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where business meets life





## Converge International – Organisational Profile

Our organisation is the first and largest provider of enterprise wide people support services in Australia. With over 380 qualified personnel and 48 years experience, we annually provide 150,000 hours of service to organisations and companies. As a not for profit organisation we are passionate and committed to working with you to develop healthy, productive workplaces and employees in a remarkable and dynamic way.

Over the last five decades our focus has broadened to providing practical solutions to maximise health and productivity in the workplace. In recent years the mega trends of globalisation and digitisation have further blurred the lines between work life and personal life.

Today, driven by powerful communication networks and technology, employees face the added burden of always-on mobile phones, portable computers, email and online applications. The growing clouds of

depression, stress, addiction, conflict, bullying and unethical corporate behaviour are just some of the challenges our team of over 300 experts help manage every day.

Through our Employee Assistance Programs and Consultancy Services, we have worked with hundreds of the world's leading organisations across Australia, New Zealand, China, Thailand, India and around the world. Our Rapid Response Centre has been there to help people cope with tragedies from Australia's Ash Wednesday fires and Port Arthur Massacre in the 1980s and 1990s through to the Bali Bombings in 2002.

**Our mission is to breathe new life into your people and business by creating a positive environment thriving with health & productivity.**





## Why choose Converge International?

### 1 Proven experience

Since 1960, Converge International has helped hundreds of thousands of individuals and hundreds of major organisations balance the demands of business and life. We currently provide in excess of 150,000 hours of professional services each year to over 700 organisations. This practical experience, and our active research, enables us to stay at the forefront of our field.

### 2 Quality professionals

Led by an exceptional board of directors, our highly qualified and experienced team of approximately 380 people includes psychologists, social workers, psychotherapists, industrial pastoral counsellors, business consultants, corporate trainers and a host of specialist consultants offering an extensive range of specialised services.

### 3 EAP pioneers and specialists

As a pioneer in Employee Assistance Programs (EAP) and a thought leader in workplace health and productivity, we bridge the gap between work and life by delivering evidence based yet practical solutions for individuals, families, organisations and communities.

### 4 Independent and ethical

Converge International is a not-for-profit and fully independent organisation. Care of people and concern for the best interests of our clients has been our way for 47 years. For us, the dignity of each individual and the humanity of the organisation go hand in hand.

### 5 End-to-end solutions

Converge International specialises in the design and implementation of enterprise-wide solutions to achieve healthy and productive workplaces including our Employee Assistance Programs, Rapid Response Centre, Training and Education Institute and Consultancy/Specialist Services.

### 6 Online Services

Via our Extranet, Converge International clients have 24/7 access to a growing suite of online services, information, reports, research and applications to provide fast, simple and always-available access to assistance and advice.





## Civic Responsibility

### Committed to the local and global community

In the same way that we believe in the importance of balancing work and life, Converge International takes a sustainable approach to the environment and wider communities in which we operate.

Sustainability, environmental protection and community support have been identified as a high priorities by senior management and staff and we are serious about turning this into action across our business globally.

Converge International is committed to delivering quality services for our clients in a way that minimises the negative impact of our operations within the communities and natural environments we operate in. This approach is based on continuous measurement and improvement in environmental performance.

#### Some of the key actions we are taking include:

- Regularly offering pro-bono services to communities in need of response to critical incidents and emergencies often in the form of free onsite or phone counselling.
- Setting annual targets and long term objectives against which continuous improvements and progress can be reported.
- Ensuring full compliance with all applicable environmental laws and regulations in all the regions that we operate.
- Encouraging, advising and assisting our staff, clients, suppliers and partners to improve their own environmental performance and develop mutual methods of operation.
- Demonstrating efficient use of resources through the development of performance indicators we can use to measure and minimise our environmental impact.
- Considering sustainability criteria and the environmental, social and economic costs of a product or service over its whole life cycle in our purchasing and delivery of services.
- Promoting the co-operation and involvement of all our employees through clear senior management commitment and the provision of awareness and training programs.
- Maintaining and continuously improving our Environmental Management System to minimise adverse impacts on the environment and local community.
- Getting behind our corporate charity by working together at host events and initiatives designed to raise money and awareness of this important cause.





## Employee Assistance Programs

Converge International specialises in the design and implementation of productivity, risk and health services, rapid response and a full range of training and consultancy services related to a healthy and productive workplace.

Combining five decades of hands-on experience with the very latest methods for managing the modern workplace, we partner with your

leaders, management and staff to deliver proven solutions to identify, resolve and minimise risks in the workplace.

We work with you to proactively minimise potential risk factors in your workplace before they become disruptive. We also help you respond effectively to adverse incidents should they occur.

