

Busting the myths about EAP

This resource outlines responses to a number of frequently asked questions about the EAP that we receive from you.

1. I feel uncertain the EAP is confidential & worry Australia Post will know I am accessing EAP. Is the EAP confidential?

The short answer is yes, absolutely. Strictest confidentiality will be maintained by Converge International in line with AHPRA guidelines.

For those who still feel uneasy, please be assured that with over 58 years' experience, Converge International has developed rigorous, quality assured systems and procedures in place to ensure the confidentiality and security of all client and organisational information.

Converge International's commitment to delivering confidential services not only applies to the personal aspects of identity and individual information conveyed in the course of counselling, but also to company information that is communicated in the course of providing care to individuals. When your appointment is made through initial contact you immediately become a job number with all identifying information removed.

When can confidentiality be broken?

The following will be discussed with you at the start of your initial session with a consultant:

- The employee gives written permission to release information
- Duty of care issue arises in which there is potential harm to self or others
- A consultant's case notes are subpoenaed by a court
- When we are obliged to release due to application of any legislation/mandatory reporting (e.g. there is evidence of child abuse or neglect)

2. How do I access the EAP with limited time &/or privacy?

Depending on your circumstances right now, accessing EAP support can be difficult for all sorts of reasons. We get how tough finding privacy and a quiet space can be for a chat. Here are some creative ideas you might want to consider:

Sitting in the car – whether its in your garage or the supermarket carpark

Live Chat – exchanging messages on screen via Live Chat can be done in a shared space

Walking and talking – slow your exercise down to walk down to a gentle amble while you have a chat

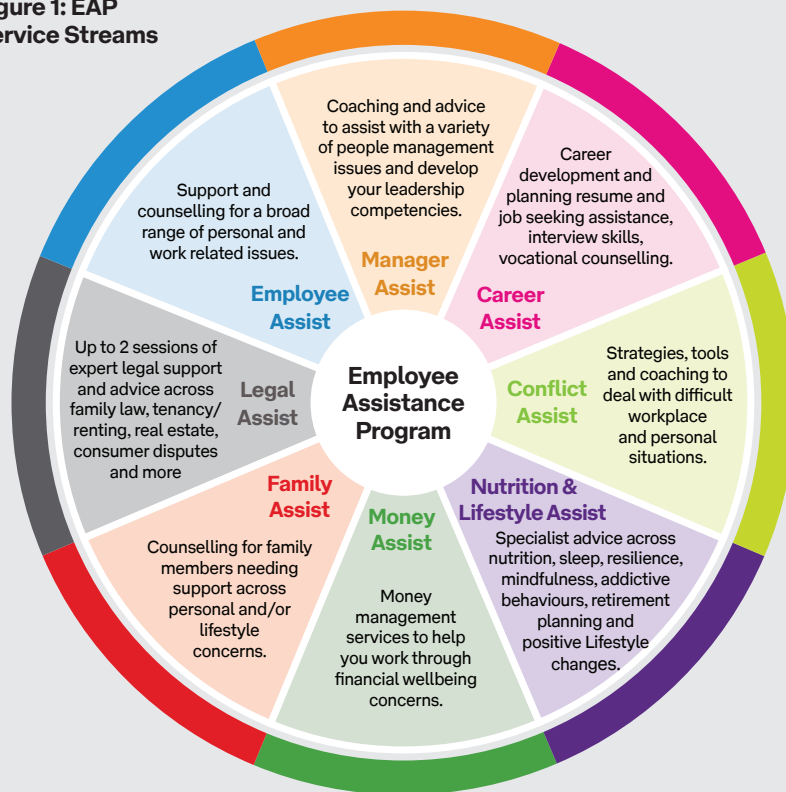
Outdoors but home – if you have an outdoor space at home, this may present an option as a space for a chat

3. I should only call the EAP when I am in crisis or have a diagnosed mental health condition. What situations are appropriate for me to call the EAP?

The EAP is available to support you through all kinds of situations whether you are in crisis, need support with a mental health condition, looking for someone to talk to on a challenging day or seeking strategies and advice to improve your wellbeing. The EAP service offers much more than you might think!

The EAP offers services across 8 streams and you and your immediate family can access 6 sessions per stream per year. This is detailed in figure 1.

Figure 1: EAP Service Streams



We're here to help



1300 our eap
1300 687 327

eap@convergeintl.com.au



LGBTIQ Helpline
1300 542 874

Domestic and Family
Violence Helpline
1300 338 465

Disability and Carer's
Helpline
1300 243 543

First Nation Helpline
1300 287 432

Eldercare Helpline
1300 035 337

Spiritual and Pastoral
Care Helpline
1300 772 435

Youth and Student Helpline
1300 687 399