

PPC Worldwide
**MANAGER
RESOURCE
GUIDE**

Act as if what you do
makes a difference.
It does.

William James
(1842-1910 – American Philosopher)



A man in a dark suit and patterned tie is holding a large red puzzle piece. To his right, a red mug sits on a wooden surface. The background is a plain, light-colored wall.

TAKE CONTROL OF THE EMPLOYEE ASSISTANCE PROGRAM IN YOUR WORKPLACE.

Become an expert on the scope of services as part of your package with PPC Worldwide. Use the material included in this pack to your advantage:

- **Run brief information sessions for your staff at times that suit you and your organisation.**
- **Maximise the message by using the PowerPoint presentation available as part of your package.**
- **Keep electronic versions of our promotional material handy for when needed and keep them on your intranet for easy accessibility.**

INTRODUCTION

What is an EAP?

Your Employee Assistance Program (EAP) provides short term counselling and support to all employees and immediate family members. Your employees can feel comfortable using the EAP to confidentially discuss any **work or personal issues** that are an inevitable part of life. The EAP is a benefit that health and well-being conscious organisations provide for employees at no cost.

Methods of Delivery

The EAP counselling sessions can be delivered at one of our convenient office locations face to face, by way of telephone, or accessed online via easily accessible self-help modules and email interaction with counsellors.

PPC has one of the largest associate networks of registered psychologists and social workers available in the Australian market, with offices from Hobart to Broome.

How can I get the message across to my employees?

Short presentation – a customisable PowerPoint presentation with notes is available upon request to deliver during employee meetings.

Promotional Material – The new promotional material ordering system can get wallet cards, brochures, posters and more, delivered directly to where it is needed for easy distribution and access for employees. Electronic versions are also available if requested.

There has been a Critical Incident in the workplace, HELP!

PPC provides a 24/7 onsite service for distressing events that can occur in the workplace, events such as workplace accidents, death of an employee or family members, violence and assault, organisational restructure to name a few. There are no call queues and your call will be treated with top priority. Counsellors can be onsite within 2 hours (metro locations). A Psychological First Aid model of intervention will be used by trained professionals to reduce the impact and distress of critical workplace incidents.

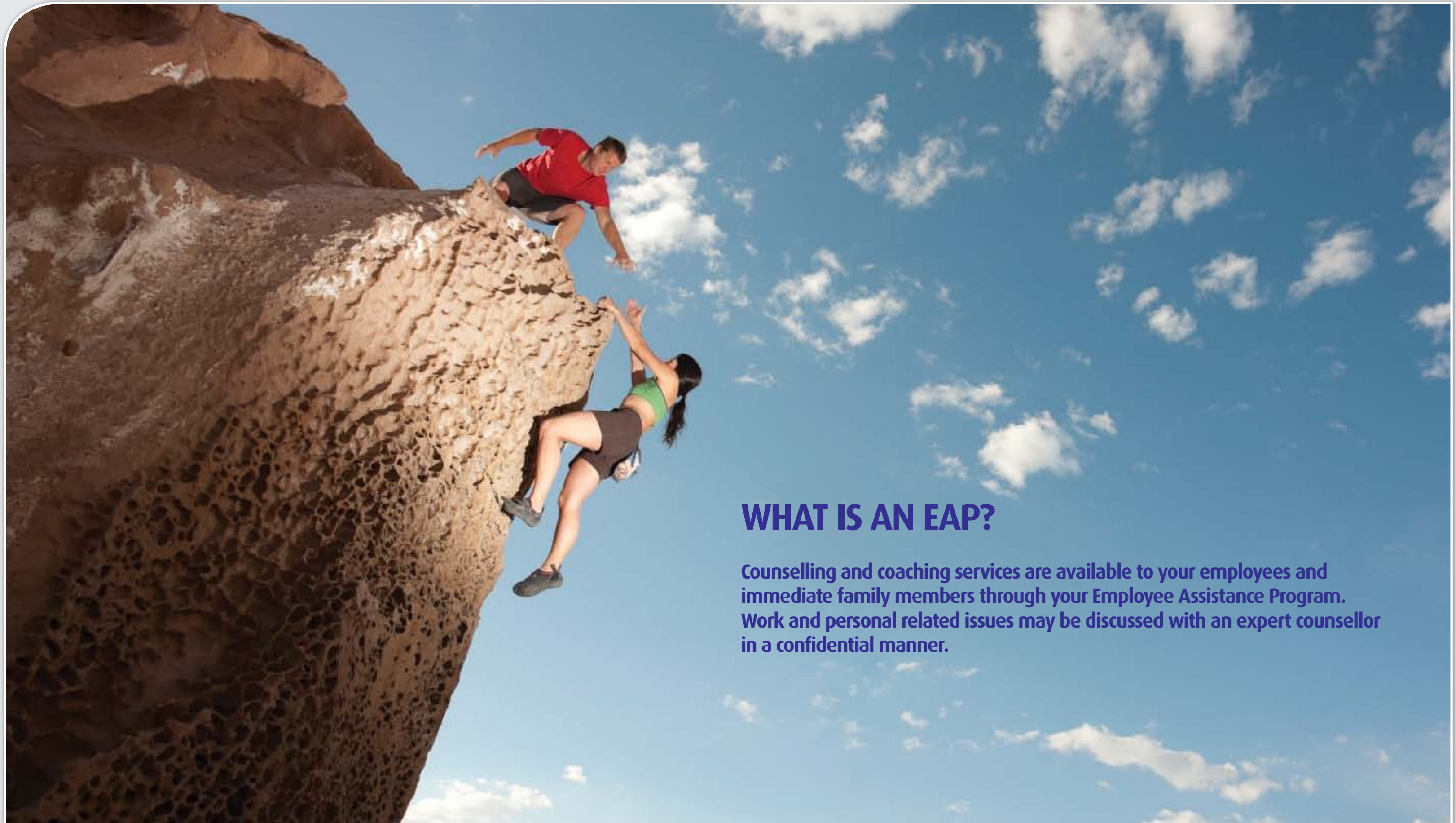
What more can PPC offer besides basic EAP?

