

RANZCO Support Program

Practice Managers Conference
November 2016

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Converge International – a partner with RANZCO

“Because we believe in the possibility of great workplaces”



Proven
experience



Reliability



Holistic
Workplace
Wellbeing



Pioneers and
specialists



Quality
professionals



Online
Services



What is RANZCO Support Program?

- A **confidential, independent** and **professional** support service
- **Short-term** assistance for a range of work-related and personal issues that may be affecting performance and well-being at home and in the workplace
- An avenue of support available to alongside other support services, line management etc for RANZCO Members, Interns & staff

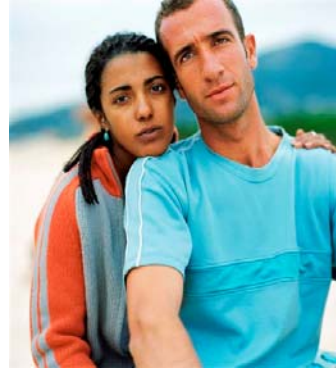


Why have an Counselling Program ?

- RANZCO Support Program assists in the identification and resolution of personal and workplace concerns that have a personal impact and may also affect personal performance.
- To **know when to seek help is a sign of strength** and emotional intelligence
- Mental Health issues can effect anyone. In fact, in any one year, 1 in 5 Australians will experience a mental health issue.

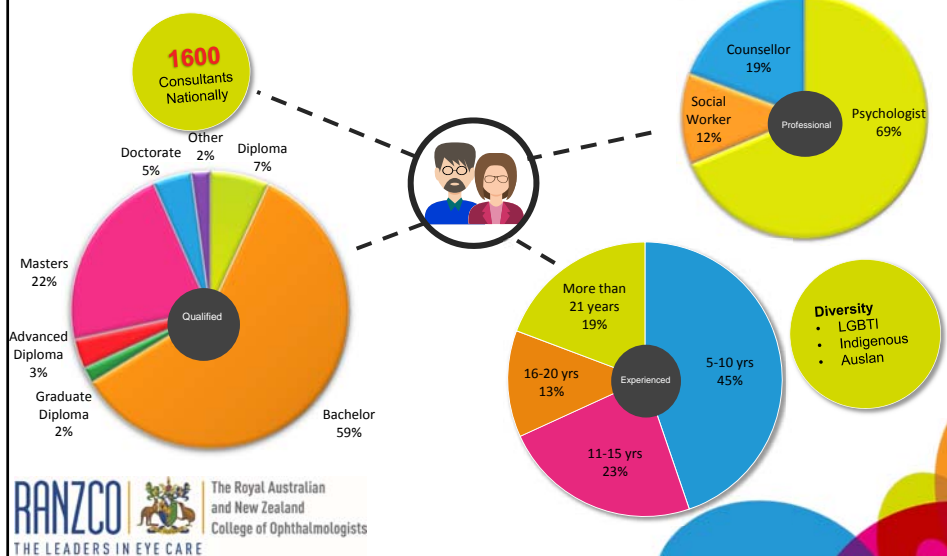
What issues can I discuss with my counsellor?

- Relationship, Family and Parenting Issues
- Grief and loss
- Stress and Emotional Health
- Anxiety, Depression and Mental Health
- Job pressure
- Workplace relationship stress/ conflict
- Working in an environment of change
- Substance Use and Gambling
- Sleep / Health Issues
- Financial Concerns



Consulting and Counselling Personnel

Diverse, Experienced and Qualified Professionals



Converge International's Contemporary Counselling

A holistic early intervention approach to health and wellbeing

6 Stream Service
addressing the key areas in life that are known to cause concern

- Specialists
- Professional
- Confidential



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But It's Not Just About Problems!

