

## What to expect when you call Converge

When you contact Converge to arrange a session, we understand you may be feeling apprehensive and nervous. We have created this document to provide transparency about the process and alleviate any privacy concerns you may have.

You will be asked a number of questions when you first call Converge. The below outlines roughly the information provided and requested during your initial call to Converge. We have provided further information in **blue** text.

### - INTAKE CALL TO CONVERGE –

It will be explained that EAP is a short term, confidential counselling service for personal or work-related issues and that you are entitled to 4 sessions over a 12-month period. You will be asked a few questions to set you up in the Converge system for your appointment:

Please note the below questions are for **Converge's records only**. No identifying information is provided to RANZCOG. [Read Converge's Privacy Policy](#).

- Full name [\[you may provide a pseudonym, as long as your other personal information is true\]](#)
- Contact number
- Location/Suburb for your appointment
- Whether your issue is related to COVID-19 (highly related/exacerbated/slightly linked/unrelated)
- Preference in days and time ranges (e.g., Monday 9am–12pm)
- Home Address (for security purposes)
- Date of Birth (for security purposes, so Converge knows it's you if you call back)

You will then be asked a few additional questions. Converge provides deidentified answers to these questions to RANZCOG in quarterly and annual reports. **You do not have to answer these questions**. While the questions asked may change from time to time, they will likely include the below:

- Your membership category
- How you found out about the service
- Whether you are part-time/full-time/casual employee
- Whether you prefer SMS/email for an optional electronic survey for feedback after initial session

\*\*\*\*\*

If you have any queries regarding this document or your interaction with Converge and wish to raise this directly with Converge, please contact [customerservice@convergeintl.com.au](mailto:customerservice@convergeintl.com.au). If you wish to raise this with the College, please contact our Wellbeing Coordinator at: [wellbeing@ranzcof.edu.au](mailto:wellbeing@ranzcof.edu.au).

## Other FAQs

### Who can use the Support Program?

All Australian and New Zealand Fellows, Specialist International Medical Graduates (SIMGs) and all Trainees can utilise the Converge Support Program. The service is also available to RANZCOG College Staff. All immediate family members of those listed above can receive access as well.

### How can I book a session?

You can call 1300 687 327 (Australia) or 0800 666 367 (New Zealand) to talk to an operator and arrange a session. Alternatively, for an email or call back to arrange a session fill out the form [here](#).

### How many sessions am I allowed?

You are eligible for four (4) fully subsidised counselling sessions in a 12-month timeframe.

### Do sessions have to be face-to-face?

If you would prefer a face-to-face session, there are many counsellors available throughout Australia and New Zealand. Alternatively, phone sessions and video sessions (via Zoom) are also available.

### How long are the counselling sessions?

Counselling sessions go for 50 minutes.

### Am I able to cancel or reschedule a counselling session?

Yes, you can cancel your counselling session and reschedule for another time. If you cancel within 24 hours of your scheduled booking, unfortunately, you will forgo that session.

### Are my immediate family able to use the service?

Yes! Immediate family members can utilise subsidised counselling sessions. Before an immediate family can book a session, there is an approval process. No identifying information is passed along to the College as part of this process.

### Is it confidential?

Yes! No one from the College will know you have booked a session unless you tell them. [Read Converge's Privacy Policy](#).

### What type of questions do Converge ask when booking a session?

Converge ask questions including name, date of birth and best contact number on your initial call to book a session. Identifying information is not passed along to the college.

### What information does RANZCOG receive?

RANZCOG receives quarterly reports that details usage (e.g. 1 new client case, 4 existing) and the location by state, territory or New Zealand. All data reported to RANZCOG is deidentified.

### What can I discuss in a counselling session? Does it need to be work related?

Counselling sessions do not have to be about work issues. It could be about personal relationship challenges, communication issues or financial troubles. If it's something that's relevant to your wellbeing, Converge can help!

**Contact Converge on 1300 687 327 (Australia) or 0800 666 367 (New Zealand)**