that provided under your EAP. This is where the EAP Plus service may offer an ideal solution. You may elect to refer staff to Converge International for a range of manager-referred wellbeing assessment and support services.

In this flyer, we will introduce the EAP Plus Extended Counselling.

WHAT IS EXTENDED COUNSELLING?

Many issues that may impact an individual employee can be assisted or resolved through a referral to your organisation's Employee Assistance Program (EAP). However, sometimes the support available under the EAP is not sufficient to achieve the desired goals or outcomes for the employee in the timeframe available for their issue. At this juncture, the decision may be to refer the employee for ongoing support within their community under the supervision of their treating doctor, especially if there is significant mental health risk.

Alternatively, and where it is a preferred option, the employer may wish to provide additional support and fund further counselling to the employee by Converge International through Extended Counselling.

The sorts of issues that may benefit from Extended Counselling may include dealing with chronic or life-threatening illness, grief and loss, adjustment to change or any issues that may benefit from continuity of support over a longer period of time.

HOW DOES EXTENDED COUNSELLING SERVICE SUPPORT YOUR STAFF?

Extended Counselling provides ongoing counselling to employees in line with approved session limits (typically, six, eight or ten sessions) determined at the time of referral. At the conclusion of each cycle of approved sessions, a professional review of the intervention is undertaken by a senior clinical supervisor. It is at this time that future needs for support for the individual are discussed and a plan recommended. In some cases, the employer may elect to approve additional counselling support should it be deemed to be the appropriate option for the staff member at that time.

HOW CAN YOUR STAFF ACCESS THIS SERVICE?

As this is an 'EAP Plus' service, all staff accessing Extended Counselling will be referred by their employer. All staff attendance and participation in this service is voluntary and underpinned by necessary consenting provisions at the time of referral. An online referral form can be accessed here:

www.convergeinternational.com.au/EAPPlus

LEARN MORE ABOUT CONVERGE INTERNATIONAL'S EAP PLUS SERVICES

You can find out more about EAP Plus services by speaking with your Converge International Client Relationship Manager.

MORE
INFORMATION

T 1300 687 327
E eapplus@convergeintl.com.au
convergeinternational.com.au