Manager Hotline – Are you a manager or supervisor that needs help with employee mental health issues? Performance management? Conflict? Speak to one of our senior clinicians via Manager Hotline. Our senior clinicians have a wealth of knowledge on workplace issues and mental health and are ready to assist.

Springboard Sessions – Short, sharp and informative, our spring board sessions are designed with relevant topics in mind such as stress management, work life balance and happiness. These useful sessions are delivered by dedicated professionals designed to fit into one hour sessions for maximum impact with minimal disruption.

Organisational Development – Help your organisation develop and grow. Organisational development is inclusive of training and coaching, conflict resolution, career management and outplacement, change management and internal investigations. Work with our specialist team of OD consultants to find tailored solutions specifically designed to meet the needs of your organisation.

Whistleblower Hotline – Whistleblower encourages the reporting of incidents relating to harassment and bullying, theft, fraud and any other identified inappropriate or illegal conduct. If your employees feel that something isn't right at work, they can share their concerns confidentially and anonymously through the whistleblower hotline.



WHAT IS AN EAP?

Counselling and coaching services are available to your employees and immediate family members through your Employee Assistance Program. Work and personal related issues may be discussed with an expert counsellor in a confidential manner.

EAP/TRIAGE

Work-life balance is a vital issue for everyone and the EAP is designed to contribute to your employees wellbeing, quality of working life and productivity through the provision of counselling and related well-being services.

The EAP promotes an early intervention approach to assist individuals to resolve a broad range of work or personal issues before they have an adverse impact on the individuals' health and well-being.

The aim of the EAP is to work in partnership with the individual to help them to identify, explore and manage issues that are impacting on their life. Some of the issues that are often presented can include:

- Work life balance
- Workplace conflict and communication
- Retirement / career path
- Depression, anxiety, stress
- Relationship and marital problems
- Grief and bereavement
- Elder care
- Addiction

How do my employees access the EAP?

Our dedicated 1300 number can be used by your employees and their immediate family members 24 hours a day, 7 days a week, 365 days a year.

Australia:
1300 361 008

New Zealand:
0800 155 318

From Abroad:
+61 3 9658 0025

From Abroad:
+64 3 351 6703

This is the only number you or your employees need to make an appointment, contact the Managers Hotline, or report a Critical Incident.

