

How to access EAP/WAP

Australia Post Group's independent Employee Assist Program (EAP) is your coaching and counselling service for short-term support for home and work. The EAP is:

- A confidential service
- Available to all employees and extended workforce
- Available for up to 6 sessions per issue per year

How do I book an appointment?

To contact the EAP to make an appointment with a Converge International EAP counsellor:

Call:

1300 OUR EAP (1300 687 327)

Live Chat:

Visit www.convergeinternational.com.au and click on Contact Us to access our Live Chat Service

App: Download the EAP Connect App and connect through the Appointment icon

Once your appointment is booked it will be confirmed within 48 hours via a SMS reminder. You can change or cancel up to 24 hours before your appointment.

What can I expect when I contact the EAP?

Converge International's Client Services Team, who will be your initial point of contact whether via phone, website, app or Live Chat, will work through the following steps of responding to an appointment request:

- Assess urgency of support required
 - > If urgent counselling is required, telephone counselling offered within 20 minutes
- If not assessed as urgent, client needs assessed to ensure suitable support is recommended

- EAP appointment is scheduled during the call.
 - > You will be asked whether you prefer to have your appointment via telephone, videoconference, face to face or via Live Chat.
 - > Live Chat support happens immediately.
 - > Telephone, videoconference & Live Chat appointments available same day (if call received by 11pm)
 - > Face to face appointments available within 3-5 business days with the exception where a specific consultant is requested. In that case, availability depends on their schedule.
- The employee will be asked their contact and address details and to which state and business unit they belong (eg Deliveries, Community & Consumer, People & Culture).
- Privacy policy explained (this will be repeated during first appointment)
- Once the appointment is booked, the client then becomes a job number to ensure confidentiality

What options do I have with attending my appointment?

There are 4 ways you can attend your appointment:

24/7 ACCESS

Face to face Via Phone Via Zoom Via Live Chat

FAQ

What is the difference between People Services & EAP/WAP?

Contact	Coverage	Contact Details
People Services	All people-related support	1300 116 947 from 8.30am - 5pm EST.
Employee Assistance Program (EAP)	EAP is a free, confidential counselling and coaching services, provided by an independent counselling service.	1300 OUR EAP (1300 687 327) 24 hours a day, 7 days a week.

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

