

AN OVERVIEW FOR EMPLOYEES

MANAGEMENT REFERRAL

This service is externally provided by Assure Programs. We are an independent specialist service paid for by your employer. Our aim is to support you in addressing any work, personal or wellbeing concerns that you may have that are currently impacting on you or your performance in the workplace.

Assure Programs' professionally qualified and highly experienced Psychologists approach any concern in a sensitive and practical manner. Together with you, they are able to develop a plan to overcome issues, improve your wellbeing and reach desired goals.

If you have any questions about Management Referrals, or the associated process, please call our Head Office and ask to speak with one of our Senior Triage Psychologists.

WHAT IS A MANAGEMENT REFERRAL?

A Management Referral is typically initiated by your employer following a collaborative discussion with you where:

- It is recognised that a work, personal or wellbeing concern may be impacting you or your performance in the workplace or;
- Your employer is seeking recommendations from Assure Programs on how to better assist and support you in the workplace.

WHERE A MANAGEMENT REFERRAL MAY BE HELPFUL?

- Supporting your return to work following a period of absence due to work or non-work related events
- Supporting emotional difficulties such as anxiety, depression, grief or loss that are seen to be impacting your health and wellbeing and/or workplace behavior
- Building your interpersonal communication skills to support your 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

HOW THE REFERRAL IS INITIATED?

Your manager or other leader (such as HR) will discuss the reason for the referral with you and the potential benefits of your participation in the service.

The Assure Programs' Management Referral Form will be completed by you and your manager or other Leader.

This document will include?

- Your consent to proceed with the service (participation is entirely voluntary)
- The reason for the Management Referral
- The mutually agreed goal of the Management Referral
- How Assure will provide feedback to your Manager or other Leader about your engagement in the service (the consent form will inform you of the type of feedback that will be provided)

WHAT HAPPENS NEXT?

Your manager or other leader will send the completed and signed paperwork to Assure's Triage Psychology Team. Once received, a member of our administration team will contact you to arrange your initial appointment at a suitable time.

Your psychologist will receive a copy of your referral and signed consent form prior to the initial appointment, as well as any additional relevant background information. Your psychologist, or a member of the Triage Psychology Team, will be able to answer any questions you have about the referral or the feedback being provided to your manager or other leader.