Making an appointment

Our Service Representative will identify the needs of the caller, collect some basic personal details and book an appointment with a PPC Counsellor. This usually takes 5 to 6 minutes and in most cases results in a booking confirmation at the end of the call.

Urgent appointments (Triage)

PPC understands that some calls need to be dealt with immediately. Our triage service ensures that the caller is patched through to a counsellor quickly and effectively to minimise further distress to the caller.

All clients who make contact with our service are assessed for risk of harm. If at any stage during the intake process the client is assessed as being 'at risk' the client is transferred through to a qualified counsellor for an immediate clinical assessment.

After Hours Service

Calls taken by our After Hours service are assessed and where counselling is required, the call will be patched directly through to an on-duty psychologist to provide immediate support.

RESPONDING TO A CRITICAL INCIDENT IN THE WORKPLACE

Critical incidents are any sudden or unexpected incidents which have the potential to significantly impact on an individual or a group's physical, emotional or psychological well-being or sense of safety.



CRITICAL INCIDENT

The Critical Incident Response service is available to employees individually or to workgroups affected or impacted by an event.

Critical incidents that are commonly responded to by the EAP include issues such as:

- physical threats and assaults
- terminal illness
- death or suicide of an employee
- dealing with threatening behaviour in the workplace
- serious accidents or emergencies
- natural disasters

The Critical Incident Response uses a Psychological First Aid model of intervention designed to reduce the initial distress caused by traumatic events, and to support adaptive functioning and coping.

PPC will respond to your Critical Incident request immediately. Our response starts with a telephone assessment designed to assess the type of incident, design the best response and support to management in relation to how to manage the incident from a well-being perspective until the PPC counsellor arrives on-site.

When assessed as appropriate, on-site attendance is typically within two (2) hours in the metropolitan area, and as soon as practicable in regional areas (within 24 hours, subject to need, distance, transport availability and travel times).

Speak to your HR or OH&S team if you believe your team or workplace is one where the risk of critical incidents may be high, to determine your procedures.

If you are authorised to do so, you can contact PPC in the event of a critical incident on:

Australia:
1300 361 008

From Abroad:
+61 3 9658 0025

New Zealand:
0800 155 318

From Abroad:
+64 3 351 6703

Follow the automated response by pressing Option 2 and advise the operator immediately that you wish to activate a critical incident response and you will be connected to PPC's critical incident coordinator in your area.

Critical Incidents and Trauma Counselling

PPC responds to critical incidents and trauma counselling requests within 2 hours within metropolitan sites and generally 24 hours in regional areas. PPC's counsellors will come on-site to respond to your urgent counselling requirements whether it is for an individual or a group debrief. Typical Critical Incidents include threats against an employee, injuries or death of a employee, dealing with natural disasters, employee terminations and redundancies, armed holdups, employees who have been in or witnessed a serious accident, threats of suicide or self harm etc.





MANAGER HOTLINE

Manager Hotline is a service where managers and supervisors can access a telephone based 'helpline' to assist them in dealing with employee related difficulties.

MANAGER HOTLINE

PPC's Senior Clinicians respond to Manager Hotline calls. All have extensive management experience, and are registered psychologists.

Managers should contact 1300 361 008 within Australia to make contact with a PPC Worldwide consultant.

Examples of issues raised by Managers with PPC consultants include:

- Strategies for addressing difficult employee behavioural issues. This may include but is not limited to anger management, depression, workplace conflict, absenteeism, suspected alcohol and/or drug misuse
- Support in identifying and implementing coping strategies during times of pressure and stress
- Responding to employee grief & trauma
- Performance issues for which there appears to be no tangible reason
- Change management issues
- Information on issues such as depression, anxiety & stress

The Manager Hotline is available during standard business hours (08:00 to 18:00, Monday to Friday) and accommodates reasonable requests outside of these hours. The Manager Hotline provides assistance to managers within 24 hours of initial contact by the manager, or at a time they nominate. If there are serious risk issues, the call will be responded to immediately during business hours, or referred to our after-hours psychologist.

This service is not intended to take the place of HR advice or internal consulting services, but to be an additional resource and support for both HR and line supervisors in dealing with people issues.