- Decision Making
- Nutrition Coaching
- Eliminating negative habits, establishing positive habits
- Identifying personal strengths and capabilities
- Returning to work after an absence
- Positive Parenting
- Working towards personal/work goals
- Life Transitions
- Planning for Retirement
- Work/Life Balance
- Creating Wellness



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The Royal Australian and New Zealand College of Ophthalmologists

Your counselling Service

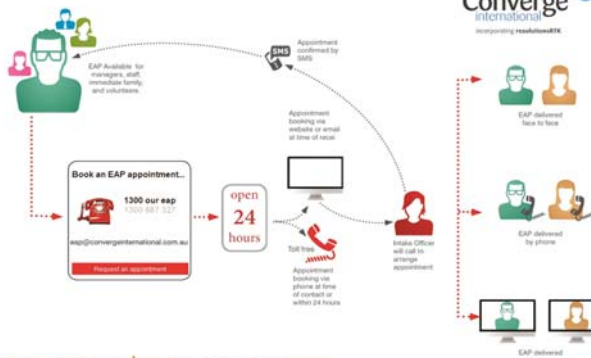
- 3 sessions for **RANZCO employees, trainees and members** per year
- Face-to-face, Telephone or Skype counselling available
- 24/7 availability for crisis counselling
- Guaranteed confidentiality
- Short-term, solution-oriented approach
- Free to all

Client intake process

Triage Process for incoming calls

Converge International

Appointment scheduling process and service delivery options



Melbourne based, qualified, professional Client Service Intake Officers. Trained in:

- Triage
- Mental Health Awareness
- Customer Service
- Suicide Prevention
- Administration
- Software and Telephony

Each month Client Services:

- Respond to **10,000** calls
- Schedule over **2200** appointments

How do I access support?



- Bookings via phone or online
 - **1300 687 327 (1300 OUR EAP)**
 - www.convergeinternational.com.au
- Emergency access: 24 hours, 7 days per week
- The Converge International booking coordinator will ask:
 - Name
 - Contact and organisation details
 - If there is a specific requirement
 - Basic demographic details

EAP Online App



- Available at no cost through iTunes store or google play
- Capacity to make, change or cancel bookings.
- Information articles and tip sheets
- 2 minute awareness video
- EAP information

What happens to my information?

- Strictest confidentiality will be maintained by Converge International, except where:
 - There is a legal obligation to release information due to application of any legislation (e.g. a court subpoena)
 - Written permission is provided to release information to a specific person for a specific reason.
 - Duty of care issue arises in which there is potential harm to self or others

What other services are available?

- Critical Incident Response Services
- Online Information services
- Mediation and Conflict Resolution services
- Training and Wellness Services

What is a Critical Incident?

A sudden & unexpected event that causes strong emotional reactions that may interfere with mental or physical state & ability to perform normally.

Examples

- Serious injury to or death of staff, customers or public
- Physical, sexual or psychological threat
- Motor vehicle or other accident
- Exposure to shocking or horrifying circumstances

Rapid Response Services

Psychological First Aid Principles

- **Critical Incident Response (Group)**– face to face or telephone. Onsite within a few hours as required
- **Individual Crisis Counselling** – face to face or telephone. Immediate over the phone or within a few hours as required
- **General Debriefing (Group)** – non critical event or after a period of time – face to face or telephone. Time/date negotiated.

ePortal Access

Health and Wellbeing Portal

Through the **Converge International** extranet site you have access to a wealth of practical information to support health and wellbeing in your workplace

- Online access for managers and staff to awareness sessions
- Confidential online appointment booking facilities for both EAP and Manager Assist
- Tip sheets providing useful information and self help strategies on range health and wellbeing issues

www.convergeinternational.com.au

click on client login, EAP client portal login

Username – converge

Password – eap



Tips for life 'screen shot'

