



## Leader Support

To access **Leader Support** visit the Manager Hotline which is a telephone based 'helpline' for brief support and advice on people related issues.

This hotline is resourced by Optum's most senior consultants who have extensive experience in people and broader organisational issues.

Our Manager Hotline data shows the following top issues that concern leaders:

- managing highly distressed team members 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 a team member to access the **Flourish** programme
- managing the impact of mental illness in the workplace
- responding to team member grief and trauma.

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### *Who responds to the hotline*

It is only Optum's senior consultants who respond to hotline calls. All have extensive management experience and are registered psychologists. They are experienced in providing consultation on a range of staff management issues.

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### *How does it work*

Leaders call 1300 361 008, where they will be asked for details of the issue. Depending upon the issue described, the leader will normally be booked in for a 30 minute consultation. If the issue is urgent and the team member is at risk, the leader will be immediately transferred to our triage counsellor. The triage counsellor will assess the situation, support the leader and team member and identify the steps that need to be taken.

The hotline is not intended to take the place of People and Culture advice or internal consulting services, but to be an additional resource and source of support in dealing with people issues.

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### *Who pays for the service?*

The hotline is completely subsidised by the organisation.

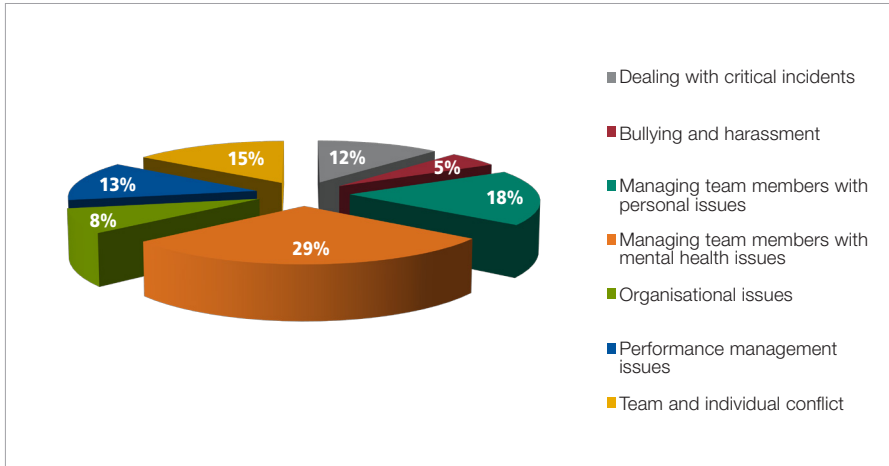
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Optum's research has found one of the key outcomes of Leader hotline utilisation is the comprehensive understanding of situational risk factors and severity. This assists managers with appropriate intervention for difficult situations and provides support to both the leader and organisation.

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## Summary of Hotline calls



2014 DATA

## Leader Support Online

The online hotline provides leaders the opportunity to seek specialised advice and support through a dedicated and confidential online facility.

To access Leader Support visit the Manager Hotline Online, log onto [anglicanchurchcq.org.au/Flourish](http://anglicanchurchcq.org.au/Flourish) and enter the Anglican Church's unique access code: **flourish**

Click on "My Services and Programmes" and fill in the appropriate form to obtain assistance.

Website: [anglicanchurchcq.org.au/Flourish](http://anglicanchurchcq.org.au/Flourish)

Phone: **1300 361 008** to arrange an appointment



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