

Purpose

The purpose of this procedure is to set out the general principles of the Employee Assistance Program and how it can be accessed by Access4u (we, our, us) employees and immediate family members.

Scope

This procedure is relevant for our employees and their immediate family members.

Responsibilities and delegations

This policy applies to	Governing Body. Staff and Volunteers
Specific responsibilities	The Board – Responsible for ensuring effective governance mechanisms are in place. The CEO and Managers – Responsible for monitoring and ensuring adherence to Policy and related procedures. Ensure due diligence and take reasonable steps to ensure Access4u are meeting their obligations. Ensure objectives of the policy are achieved. Staff – Responsible for adherence to this and related policies, procedures and forms that support this policy.
Policy approval	CEO

Policy context – this policy relates to:

Standards	
Legislation	• Fair Work Act 2009 (Cth)
Organisation policies and procedures	• Workplace health and safety policy • Domestic and family violence policy • Leave policy and procedure • Staff critical incidents policy
Forms, record keeping, other documents	

Procedure Statement

We are committed to maintaining a safe and healthy working environment. As part of this commitment, we acknowledge the contribution of our employees.

Where employees are experiencing work-related, personal or health problems, it may affect their work performance as well as their quality of life and general sense of wellbeing. Access to an Employee Assistance Program is a proven strategy for improving employees' well-being by providing them with access to a professional and confidential counselling service for any personal or work-related issue.

Implementation

Our Employee Assistance Program (EAP) is provided by an external provider. Through the EAP, employees will have 24-hour access to free professional and confidential counselling for any personal or work-related issues.

We will limit the number of sessions available to an employee under the contract agreement with the provider. Additional sessions (if required) may be individually negotiated.

The EAP will be available to assist all employees with work related problems such as interpersonal conflict, discrimination, and career issues as well as work related stress.

Employees will be assisted to manage problems which impact attendance, productivity, punctuality and/or morale.

The EAP will also assist with personal issues that impact on workplace productivity including relationship difficulties, family problems, grief and loss, alcohol and other drug abuse, emotional stress and trauma.

All support offered through the EAP is confidential and no contact is made with us by the EAP provider unless requested by the employee.

The EAP provider will provide a quarterly report to us detailing only the number of employees who have attended for counselling and will contact us if they identify a negative trend arising in the workplace. At no stage will personal attendee information be divulged.

Attendance

Where an employee attends appointments with the EAP provider in their own time, there is no need to advise their manager.

Where employees choose to discuss their planned attendance with their manager, support will be considered for attendance in work time.

No employee is required to divulge that they are using the EAP service but if they do, they are not obliged to divulge the reason for using the EAP services. Managers are responsible for ensuring this aspect is reinforced with the employee should they advise of their use of the EAP service.

Family and domestic violence

We encourage employees who experience family and domestic violence to seek support including accessing leave entitlements and/or considering flexible work arrangements, for example to address health issues or to attend to other legal, financial, childcare or other matters that may assist them to progress toward a life free from violence and its effects.

Refer to our Domestic and family violence policy for more information.

Employees who are experiencing or escaping family and domestic violence are encouraged to advise their manager or Human Resources for appropriate workplace support to be provided.

As work performance and/or attendance may be impacted as a consequence of domestic violence, managers will be sensitive to the employee's experience of domestic violence and the impact it may have when addressing attendance or performance issues.

Employees who disclose to their manager or Human Resources that they are experiencing family and domestic violence will be encouraged to utilise our EAP service and consideration will be given to developing strategies to ensure the safety of the employee while at work.

Employee records concerning family and domestic violence will be kept confidential and only divulged in exceptional circumstances where it is imperative to maintain the safety of the employee and other employees.

Access to information

Information on the EAP, including a 24-hour contact number, the location of counselling service(s) and means of accessing the service will be provided to all employees upon commencement of employment. Should such information change, all employees will be informed via internal communications.