






Specialist helplines

<p>What are the specialist helplines?</p>		<p>Federation University employees can access the Specialist Helplines as a self-referred service.</p> <p>It is a single telehealth session that will link the employee with a dedicated, specialised consultant.</p>
<p>Booking an appointment</p>		<p>Employees can book an appointment via the below methods:</p> <ul style="list-style-type: none"> • Phone: refer to Specialist Helpline flyers for more information, or see direct phone numbers below • Website: www.convergeinternational.com.au • Live Chat: via the website • EAP Connect App
<p>What are the helplines?</p>		<p>Speak with a specialist and access counselling, referral and support:</p> <p>First Nations Helpline 1300 287 432</p> <p>LGBTQI+ Helpline 1300 542 874</p> <p>Domestic and Family Violence Helpline 1300 338 465</p> <p>Eldercare Helpline 1300 035 337</p> <p>Disability and Carers Helpline 1300 243 543</p>
<p>Is this confidential?</p>		<p>All sessions booked with Converge remain completely confidential. No identifying information is provided to the University. If you are concerned however, about your confidentiality you can:</p> <ul style="list-style-type: none"> • access under a pseudonym. Note: please remember the name for further bookings • request not to disclose statistical information <p>This applies to all our services.</p>
<p>What if one specialist session isn't enough?</p>		<p>Think of the initial session as a supported counselling consultation. The consultant will work with you in the session to identify your needs, work on solutions with you, and may recommend one or both of the following options:</p> <ul style="list-style-type: none"> • refer you back to EAP for more support. Note sessions can continue with the specialist consultant. • refer you to external services. Note you can access EAP at any time, however the consultant may consider you would be better supported by a specialised external support program.