

# SUPPORT PERSON GUIDELINES

As a support person, your role is primarily to offer emotional support to the employee. You are not there to advocate or negotiate on behalf of the employee, but to provide comfort and a calming presence during what can be a difficult conversation. You should understand that the employer has obligations to communicate the redundancy decision and follow legal protocols, and your presence should not obstruct these responsibilities.

## Things to keep in mind

- The support person's role is to provide emotional support, not to advocate or argue on behalf of the employee.
- They should remain respectful and professional throughout the meeting.
- Observe, don't interfere: The support person is present to observe and provide support. They are not there to interrupt or challenge the employer, unless specifically invited to speak or clarify a point.
- They are not there to answer questions or speak on behalf of the employee, unless invited to do so.
- Confidentiality is critical. The contents of the meeting, including any discussions, outcomes, or personal details, must remain confidential. The support person should not share any information outside the meeting without the consent of all parties.
- The meeting will focus on a formal process, and the employer will follow legal and procedural requirements.
- An employer has a right to adjourn or terminate a meeting if a support person breaches the boundaries outlined to them ahead of the meeting, or if they become disruptive or aggressive.