Manager Support
Manager Hotline and Exec@ssist

What is the Manager Hotline

The Manager Hotline provides managers and supervisors access to a telephone based ‘helpline’ for brief support and advice on people-related issues. This hotline is resourced by our most senior consultants who have extensive experience in people and broader organisational issues such as:

- Managing highly distressed employees
- Providing information on mental health issues
- Managing the impact of mental illness in the workplace
- Assisting staff to cope with change
- Encouraging an employee to access the EAP
- Responding to employee grief & trauma

The breadth of advice and support sought is extensive and the service comprehensive. It is designed to provide a “sounding board” and support to managers seeking reassurance in relation to a managerial decision or conversely assisting in understanding the problem and then in consultation formulating a solution.

Through our experience delivering Manager Hotline we have found one of the key outcomes to be that it assists the recipient in understanding a situation’s risk factor(s) and severity.

Only our Executive Team and Principal Clinicians respond to Manager Hotline calls. All have extensive management experience and are registered psychologists, bar one member of the Executive who is a legal professional. They are experienced in providing consultation on a range of staff management issues.

Manager Hotline consultants respond to calls with a comprehensive understanding of the unique requirements of each client as housed in our data management system. This valuable information ensures that service deliverers have access to current, relevant organisational information ensuring the support offered is delivered in context.

The Manager Hotline is not intended to take the place of HR advice or internal consulting services but to be an additional resource and support in dealing with people issues that arise.

How do I access the services?

By calling the toll free number below you can access the Manager Hotline immediately or arrange an appointment.

To access Exec@ssist log onto PPC Online through www.ppconline.info/au and enter your company’s unique user name and user password.

This information is regularly circulated by your employer. If applicable check your intranet for further details.

PPC Online is also your gateway to a variety of online wellbeing resources. 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.

Who pays for the service?

The Manager Hotline and Exec@ssist are subsidised by the organisation.

They do not use any of your EAP sessions.

What is Exec@ssist?

Also available to managers is Exec@ssist. Similar to the Manager Hotline, Exec@ssist provides managers and team leaders the opportunity to seek specialised advice and support through a dedicated and confidential online facility.

This facility is managed by our Head of Clinical Services who will either respond directly or field the response to the most appropriate PPC Worldwide manager in the region from which the question came.

Anyone who has never made a mistake... has never tried anything new

Albert Einstein - Born 1879
Theoretical Physicist and Philosopher

The greatest motivational act one person can do for another...is to listen

Roy E. Moody - Motivational Speaker

Life isn’t about living without problems, it’s about solving problems

Tom Keane - rock singer, Rude Dudes Singer