CoronaCare

CORONAVIRUS

CONVERGE CONNECT SERVICE

Converge Connect is a proactive and tailored service created specifically for the COVID-19 pandemic. This service is phone-based and is designed to create a connection with employees or their family members who may be isolated from family or loved ones, such as those living under lockdown. This service will also identify any individual employees that might require EAP or other support to help manage through this deeply unsettling time.

HOW DO THEY WORK?

- Proactive outbound, phone-based support service.
- Employers identify staff they are concerned about
- Employers provide a list of names and contact details for employees who have consented to be contacted. One of Converge's highly experienced team then calls each individual.
- A series of check-in questions will identify potential areas of risk.
- It is expected some people will report that they are 'fine' and do not need additional support.
- Those who are not fine will be offered follow-up support through the EAP.
- Calls vary in duration depending on need.
- Confidentiality is assured in the same way as it is for EAP.
- No individual reports are provided to the employer or any third party.
- Deidentified and aggregated data will only be reported for 30+ referrals

WHEN MIGHT THEY BE HELPFUL?

There are many scenarios that may prompt the need for Converge's connect service with employees. Some of these include:

- Employees separated from family, friends and work colleagues due to lockdown.
- Health impact of family member, work colleague, friend or loved one.
- Inability to directly support family members or loved ones due to restrictions on travel and physical separation domestically or internationally.
- Anxiety that is impacting on an employee's ability to function properly.
- A grief and loss experience, exacerbated by separation.

Next steps
Speak to your Client Relationship Manager or simply call **1300 687 633** or email **consulting@convergeintl.com.au**

Find out more

1300 687 633   consulting@convergeintl.com.au   convergeinternational.com.au

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