

# Principal Health and Wellbeing



## Support Guide

Leaders in our State Schools can experience complex or confronting challenges at times, and it is important to know who you can contact for support. This guide outlines the key health and wellbeing services and support available to you in your role as a Principal or school leader.



## Principal Health and Wellbeing Support Guide

**Supervisor**  
(ARD, Principal)

First port of call for help and support for matters that relate to leading and managing your school.

Your supervisor:

.....

Ph: .....

**Principal Hotline and  
Complex Matters Referral  
Team (PHCMRT)**



An alternative avenue for support and assistance on matters that arise in the day-to-day management and leadership of your school. The matter will be assessed and either resolved directly by the team, referred for additional advice or support from a subject-matter expert, or referred to the dedicated Principal Complex Matters Referral Team.

**1800 313 042**

7am to 5pm Mon–Fri  
(school terms)

[PrincipalComplexMatter@qed.qld.gov.au](mailto:PrincipalComplexMatter@qed.qld.gov.au)

**Principal Coaching and  
Support Service**



Access to one-on-one confidential coaching and support to help manage stress associated with leading staff and the school community through critical or traumatic incidents.

**1300 753 338**

[principalsupport@lifeworks.com](mailto:principalsupport@lifeworks.com)

**Manager Hotline Service**



Assistance with the management of staff, including complex interpersonal and team dynamics, managing the impact of mental illness in the workplace, and responding to employee grief and trauma.

**1800 604 640**

[OnePortal](#)

**DoE Regional Wellbeing  
Coordinators (RWC)**

Best practice approaches to assist schools to plan, implement and evaluate health and wellbeing initiatives to improve the wellbeing of staff.

Your RWC:

.....

Ph: .....

**Employee Assistance  
Program (EAP)**



Counselling and support services for all DoE staff and their immediate family to plan wellbeing strategies regarding work or life concerns and issues, and support to maintain positive mental health.

**1800 604 640**

24 hours / 7 days

[login.lifeworks.com](https://login.lifeworks.com)

Username: det

Password: det

**Your GP or Health  
Professional**

Regular health checks can identify any early signs of health issues. If you have any concerns or issues about your health, contact your doctor or health professional to discuss and to plan regular check-ups.

[Find a health service](#)

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[PrincipalWellbeing.HR@qed.qld.gov.au](mailto:PrincipalWellbeing.HR@qed.qld.gov.au)

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