



# Manager hotline

Providing managers and supervisors access to a telephone based 'helpline' for brief support and advice on people related issues.

## 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 of common mental health issues.

It explores proactive strategies that equip managers for conversations with employees

about their situation and any specific requirements that ensure that the workplace meets their legislative and management obligations, while ensuring that the employee and their broad work team can continue to focus on their roles and responsibilities.

## We can assist managers with:

- 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

These confidential one-on-one telephonic consultations are available for managers. Our counsellors can help with advice and guidance to help you manage the unique and sensitive situations you're facing in the workplace.

1300 361 008 | When asked, please identify your organisation as "ACA"