

FREQUENTLY ASKED QUESTIONS

What is a Management Referral and how is it different from a typical EAP appointment?

Typically, an employee will seek the support of Assure Programs by self-referring to the Employee Assistance Program (EAP) for confidential counselling. When accessing under the EAP, the session content and outcomes achieved remain completely confidential and separate from the employer.

A management referral is a nonconfidential referral which may be initiated when an employer is made aware of and concerned about the mental health and well-being of an employee. Generally, the goal of the referral is to support and assist the employee in managing work, personal, or wellbeing concerns that are impacting them or their workplace behavior and or work performance.

What presenting concerns are typically referred via a Management Referral?

A Management Referral may be initiated when an employer is:

- Supporting an employee's return to work following a period of absence due to work or nonwork-related events
- Supporting emotional difficulties such as anxiety, depression, grief or loss that are seen to be impacting on an individual's wellbeing and/or workplace behaviour
- Building communication skills to support workplace relationships and performance
- Managing specific behaviours such as anger management issues, drug or alcohol problems, or gambling
- Providing additional support following a period of change and/or transition in the workplace, such as leadership change, role change or team change

Will feedback be provided to the organisation?

Yes. Prior to a Management Referral being accepted and initiated by the Senior Triage Psychology Team, the employee will have provided consent to participate in the service. This consent will be obtained in writing on the referral, and this form will be sent to you with the client referral or uploaded in the Portal.

Different types of Management Referrals and their associated process

There are four different types of Management Referrals, based on the type of feedback that has been requested and consented to by the employee. Each type of referral has a unique process, may be recommended for particular presenting concerns, and a varying number of sessions are typically provided.

Request for Attendance Feedback:

This type of referral is usually initiated when a manager or other leader wants to assist an employee to engage in support but does not want any feedback on their progress towards agreed goals.

For this type of referral, you are required provide feedback to the Triage Psychology Team on the client's attendance at the initial and final appointment. Should a client fail to attend any session, you are required to advise the Triage Psychology Team via email.

FREQUENTLY ASKED QUESTIONS

Request for Brief Feedback:

This type of referral is usually initiated when the focus of the referral is specific counselling for a targeted area, but the manager or other leader has requested feedback on how the employee is progressing towards the agreed goal and how they and the organisation can best assist the employee.

For this type of referral, you are required to provide feedback after the initial and/or final session. Feedback is to answer/respond to the specific questions, including relevant recommendations to assist the employee in the workplace. The feedback must confirm how the counselling program is addressing the referral reason and progress towards achieving the agreed goals. If the client does not engage (e.g. does not attend without notice, is uncontactable) we request that feedback be provided to the Triage Psychology Team as soon as the psychologist is aware of this. If not all sessions are clinically required we ask that final feedback be provided within 24 hours of the final booked counselling session.

Request for Summary Report:

This type of referral has the same focus as the verbal feedback referral, however there is a request for the feedback to be provided by way of a brief summary report.

The required feedback, a brief summary report, includes results of any assessments carried out, treatment provided, goals achieved, outstanding treatment needs and recommendations on how the organisation can continue to assist the employee. The brief summary report is completed using the Assure template provided with the referral and sent in Word version to the Triage Psychology Team. The Triage Psychology Team will review any report before releasing it to the referrer and will contact you to gain further understanding or discuss any change requests.

Request for Clinical Review:

The purpose of a referral for clinical review is to assess the employee's functional capacity including understanding the impact of the referred concern, a review of current coping strategies, motivation to achieve the agreed goal of the referral and support recommendations.

The required feedback, a clinical review report, includes background information relevant to the referred presenting concern, the results of any psychometric assessments conducted, an assessment of the presenting concern and support and/or treatment recommendations. The clinical review report is completed using the Assure template provided with the referral and sent in Word version to the Triage Psychology Team. The Triage Psychology Team will review any report before releasing it to the referrer and will contact you to gain further understanding or discuss any change requests.

What if my client changes their mind about feedback being provided?

Please cease all further sessions and contact Assure Programs as soon as possible. Please inform the employee that we need to communicate this decision to the employer given they have changed the terms of the agreement.

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Who do I provide feedback to?

All feedback is provided to the Triage Psychology Team. At no point do you need to make contact with the referrer or the Organisation. Feedback is provided by completing the statistics tab in the Portal and alerting the Triage Psychology Team by email.

Reports can be uploaded to the case and/or emailed directly to the Triage Psychology Team. Please note that the Triage Psychology Team are not alerted by the system that feedback has been completed on the statistics tab, or a report uploaded, so you must always email the Triage Psychology Team to alert them to this. All feedback needs to be provided within 24 hours of the appointment. For written feedback, the report must be completed within 24 hours of the last assessment / counselling appointment with the client.

Do I charge for providing feedback?

All brief feedback, including phone calls with the Triage Psychology team or time taken to complete the statistics tab in the portal, needs to be completed within the allocated session time. No additional feedback time is provided. For example, the time taken to complete feedback after the initial session is included in the 1 hour session allocation time for the client.

For any feedback in written format, time is allocated for report generation. This varies depending on the referral, and will always be outlined in the referral document and on the statistics tab.

For additional information on the different referral types, and case examples of required feedback, please refer to the Assure Programs' MR Training presentation. If you have any questions about a Management Referral you have received, or the type of feedback required for your referral please to speak with a Senior Triage Psychologist.

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