



# Manager Assistance Program

PeopleSense by Altius Group aims to improve the mental health and resilience of employees through the Employee Assistance Program (EAP), which enables organisations to offer their employees, and eligible family members, access to free professional psychological support. An important part of this program is the Manager Assistance Program (MAP).

The MAP provides **workplace managers and supervisors** access to our team of qualified, registered clinical and organisationally-trained psychologists, for support in dealing with difficult issues impacting their employees' lives.

Our highly-skilled psychologists, based throughout Australia, work through complex issues with managers and supervisors to help them to best support the mental health, resilience and well-being of their employees. Our approach is friendly, caring and focused on practical solutions.

We understand the importance of dealing with issues as they arise. Our psychologists are able to offer swift availability for appointments and respond immediately to critical incidents and trauma, with face-to-face, phone or Skype appointments available.

## Advice and Guidance for Managers

As part of the EAP, the **Manager Assistance Program (MAP)** helps workplace managers and supervisors deal with issues, such as:

- Concerns about an employee's fitness for work
- Performance management
- Organisational change
- Managing difficult behaviours
- Retrenchment/redundancy/ career transition
- Workload
- Work life balance
- Enhancing resilience

We are proud of the close relationships we develop with our clients and customers – we take the time to understand and appreciate an organisation’s culture so that we can provide relevant advice and deliver tailored solutions to our clients.

## Confidentiality

All support provided through the Manager Assistance Program is 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 instances, information will only be disclosed to other parties with written consent.

## Free Access to Support

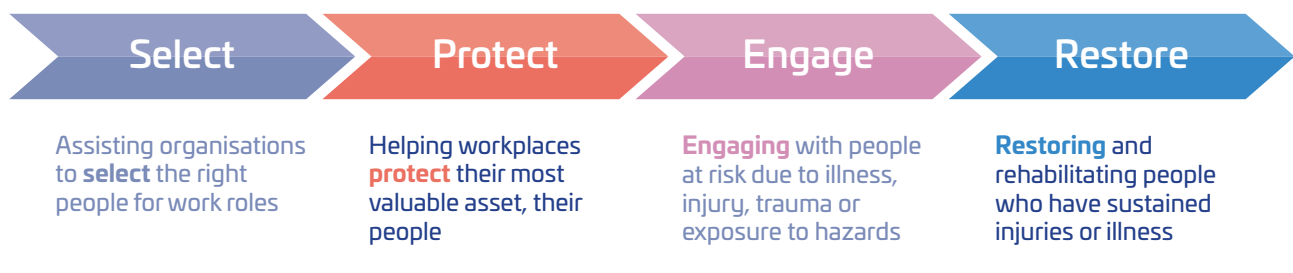
Managers and supervisors are provided free access to the program and we are able to support you in promoting this service to key employees. We can help tailor the MAP to suit the size and nature of your organisation.

## Emergency Support

As part of both the MAP and EAP, PeopleSense by Altius psychologists are available to employees 24 hours per day, 7 days a week for emergency situations, including critical incidents.

### PeopleSense by Altius offers a range of additional services to support the MAP:

- Change management consultancy.
- Workshops and training programs tailored to your needs, such as resilience workshops.
- Surveys to assess organisational culture.
- Career transition services including resume writing, interview skills and job search support.
- Education sessions related to mental health issues such as depression, anxiety and suicidal behaviour.
- Critical incident responding.
- Mediation and conflict resolution.
- Injury prevention and management services.



Get in touch with us:

Free call: 1 300 307 912  
reception@peoplesense.com.au  
peoplesense.com.au

