

What if I need to cancel an arranged appointment?

A minimum of 24 hours' notice is required. Appointments cancelled on the day will be counted as one session.

What if it is an emergency?

PeopleSense psychologists are available 24 hours per day, 7 days per week for emergency situations, including critical incidents.

What types of other MAP services do you offer?

PeopleSense offer a range of organisational consultancy services. These include:

- Change management processes
- Workshop and training facilitation tailored to your needs
- Surveys to assess organisational climate
- Outplacement services including resume writing, interview skills and job search activity
- Education sessions related to mental health issues such as depression, anxiety and suicidal behaviour
- Critical incident debriefing and counselling
- Mediation and conflict resolution services
- Injury prevention and injury management services

Need more information?

Australia 1300 307 912 or
08 9388 9000

New Zealand 00 61 8 9388 9000

International 00 61 8 9388 9000

SKYPE AVAILABLE

www.peoplesense.com.au



MANAGER ASSISTANCE PROGRAM

1300 307 912

www.peoplesense.com.au

About PeopleSense

PeopleSense by Altius is an organisational consultancy that offers psychological and organisational development services. We recruit and retain highly skilled and experienced allied health professionals including clinical and organisational psychologists.

Your Manager Assist Program

The Manager Assist Program (MAP) is an advice and guidance service provided through the Employee Assistance Program (EAP) for those in a more senior position and faced with people-related issues.

Why would I use the MAP?

Managers and supervisors are regularly faced with challenging and emotional situations and have to make decisions that will affect employees' lives. Being senior in a company does not always make these decisions easy. Managers and supervisors need support too.

What kind of things can I discuss?

Common issues include, but are not limited to:

- Assisting staff to manage organisational change
- Redundancy and outplacement support
- Managing highly distressed, or traumatised employees
- Concerns related to significant mental health issues, such as self-harm and suicide
- Education related to common mental health issues, such as depression and anxiety
- Developing resilience in teams or with individuals
- Fitness for work related issues
- Performance management
- Managing difficult employees



Sometimes you just need to be pointed in the right direction.

Who will I be talking with?

PeopleSense provides access to our most senior, experienced, registered psychologists who all have counselling, supervisory and consultancy experience.

Is the service confidential?

YES! MAP forms part of PeopleSense's commitment to your Employee Assistance Program (EAP) and is therefore treated with the strictest confidence. Due to the organisational nature of inquiries there are times when consulting with internal or external agents is of benefit. In these circumstances, information will only be disclosed to other parties with your written consent.

How does this fit with our internal human resources/internal consulting services?

MAP is designed to provide psychological advice and consulting for complex people issues, it is not designed to replace or supersede these services.

Who pays for the service?

Your employer pays for this service on the basis of a pre-set number of sessions. MAP is free to all employees and particularly beneficial for managers and supervisors.

How do I make contact?

Simply telephone PeopleSense on 1300 307 912 to arrange a suitable time for discussion. Often these discussions can commence on the day of inquiry.