## Onsite Support: Dedicated onsite support for your staff and managers

**Converge International provides a proactive onsite service minimising risk and increasing the health and productivity of your workforce.**

Onsite support involves having a dedicated consultant/counsellor in your organisation for agreed periods each week or fortnight. Over time they get to know your people, your culture and specific issues and develop genuine trust and personal connections with your

team to support your values, increase resilience and ensure business continuity.

For you this means improved morale, motivation, attendance, wellbeing, health, teamwork and productivity across the organisation.

## EAP Counselling: There for your people 24/7/360°

Counselling is a key strategy to achieve and maintain healthy, positive and productive work environments.

Specialist counselling offers your staff confidential, voluntary and professional support for work and personal issues either face-to-face, over the telephone, in writing, via the internet or by video conferencing.

We provide our clients with 24/7/360° assistance with a guaranteed response through our freecall 1800 337 068 service.

The earlier issues are detected and interventions activated, the lower the risks, costs and consequences.





## Manager Assistance Program

Converge International provides a Manager Assistance Program that is designed to assist managers and supervisors to deal with difficult people management issues. As an important complement to the Employee Assistance Program, this service provides added value by transferring skills to managers and supervisors that help enhance their management ability.

## Reporting

Converge International is able to provide clients with periodical reports or statistical data on utilisation of the EAP counselling services.

Our emphasis is on providing meaningful data which can be used to advise clients of particular trends or issues arising across the various

The Manager Assistance Program is available during business hours and after hours if required. Immediate telephone support, guidance and advice may be provided or alternatively, an appointment will be offered within 48 hours to discuss areas of concern.

divisions and locations. Converge International provides statistical data in a format which enables the useful interpretation of data that can be used for effective strategic human resource planning and training identification within the organisation.





## Rapid Response Centre: We are there for you

Since 1960, Converge International has specialised in responding to individual and organisational risk, ensuring business continuity and risk minimisation. We offer critical incident debriefing, support, counselling, mental health management and manager assist consultancy to individuals and organisations affected by serious injury, tragedy or traumatic events 365 days a year.

We provide critical incident management, response and support services 24 hours, 7 days per week. Our specialist Rapid Response

team is on call at all times to respond to both small and large scale emergencies, locally, nationally and globally.

From Australia's Ash Wednesday fires and Port Arthur Massacre in the 1980s and 1990s through to the Bali Bombings in 2002, our Rapid Response Centre has been there since 1960 to help people cope with hundreds of thousands of critical incidents in the community and within the workplace.

## Critical Incident Management & Response: How to cope in the face of critical incidents

**A critical incident is any sudden event which causes staff to experience strong emotional reactions which may interfere with their mental and physical state and their work performance.**

Whether a serious injury, tragic accident, physical abuse, car accident, life threatening situation, shock, fire, terrorism threat, disease or natural disaster, critical incidents can occur at any time and they affect people in many different ways.

That's where Converge International can help. We're there for you in the crucial minutes after an incident with a guaranteed telephone response within 15 minutes by telephone 24 hours, 7 days to assess the situation.

We'll respond rapidly to your needs with face-to-face crisis consultation, onsite counselling and support within two hours in most regions in which we operate.

We're also there for you in the hours, days and weeks following the event to help your people and business cope, recover and restore normal operations.

We can also help your organisation minimise risks, meet your duty of care, equip managers to cope with a critical incident, speed up the return to full productivity and minimise the costs associated with absenteeism, shutdowns, compensation and staff turnover.





## Risk Management Assessment and Training

**The more knowledge available to people about what to expect and what to do during a crisis, the less likely they will be traumatised by their experience.**

Through risk management programs, risk assessments and employee training, Converge International delivers tailored programs as a proactive strategy to prepare employees for potential issues as well as a restorative process to promote effective recovery following an incident.

Our counselling, coaching, training, mediation and crisis management programs enable you to intervene rapidly as events occur and facilitate

the return of your people to normal personal and work life and to reduce any long term difficulties by providing education and coping techniques.

Debriefing sessions for groups and individuals are also available to begin the healing and adjustment process. Individuals needing additional assistance are followed up with the appropriate professional support.

With the increasing emphasis that organisations are placing on health and safety, critical incident risk management, assessment and training can also be used to minimise exposure to risks, decrease the sense of shock and maximise the employee's return to work and productivity.





## Training and Education Institute: Leading the way in health, risk and productivity

We are dedicated to creating a healthy and productive working environment for individuals, families, organisations and their communities. We do this through bold leadership, community discussion, forums, education and training programs.

