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| PO16-v2-HR | Employee Assistance Program  Policy & Procedure |

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| **Applies to:** All paid staff |  | **Version**: 2 |
| **Specific responsibility:** Overseen by the Manager, People, Performance & Culture | **Date approved:** 18/09/2017 |
| **Next review date:** 18/09/2019 |

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| **Policy context:** This policy relates to | |
| Standards or other external requirements |  |
| Legislation or other requirements |  |
| Contractual obligations |  |
| Quality document references: |  |

# OBJECTIVE

The Employee Assistance Program (EAP) is intended to provide short term counselling (up to three sessions). The cost for this support is met by Inclusion Melbourne.

# Policy Statement

Inclusion Melbourne is committed to the health, safety and wellbeing of its workforce. The Employee Assistance Program offers an external free professional confidential counselling service to staff and their immediate family members who may need help with particular problems affecting their wellbeing, personally or for staff in the workplace. Inclusion Melbourne has engaged the Delta Centre to provide this service. The Delta Centre provides an offsite service that addresses a wide range of personal and work related issues. A critical incident response service is also provided where required. This will be arranged by Human Resources and is for work related debriefing of significant incidents.

Counselling services are provided in person, via telephone or via email. Alternative options are available to staff who may wish to seek assistance from their own counsellor or another registered provider who practices in close proximity to their home or workplace.

**PROCEDURES**

## Identification of need for an EAP

When a staff member or his/her manager/supervisor becomes aware of an issue that impacts on the employee’s ability to perform his/her duties, they will in the first instance address it through the usual supervision channels. If the issue is unable to be addressed through the usual channels either party can suggest the assistance of the Employee Assistance Program.

An employee is also able to utilise the Employee Assistance Program where conflict has arisen, including cases of bullying, discrimination and harassment or if they are experiencing personal or work related issues. Refer to the Code of Conduct policy, Bullying, Harassment & Discrimination policy and the Staff Discipline policy for more information as to how this policy and procedure relates to Inclusion Melbourne’s conduct and discipline policies.

The Employee Assistance Program can assist with personal or workplace issues, including:

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| * Stress at work | * Emotional pressures |
| * Interpersonal challenge | * Relationship issues |
| * Coping with change | * Anxiety and depression |
| * Performance and productivity | * Grief and loss |
| * Conflict in the workplace | * Life transitions |
| * Work life balance | * Family pressures and conflict |
| * Overwhelm and burnout | * Impact of health issues and addiction |
| * Return to work after parental leave | * Mental health issues |

## Reporting and confidentiality

The Delta Centre may provide quarterly reports to Inclusion Melbourne on trends or organisational related issues. No individual is identifiable in these reports.

## Engagement in EAP

1. The staff member may contact the Delta Centre directly by telephoning 9528 2866 to make an appointment
2. Reception staff may ask questions regarding the issue so that the staff member can be referred to an appropriate counsellor
3. Call directly to receive counselling over the phone
4. Send an email to [mail@deltacentre.com.au](mailto:mail@deltacentre.com.au) to make an appointment.

Alternatively,

1. Contact Human Resources to obtain the contact details of an approved provider that is in close proximity to the staff member’s home or workplace or
2. Advise Human Resources that they wish to seek assistance from their existing counsellor.

## Subsequent sessions

If the issue has not been sufficiently resolved for the staff member, after attending the funded sessions, the staff member and line manager or the Manager, People Performance & Culture may –

* Negotiate with the EAP provider for services to continue or
* Investigate additional support from another service, at his or her own expense.

# DOCUMENTATION

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| **Documents related to this policy** | |
| Related policies | Code of Conduct: Policy and Procedure  Conditions of Employment: Policy and Procedure  Bullying, Harassment and Discrimination: Policy and procedure  Staff Discipline: Policy and Procedure |
| Forms, record keeping or other organisational documents |  |

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| **Reviewing and approving this policy** | | |
| Frequency | Person responsible | Approval |
| Every 2 years | Manager, People Performance & Culture | Manager, People Performance & Culture |

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| **Policy review and version tracking** | | | |
| Review | Date Approved | Approved by | Next Review Due |
| 1 | 6/11/2015 | Manager, People Performance & Culture | 6/11/2017 |
| 2 | 18/09/2017 | Manager, People Performance & Culture | 18/09/2019 |
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