## Key Services 2019 – 2022

<table>
<thead>
<tr>
<th>PROACTIVE</th>
<th>RESPONSIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Services</strong></td>
<td><strong>Services</strong></td>
</tr>
<tr>
<td>School Policy Templates Portal</td>
<td>School Policy Templates Portal</td>
</tr>
<tr>
<td>Principal Mentor Program</td>
<td>Principal Mentor Program</td>
</tr>
<tr>
<td>Proactive Wellbeing Supervision</td>
<td>Proactive Wellbeing Supervision</td>
</tr>
<tr>
<td>Principal Health Checks</td>
<td>Principal Health Checks</td>
</tr>
<tr>
<td>Complex Matter Support Team</td>
<td>Complex Matter Support Team</td>
</tr>
<tr>
<td>Early Intervention Program</td>
<td>Early Intervention Program</td>
</tr>
</tbody>
</table>

### What is it?
- **Proactive**
  - Suite of relevant policy templates
  - Meets legal, Departmental policy, and school registration requirements
  - Easily adapted for each school
  - Updated regularly
  - On demand access to experienced principal mentors
  - Mentors trained in psychological first aid
  - Up to 12 hours of mentoring on offer
  - Confidential service
- **Responsive**
  - Allied health model bi-annual debriefing sessions with an experienced psychologist
  - Proactive check-in for new and acting principals at 6-8 week mark
  - Confidential service
  - Access to physical and mental health check services
  - Detailed health assessment report
  - Independent provider
  - Confidential and voluntary
  - A Lead Professional will:
    - coordinate and connect principals with supports from a number of areas
    - assist with responding to correspondence from parents and advocates
  - Support for illness, injury or early warning signs of health and wellbeing issues
  - Access to case management and services including psychological, physical, dietetics, financial and others
  - Confidential service

### How will it benefit principals?
- **Proactive**
  - Reduces workload by providing resources to support compliance
  - Provides practical guidelines for policy implementation
  - Reduces feelings of isolation
  - Connects principals with highly-skilled retired principals
  - Provides tailored and timely support
  - Access proactive debriefing with an independent psychologist to facilitate reflective practice
  - Develop a personalised wellbeing plan and strategies
- **Responsive**
  - Provides expert practical health and lifestyle advice based on assessment
  - Access referrals to allied health services as needed
  - Reduces principals’ workload in managing complex cases
  - Provides expert guidance and support to ensure better outcomes
  - Provides holistic support for emerging and existing health issues
  - Choice of allied health provider for ongoing support

### Who can access this?
- **Proactive**
  - All DET staff
  - School principals, including acting
- **Responsive**
  - School principals, including acting
  - All principal class, including acting
  - All principal class, including acting
  - All principal class, including acting

### Contact
- **Proactive**
  - 7022 0930
  - 8199 2986
  - 1300 326 941
  - 8396 0266
  - 7022 1201
  - 1300 090 924

---

To learn more about each of these services, please visit the [Principal Health and Wellbeing Strategy](https://edugate.eduweb.vic.gov.au/edrms/keyprocess/prin/insertPage/Home.aspx) page.

---

### Building on Existing Initiatives and Supports for Principals

#### Principal Support Unit (PSU)

**Expert advice and support on curly HR and workforce matters**

School visits and ongoing phone/email consultations with principals for confidential specialist advice and support. Also workshops addressing a range of topics which are drivers of many of the ‘wellbeing’ issues arising for school leaders.

**Phone:** Brian Wheeler 0457 529 729 | Frank Sal 0475 832 471

#### Manager Assist

Manager Assist provides help with people-related issues including advice and guidance on having difficult conversations with your employees and supporting them and their mental health.

**Phone:** 1300 361 008

#### EAP

EAP is a short-term, confidential counselling service, available 24/7 for all staff (including principals) up to 4 sessions to discuss personal and work-related issues.

**Phone:** 1300 361 008

#### Conflict Resolution Support Service

Facilitate constructive resolution to staff conflicts that arise in the workplace.

**Phone:** 1300 687 633

**Email:** mediation@convergeintl.com.au

#### Medical Advisory Service

The Medical Advisory Service provides advice to principals and managers on the management of employees experiencing psychological and/or physical health related difficulties that impact on their ability to perform the duties associated with their employment.

**Phone:** 1300 031 057

**Email:** DET@injurynet.com.au

#### Principals’ Page

For more information on the above supports and links to information and resources that principals need to access regularly or urgently.

**Set it as your home page:**