Everyday, our counsellors and consultants are in contact with hundreds of people around the world. As trained observers and listeners, we gain first hand insights into both the problems and solutions.

Converge International's training and education workshops, seminars and conferences are developed through real life organisational

experiences. We understand the realities of today's working environment and deliver practical results-focused programs tailored to your specific challenges.

Our approach is based on quantitative and qualitative research, study of the latest academic findings and practical knowledge of the latest organisational, people, cultural, management and leadership methods and solutions.

### Our workshops are flexible & tailored to suit you and include topics such as:

- Achieving a Health Work Life Balance
- Approaching Drug Issues
- Assertiveness
- Building Self Esteem
- Conflict Resolution
- Contact Officers: Group Support and Skill Development
- Critical Incident Awareness
- Critical Incident Training
- Dealing with Grief and Loss
- Effective Workplace Communication
- Fit for Work: Drug/Alcohol/Fatigue
- Harassment in the Workplace
- Managing Aggression at Work
- Managing Customer Conflict
- Managing Difficult People and Situations
- Managing Mental Health Issues
- Managing People Through Change
- Managing Stress, Depression and Anxiety
- Managing Your Workforce
- Mediation Skills
- Peer Support Programs
- Positive Communication for Healthy Relationships
- Suicide Prevention
- Team Solutions
- The Power to Make Things Happen
- Time Management Strategies
- Working Effectively with Clients





## Consultancy/Specialist Services: Minimise risk. Maximise health and productivity.

Our ongoing research and solution development means Converge International understands your work environment and helps your organisation anticipate trends, prioritise issues and deal with risks through preventative health and productivity programs.

Our range of specialised consultancy services assists you with the human issues faced by your organisation from change management and career planning through to conflict resolution, work stress management and a wide range of other issues.

By counselling, training and supporting your individual staff and their families, as well as creating a healthy and productive environment

through policy design, strategy and processes, we can help your organisation achieve superior long-term performance.

We first identify the human risk factors specific to your organisation and then consult with your management to identify business strategies to minimise and manage potential risks. We can work with you to proactively assess risks, design and implement preventative processes and/or help you resume operations effectively following an incident. Partnering with Converge International means you benefit from the insights we have gained from working with hundreds of businesses across many industries globally.



### **Career Planning and Development**

*A shared vision for your staff and organisation*

### **Policy and Program Development**

*Ensure compliance and streamline operations*

### **Change Management**

*Shaping the future of your organisation*

### **Psychological Assessment**

*The right people in the right roles*

### **Peer Support Programs**

*Helping your people help themselves*

### **Staff Surveys and Research**

*Get inside your people's heads*

### **Corporate Coaching**

*Getting more out of work and life*

### **Mediation**

*Resolving disagreements at work*

### **Performance Related Referrals**

*Support for challenging employees*

### **Workplace Community Conferencing**

*Working together towards resolution*

### **Return to Work Consulting**

*Helping people back into action*



## Capability

### Organisational Capability

- Level One Member of the Employees Assistance Professionals Association of Australia (EAPAA)
- Foundation Member of ACISA (Australian Critical Incident Stress Association)
- Registered Training Organisation
- Follows quality procedures
- Has an appointed national research division

### Financial & Professional Capability

Converge International is a long-standing and financially viable organisation. As a not-for-profit organisation, our focus is on the wellbeing of people in the workplace, not on shareholders. This allows us to reinvest in research, products and services to ensure our reputation and expertise in the field of EAP services is maintained. Upon request, Converge International's latest audited financial report may be made available.

Converge International has comprehensive 'Certificate of Currencies' for professional and public liability insurances. Professional indemnity

is available for staff in Australia and around the world, excluding only the USA and Canada. Staff are insured should an issue arise during their delivery of care, counselling and organisational training to industry. Professional indemnity is provided for any one claim up to AU\$10 million and aggregate claims up to \$20 million. Public liability of up to AU\$20 million is provided should injury or damage occur at a Converge International office location.





## Provider Capability

Converge International understands that our business is all about people. We are committed to building an experienced, professional and loyal team and a business culture that is healthy and productive. We want to lead by example.

Led by an exceptional board of directors, our highly qualified and experienced team of approximately 380 people includes psychologists, social workers, psychotherapists, industrial pastoral counsellors, business consultants, corporate trainers and a host of specialist personnel.

All our personnel are required to be members of the professional body applicable to their profession and are required to undertake a quota of annual training to retain membership of professional bodies. Some of the organisations to which our staff belong include:

- Employee Assistance Professional Association of Australia (EAPAA)
- Australian National Training Authority
- Australian Psychological Society (APS)
- Australian Human Resources Institute
- Australian Association of Social Workers (AASW)
- Australian Society of Trauma and Dissociation
- Australian Society for Traumatic Stress Studies
- Australian Institute of Family Therapy

Converge International has access to a large network of approved and qualified specialists and can provide a referral should the need arise for specialist treatment.

