

# Converge International - EAP Services Agreement

## Part A – Agreement Details

**Client:** Keystone Holdings Pty Ltd  
**Client ID:** CLT-167702  
**ABN:** 23762792428  
**Service Location/s:** Tasmania  
**Client Region:** Tasmania  
**Agreement Start Date:** 21 September 2026  
**Agreement End Date:** 21 September 2027  
**Term:** Minimum 12 months; ongoing until terminated in accordance with contract terms  
**Client Type:** Fee-for-Service

## Part B – Services & Charges Details

**Annual Management Fee:** \$0.00  
**Employee Counselling (per session):** \$255.00  
**Legal Support (per session):** \$210.00  
**Crisis Counselling (per hour):** \$240.00  
**Specialist Helplines (per hour):** \$210.00

## Service Specifications (summary)

Session limits: Limit of 3 sessions per issue / per annum for core counselling streams.

Legal support limit: 2 sessions per annum.

Streams available: Employee Counselling, Family Support, Manager Coaching, Career Coaching, Conflict Coaching, Financial Coaching, Nutrition Support, Neurodiversity Support, Legal Support.

Specialist helplines included: First Nations, LGBTIQ+, Domestic & Family Violence, Eldercare, Disability & Carers, Youth & Student, Spiritual & Pastoral.

## Signing Page

Signed for Converge International:

Signature: \_\_\_\_\_ Name: Taylor Taylor Title: Authorised Signatory

Date: 03 November 2025

Signed for Keystone Holdings Pty Ltd:

Signature: \_\_\_\_\_ Name: Casey Williams Title: Head of HR Date: 27

March 2026