



Manager support



The Manager Hotline provides managers and supervisors access to a telephone based 'helpline' for brief support and advice on people related issues.

This hotline is resourced by our most senior consultants who have extensive experience in people and broader organisational issues. Our Manager Hotline data shows the following issues concern managers:

- managing highly distressed employees who are at risk of self-harm or suicide
- assisting staff to cope with change
- providing information on mental health issues
- managing challenging interpersonal and team dynamics
- encouraging an employee to access the EAP
- managing the impact of mental illness in the workplace
- responding to employee grief and trauma.

Who responds to the Manager Hotline

It is only our senior consultants who respond to Manager Hotline calls. All have extensive counselling and management experience providing consultation on a range of staff management issues.

How does it work

Managers call their relevant country contact number, where they will be asked for details of the issue. Depending upon the issue described, the manager will normally be booked in for a 30 minute consultation. If the issue is urgent and the employee is at risk, the manager will be immediately transferred to our triage counsellor. The triage counsellor will assess the situation, support the manager and employee and identify the steps that need to be taken.

The Manager Hotline is not intended to take the place of Human Resources (HR) advice or internal consulting services, but to be an additional resource and source of support in dealing with people issues.

Our research has found one of the key outcomes of Manager Hotline utilisation is the comprehensive understanding of situational risk factors and severity. This assists managers with appropriate intervention for difficult situations and provides support to both the manager and organisation.

Who pays for the service?

The Manager Hotline is completely subsidised by the organisation.

To access the Manager Hotline to arrange an appointment please call:

Australia: 1300 361 008

New Zealand: 0800 155 318