WHAT IS PPC ONLINE?

PPC Online is your online well-being resource. It provides interactive and user friendly information and guidance on work and personal issues. It contains an extensive library of informative articles developed by PPC Worldwide's team of professional counsellors.

ONLINE GUIDE

Our enhanced and strategic technological platform has enabled PPC Worldwide to develop focused innovations in the mode of delivery of our EAP services. Constantly developing new and exciting online services, PPC Worldwide is moving forward to deliver your employees more than just an EAP.

Understanding our customer base and developing easy accessible services that form part of our everyday employee well-being has been the focus for PPC Worldwide. We are here to provide your employees support in all aspects of their life such as work, personal, physical and emotional well-being.

Your employees can access PPC Online from work or home and it is also accessible 24 hours a day, 7 days a week.

PPC Worldwide is committed to providing your employees with a holistic approach to health and well-being. PPC Online is another way that we can support your employees through all facets of life. This sophisticated online service contains up to date and relevant information, expert advice and self help tools available at your employees fingertips.

- **Factsheets and program**

An extensive e-library that provides advice and information on how to plan and prepare for the challenges of everyday life.

- **Email@ssist**

An online question and answer facility for basic information and advice. This is not a counselling support service. For professional counselling, advice and support, call **1300 361 008** within Australia to arrange an appointment or use the **Ask the Psychologist** service.

- **Exec@ssist**

An online question and answer facility for managers, executives and HR personnel regarding managerial issues.

- **Online surveys**

Currently consisting of the Health Risk Assessment (HRA), the survey examines general health, well-being and risk. It also identifies areas in your life that require urgent attention and those that are tracking well.

- **Health Steps Online**

An internet based program that allows your employees to understand and manage their concerns around mental health issues such as depression or anxiety.

- **Ask the Psychologist**

An online email facility for counselling support.



WHAT MORE CAN PPC OFFER?

PPC Worldwide is a leader in delivering innovative and tailored solutions to many of the organisational issues you and your employees face. With expertise in psychology, human resources and management our consultants will partner with you, assess your needs and create effective programs which facilitate desired behaviour change and business improvement for your organisation.

TAILORED SOLUTIONS

Training and Facilitated Workshops

Tailored training sessions to meet the needs of your employees, with flexible formats and engaging workshop facilitation in areas such as Leadership, Conflict Resolution, Resilience, Performance Management, Health & Well-being, EEO & Diversity.

Springboard Sessions

Short, sharp and informative presentations on a wide range of topics. All seminars are of a one hour duration, and include a briefing on the Employee Assistance Program services to introduce or maintain employee awareness of the program.

Coaching

Aimed at developing your employees, in the process providing pathways for them to make greater contributions to the organisation. We provide Executive and Management Coaching, Workplace Coaching, Conflict Coaching and Career Coaching.

Change Management

Process designed to manage stages of organisational change and support all levels of the organisation through times of change.

Conflict Resolution Services

Specialist support to address challenging and complex conflict situations through services such as mediation, facilitated discussion and internal investigations.

Career Management & Outplacement

Comprehensive and tailored assistance is provided to individuals to support career management goals. Career Outplacement is a specific career management service that provides individuals with the necessary tools to re-enter the workforce as soon as possible and gives the organisation a degree of comfort that their former employees are receiving the professional help and advice that is required.

Team Assessment & Team Reviews

Working closely with the organisation to build team effective work teams. Developing team strengths and overcoming challenges in areas such as team culture, practices and behaviour.

Psychometric Assessment

We partner with your organisation to help you make good employment decisions and decisions about employee professional development. We use only the most valid and reliable assessment tools to ensure that we are working with the best available materials to meet your specific organisational needs.

MANAGER RESOURCE GUIDE FAQs

How confidential is the service?

PPC Worldwide is bound by The Privacy Amendment (Private Sector) Act 2000, which provides protection of personal

information for all clients and our contracts with employers expressly deny the release of any information about our

clients to the employer. Unless your employee informs the employer that they have visited EAP the organisation has

no way of finding out who accessed the service. PPC Worldwide does not provide WorkCover reports, legal reports

or similar, in relation to EAP counselling sessions unless directed by the courts.

Who are PPC's counsellors?

