

Staff Management Hotline

Our Vision

At PRIMEXL we aim to be the partner of choice in the creation of better organisations and better lives.

Our Values

We value:

- **Meaningful relationships**
- **Premium quality services**
- **Innovation** – we are always looking for ways to add more value to our clients
- **Accountability for our performance**

For more information about our suite of solutions, please contact:

PRIMEXL

461 Scarborough Beach Road
OSBORNE PARK WA 6017

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FREECALL 1800 674 188

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For many years PRIMEXL Senior Consultants have been assisting Managers to address complex workplace performance issues.

Complementing the Employee Assistance Program, Supervisors and Managers can access PRIMEXL's Staff Management Hotline for issues that require intensive and structured responses, such as when staff behaviour impacts or has the potential to impact on work performance of the staff member concerned; or on the performance and welfare of other staff members.

Examples of issues may include:

- Burnout
- Workload Stress
- Bullying and harassment
- Prolonged workplace performance issues
- Disciplinary related issues
- Alcohol and drugs misuse
- Workplace conflict

Contact is generally made via telephone but a face-to-face can be arranged, if required.

There are generally two (2) instances contact is made:

- General support and advice
- Management referral of employee for counselling

OPEN COMMUNICATION

Open communication between all parties is vital throughout all stages of this completely confidential and voluntary process in achieving a successful outcome.

At the conclusion of the process PRIMEXL will provide feedback and suggested recommendations to address the presenting issue.

The Management Referral Process aims to

- Establish a clear understanding of the issue;
- Establish a clear understanding of the consequences of not resolving it;
- Clearly outline the behaviours to be changed and/or the expected performance levels; and
- Reach agreement as to the need for and extent of feedback to the referring party.



To access the Staff Management Hotline, please contact one PRIMEXL's Senior Consultants clearly outlining that a 'Management Referral' may be required:

9492 8900 or 1800 674 188

PRIMEXL GUARANTEE:
CALLS TO THIS SERVICE WILL BE RESPONDED WITHIN 24 HOURS

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