



# Formal Management Referral Form / for counselling support

Before making a Formal Referral to AXA ICAS counselling services, please discuss the referral with your employee.

It is important the individual understands what to expect from a Formal Referral so that they can give informed consent to the process.

To help explain the Referral Process and counselling support available, please provide the employee with a copy of 'Employee guide to Formal Management Referrals to the employee support service' found at the end of this form.

Please complete this form in BLOCK CAPITALS

## 1 Referrer's details

1.1 Organisation Name:

1.2 Location:

1.3 Name of Referrer:

1.4 Job title:

1.5 Contact telephone number:

1.6 Contact email address (where possible):

1.7 Reason(s) for Referral:

Referrer's signature:

Date:

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*By signing here you agree to your details being held for the purposes of this referral only, in accordance with the Data Protection Act 1998.*

## 2 Employee's details

2.1 Name of employee:

2.2 Contact telephone number:

2.3 Is the employee happy for an answer phone message to be left on the contact telephone number?

Yes

No

**Once completed by both Referrer and Employee please fax this form to AXA ICAS on + 44 (0)141 553 5064**



# Employee Consent Form / for Formal Referral to counselling support

In order to start a Formal Management Referral for confidential counselling support we need your written consent. To do this, please read the Employee guide to Formal Management Referrals to the employee support service, and complete the details on the form below. You have the right to withhold consent to all or any part of this process now or at any time.

If you have any questions about the process, please discuss these with the person making the referral, usually your line manager, Occupational Health or Human Resources team.

Please complete the 4 sections below and sign the form as appropriate.

Please complete this form in BLOCK CAPITALS

1 Has the person making your referral fully discussed the counselling support service and given information to explain the referral process?

Yes  No

2 If yes, do you agree to (insert name of referrer) making the referral?

Yes  No

3 If yes, do you agree to allow AXA ICAS to store your personal data in compliance with the Data Protection Act 1998?

Yes  No

4 Do you give consent to the person making the referral receiving information about whether you have accepted counselling support and if so, how many sessions have been attended?

Yes  No. attended \_\_\_\_\_ No

Employee's signature:

Date:

Once completed by both Referrer and Employee please fax this form to AXA ICAS on + 44 (0)141 553 5064



# Employee guide to Formal Management Referrals to the employee support service

## Why have I been referred to the employee support service?

Your employer thinks that you might benefit from speaking to a counsellor. You should discuss the specific reasons for the referral with the person making the referral. Counselling may help you manage any challenging situations that you are facing by helping you to clarify your thinking.

## What do I need to do?

In order to start a referral for confidential counselling support we need your written consent. To do this, please complete the details on the Employee Consent Form, which your employer will give to you.

You have the right to withhold consent to all or any part of this process now or at any time.

## What information is given to my employer?

The content of all your counselling sessions is confidential. We do let the person making your referral know when any counselling support has started and ended, and if counselling sessions were attended.

## What happens after I have completed the Consent Form?

AXA ICAS will call you on the telephone number provided and conduct an initial telephone assessment.

If it is appropriate, you will be offered face to face counselling close to where you live or work. One of our counsellors will arrange your first appointment.

A member of the AXA ICAS Clinical Team will get in touch with the person making your referral to let them know that you have started counselling.

To make the most of the face to face counselling sessions please:

- Try to arrive punctually
- Let us have at least 24 hours notice if you need to cancel your appointment

## What should I expect from the face to face counselling sessions?

Each session lasts 50-60 minutes and is delivered by a qualified, experienced counsellor.

## Who runs the service?

The service is operated by AXA ICAS. We're a leading provider of information, support and counselling for employees and we have lots of experience with many different types of problems and queries.

AXA ICAS has been chosen by your employer to provide your organisation with access to a range of confidential employee support services.