PPC Worldwide only recruits and employs highly qualified psychologists and social workers in their state of practice, and all have experience in the provision of EAP. All counsellors are accredited members of either the Australian Psychological Society or the Australian Association of Social Workers.

Where are PPC's counsellors located?

PPC Worldwide has one of the world's most extensive associate networks. With locations nationwide, PPC will find the most convenient office for you to attend. For further information on the office closest to you, please contact our call centre on **1300 361 008** (Australia) or **0800 155 318** (New Zealand).

Can I choose the counsellor I wish to see?

The counselling team is comprised of a balance of female and male professional consultants representing varying backgrounds, specialisations and age groups and gender to ensure we are able to meet the expressed needs of a diverse client base. If you, your employee or family member have a preference for a male or female counsellor, or if feel you have special requirements, please indicate these preferences or requirements when you speak to our call centre employee.

We recognise that on occasion people may not feel that the counsellor they have spoken to is the right 'fit' for them, and can easily provide employees with a choice of counsellors.

What is PPC's counselling approach?

The experience of our counsellors allows them to work across a variety of therapeutic models to suit the circumstances of the client. The EAP brief therapy model lends itself to a cognitive behavioural approach and so techniques based on the principals of rational emotive therapy and reality therapy are widely used by our counsellors.

What if I need longer-term or specialised support?

For some people who access the EAP, it may be evident to the counsellor that longer-term or specialised support may be required. The counsellor will discuss the options available to your employee or their family member and the counsellor will help to link in with the service that the employee feels is the best one for them.

We will take into account their capacity to access private or government funded services and support them until the service is available.

When would a referral be made?

External referrals are made in the following circumstances:

Where the client is assessed to be in need of more specialised assistance: e.g. domestic violence issues, vocational rehabilitation needs, alcohol or other drug detoxification, psychiatric support, etc.

- In situations where the client has a need to undergo longer-term therapy
- When there is a requirement for specific assessment: eg. Neuro-psychological concerns
- Where clients require information and group support from others experiencing similar difficulties: e.g. Cancer Council, Alzheimer's Australia.
- PPC may also refer to selected psychiatrists and clinical psychologists according to the need and the specialist skills of the practitioner.

MANAGER RESOURCE GUIDE FAQs

Will I see the same counsellor each time?

PPC Worldwide understands that it is important that employees wherever possible should continue care with the same counsellor. Where possible all subsequent bookings for EAP sessions will be with the same counsellor. Our call centre employees are able to identify the counsellor the employee has been seeing and continue to book with that counsellor. If the counsellor is unavailable, another suitable counsellor will be sourced and they will have access to the treatment notes of the previous counsellor.

What can I expect during a counselling session?

Counselling is an opportunity for your employees to have a confidential conversation with a neutral and qualified person, to help them to better understand themselves and their situation. It is time set aside for your employee to talk freely, to discuss strategies, gain information and advice to improve their well-being and satisfaction with life.

How long does a session last?

Generally speaking sessions are booked for an hour in duration. For your employees first session we ask that they arrive about 15 minutes early to complete some essential paperwork.

How should I prepare for counselling?

Sometimes it is useful for employees to spend a few minutes before their session reviewing questions such as:

- How would you like your life or aspects of it, to be different?
- What do you hope to get out of counselling?
- What are your objectives?
- What do you want to achieve?

If something is said during your appointment that you don't understand, ask the counsellor to explain what they mean.

Feel free to check – it is your session after all.

How do I provide feedback to PPC?

PPC Worldwide welcomes and appreciates all feedback. Feedback on the EAP is important for PPC Worldwide, but it is just

as important for you and your employees. We recognise that employees and their family members who access our services do so because they are currently facing challenges and need support. The sooner we are made aware of any issues the sooner we can help them access the support they need.

With your employees permission, PPC Worldwide will send a survey by email or regular mail, asking them to provide us with

confidential feedback on the service. This information helps both us and you as an organisation to determine if the standards of service are being met. This feedback also assists us to improve and better meet your needs and the needs of future employees accessing the EAP. We encourage all employees to complete and return this survey.



worldwide

For more details visit our website:

www.au.ppcworldwide.com

PPC Worldwide is a UnitedHealth Group company