## Support Capability

Converge International staff members are committed to treating all people with dignity. They respect differences and support the need to provide services that complement clients' abilities, languages and cultural needs. Converge International's administration personnel who answer phone calls from clients are trained and competent in managing the possible scenarios likely to occur during the provision of services. Administration personnel undergo regular supervision to ensure an ongoing capacity to deliver professional, warm and prompt services to

those clients experiencing emotional, stressful or traumatic reactions.

Converge International staff members are solution focused in their outlook and seek solutions that suit the employee, their workplace and the organisation as a whole. Converge International employees and contractors are dedicated to the maintenance of privacy and confidentiality at all times. No personal information will be collected, used or disclosed without the written consent of the client.





## Confidentiality

Confidentiality is an essential characteristic of Converge International services as would be expected. This applies not only to the personal aspects of identity and individual information conveyed in the course of counselling but also to company information that is conveyed in the course of providing care to individuals. All providers are required to request new clients to sign a Privacy Consent Form prior to commencement of counselling. These forms, signed by the client, are

securely stored on Converge International premises.

Reports do not provide any information that will identify individuals. They include primarily statistical and trend analysis material together with any recommendations for action that might be applicable. No personal information will be discussed or information provided that would expose an employee.

## Release of Information to Third Parties

Converge International does not encourage the disclosure or release of information to third parties.

Normally, disclosure or release of information will be provided only when a subpoena from a recognised court is received. In some instances, factual reports may be forwarded which will avoid the necessity for court appearances.

Requests for release of information to third parties will be discussed with both the client organisation and the employee prior to such a report being prepared.

## Record Keeping

Security of client information (both organisational client and employees) is ensured via a stringent set of policies, practices and procedures:

- All records are numbered (to avoid use of names) and kept for a minimum of 7 years
- Records are filed in securely locked cabinets

- Security systems are implemented on all computers with relevant access given only to appropriate staff members
- Converge International premises are secured and monitored daily
- Every person providing services to Converge International is required to provide a Police Clearance





## Conclusion

The information contained in this document demonstrates the reliability of Converge International as a business entity and our capacity to deliver. The added value in utilising Converge International EAP Services is that our qualified and experienced providers are able to assist beyond the specific service contracted thus saving clients time and money in locating other services such as consultancies on human issues, mediation, outplacement and training.

In utilising Converge International's services organisations will:

- have a plan in place to address human issues before they escalate into costly absenteeism and lost productivity

- know who to call to support employee wellbeing
- be assured of a rapid response capability
- restore employees' work life participation as soon as possible
- know that the people who work for your recovery are well trained
- have care that minimises the impact and risk of further psychological trauma
- have key people aware of what needs to happen
- have experienced workplace consultants and counsellors responding quickly to situations
- reduce risk and enhance business continuity

Most importantly, Converge International will work with clients to achieve outcomes that enhance their people's lives and so contribute to their improved productivity and work commitment.

Thank you for considering Converge International in the support of your organisation and its people.



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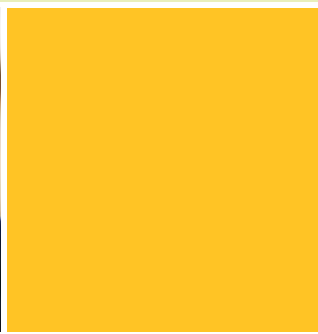
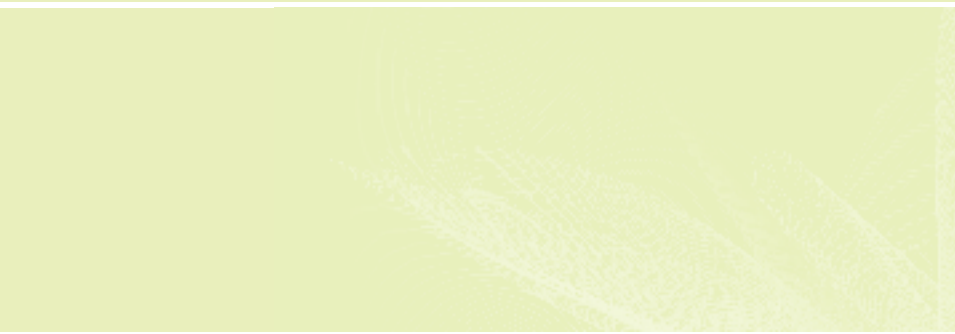
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