

AN OVERVIEW FOR MANAGERS

MANAGEMENT REFERRAL

Typically, an employee will seek the support of Assure Programs by self referring to the Employee Assistance Program (EAP) for confidential counselling. Under the EAP an employee's access of the service, the content discussed, and outcomes achieved remains completely confidential and separate from the employer.

There are some situations where it is appropriate for an employer to engage an employee in a targeted review and/or counselling through Assure Programs. Generally this is to support and assist the employee in managing work, personal, or wellbeing concerns that are impacting them or their workplace behaviour and/or work performance.

We call this an Assure Programs Management Referral.

WHAT IS A MANAGEMENT REFERRAL?

A Management Referral is typically initiated following a collaborative discussion between yourself and the employee where:

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

WHERE A MANAGEMENT REFERRAL MAY BE HELPFUL?

- Supporting an employee's 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 on an individual's health and wellbeing and/or workplace behaviour
- Building interpersonal 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

HOW TO MAKE A MANAGEMENT REFERRAL?

- 1** Contact Assure to discuss your situation and review the suitability of a Management Referral.
- 2** Once it is established that a Management Referral is appropriate and you wish to proceed with the service, the Senior Triage Psychologist will recommend a suitable program including the feedback type and number of sessions that may be required to support your employee.
- 3** Assure Programs will then email you a Management Referral Package including the referral form, with appropriate consent form for the recommended program.

- 4** In advance of completing the referral you will need to discuss with the employee the reason for the referral and the potential benefits of their participation in the service.
- 5** During this discussion you will need to agree with the employee the reason for the Management Referral and mutually agree on the goal of the Management Referral and document this on the Assure Programs' Management Referral Form.
- 6** Email the completed Management Referral Form to Assure.
- 7** Assure Programs will confirm with you that the referral is active in our system and the initial session will be arranged.

There are some referral reasons such as fitness for work and/or significant psychiatric concerns that are not suitable under an Assure Programs' Management Referral.

IS A MANAGEMENT REFERRAL RIGHT FOR YOU?

To ensure that a Management Referral is suited to you and your employees needs, Assure Programs will provide you support and guidance through our Manager Support Program (MSP).

To access the experienced and professional advice and support of one of our Senior Triage Psychologists, please call the MSP service on 1800 505 015.



1800 505 015



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Assure Programs