

Employee Assist

Counselling support for personal or work-related concerns

At any given time in any workplace, chances are a number of employees will be experiencing personal or work related issues that may be impacting on their wellbeing and performance.

Overview

Employee Assist is designed to provide support to all staff across a range of areas, such as during periods of intense change, counselling to tackle the problems of stress, relationship issues, or substance abuse. The service is delivered by a team of qualified psychologists and social workers, who utilise both coaching and counselling techniques that are short-term and solutions focused in nature.

Benefits

Employee Assist (EAP) brings many benefits to both the individual and organisation, including:

- Enhance employees' emotional and psychological wellbeing through improved interpersonal and coping skills
- Provide a preventative and proactive intervention for the early detection, identification and resolutions of work and personal problems that may affect performance and wellbeing
- Reduce people related risks that can result in damaging and costly absenteeism, stress, team dysfunction, and claims
- Tangibly demonstrate a commitment to employees, and boost profile as an employer of choice

Features

Our Employee Assist counselling services are characterised by:

- Access to independent and confidential phone or face-to-face counselling, provided across a range of metropolitan and regional locations
- Support for a wide range of both work-related and personal issues for employees (and where specified, immediate family members), such as relationship and family matters, grief, work-related stress, or substance abuse
- Diverse team of professionals who can be matched to needs of each individual referral, including psychologists, social workers, qualified counsellors, management coaches, conflict resolution specialists, and vocational consultants
- Assurance of consistent service delivery standards, including self-referral, confidentiality, balancing organisational and individual needs and impartiality of the service, ensuring no advocacy role is adopted by the consultant



Converge
international

more information
T 1300 687 327
E info@convergeintl.com.au
www.convergeinternational.com.au

Employee Assist

Counselling support for personal or work-related concerns

Methodology/Approach

Employee Assist is a short-term, solution-oriented, and empowerment driven model that utilises a combination of counselling and coaching skills to produce sustained results. Through professional supervision and development processes, our consultants are trained to help our clients identify issues and options, and provide coaching in actualising change, altogether raising the insights and skills of the person and employee. Examples might include the delivery of a message to a partner (communication) or approaching a supervisor with a problem (conflict resolution). All our consultants are qualified in the delivery of therapeutic interventions, and have access to a referral network of external service providers to assist individuals with long-term issues.

Delivery

Employee Assist can be delivered as a stand-alone service, or as part of a modular EAP/People Assist Program. Other specialised services available are: Manager Assist, Career Assist, Career Online, Conflict Assist, Debriefing Assist and Lifestyle Assist.

What our clients are saying

"Being able to openly discuss the issues with an independent person and getting good feedback and strategies on managing the issues was what I needed."

- EAP CLIENT WORKING IN THE VICTORIAN HEALTH SECTOR.