A screenshot of the 'Employee Assistance Program Staff Web Portal' on the Converge International website. The page features a dark header with the 'Converge international' logo and 'incorporating resolutionsUK'. Below the header, there's a navigation bar with 'Employee Assistance Program Staff Web Portal' and a 'Sign Out' button. A prominent yellow box highlights 'Tips for Life Handouts' with a sub-note: 'These simple handouts provide information and advice on a range of Health and Wellbeing topics.' To the right, there are links for 'Promotional Material', 'How to access your EAP', 'Tips for Life Handouts', and 'Article Library'. The main content area is organized into three columns of colored boxes: 'Life Series' (orange), 'Workplace Series' (purple), and 'Self Harm' (orange). The 'Life Series' column lists topics like 'Balancing Work and Life', 'Becoming More Assertive', 'Breaking Bad Habits', 'Coping with Drought', 'Coping with Uncertainty', 'Critical Incidents', 'Dealing with Difficult People', 'Dealing with the Globalised World', 'Dealing with Grief/Loss', 'Divorce and Children', 'Divorce and Separation', 'Domestic Violence', 'Family Meetings', 'Fathers Are Parents Too', 'Feeling Better About Yourself - Losing Weight', and 'Gambling, Do I have a problem?'. The 'Workplace Series' column lists 'Addictions', 'Anger Management', 'Anxiety', 'Anxiety and Phobias', 'Bullying Resilience', 'Bullying', 'Coping with the Death of a Co-Worker', 'Depression', 'Drugs and Alcohol', 'Gambling', 'Grief and Loss', 'Managing Conflict', 'Managing Employees Affected by Depression', 'Organisational Change', 'Positive Parenting', and 'Relationship Issues'. The 'Self Harm' column lists 'Self Harm', 'Self Harm Points', 'Youth Self Harm', and 'Youth Self Harm Points'. Below these, there are red boxes for 'Redundancy' (with sub-links for 'Redundancy for Employees' and 'Redundancy for Managers') and a green box for 'Mens Health' (with a sub-link for 'Men's Health'). The RANZCO logo is visible in the bottom left corner of the screenshot.

Reactions after a in stressful situations or after a Critical Incident

- Sometimes, events and life situations, are well beyond what we have the coping resources for at that time
- Reactions are impacted by other factors in our life at the time or historically
- Reactions will differ from person to person, and they will often be physiological, behavioural, emotional and cognitive

What can you do?

- Keep informed about new information and developments, but try to avoid overexposure.
- If you feel anxious, angry or depressed, you are not alone. Talk to friends, family or colleagues for support. Others are very likely experiencing the same feelings.
- Keep an open dialogue with others.
- Don't minimise the situation, but talk about your ability to cope with adversity and get through challenges.
- Feelings of stress, anxiety and depression following a traumatic event are natural. However, if these symptoms continue or are extreme, seek support.

Early Warning Signs



Keeping an eye on your workmates...

How can you assist your workmates?

- Check in with your colleagues
- Get involved early if you see or sense things are not ok
- Offer to help out
- Discuss best way forward for them
- Recommend they seek additional assistance
- Remind them that making a plan to solve the situation will begin to assist

Mediation & Conflict Resolution Services



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- **Mediation** - When there are relationship difficulties within your team
- **Facilitation** - Code of Conduct, team work, structural conflicts, disciplinary matters, feedback on performance, return to work
- **Conciliation** - Return to work, Performance management
- **Health and Wellbeing Audit** – Workplace issues

Training & Wellness Programs

All Converge International Trainers have experience in the field of training they deliver



- Identifying and Managing Stress
- Building Resilience
- Conflict Resolution
- Managing Teams through Change
- Managing Mental Health
- Critical Incident Awareness
- Working in an Environment of Change

A Quick Re-Cap!

24/7/365 access at cost of a local call

Face to face counselling available across Australia and New Zealand

Telephone and online appointments within 24 hours

Immediate telephone and after hours counselling if required

Available to you and your immediate family

SMS reminder notification 24 hours in advance

High quality, experienced psychologists and counsellors

Your psychological health is as important as your physical health



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Thank You