

POLICY:-	
Policy Title:	Employee Assistance Program (EAP) Policy
File reference:	F10/618-05
Date Policy was adopted by Council initially:	19 February 2009.
Resolution Number:	46/09
Other Review Dates:	18 October 2012, 20 August 2015
Resolution Number:	345/12, 229/15
Current Policy adopted by Council:	15 August 2019
Resolution Number:	213/19
Next Policy Review Date:	2022

PROCEDURES/GUIDELINES:-	
Date procedure/guideline was developed;	
Procedure/guideline reference number:	

RESPONSIBILITY:-	
Draft Policy Developed by:	Human Resources Coordinator
Committee/s (if any) consulted in the development of this policy::	Consultative Committee
Responsibility for implementation:	General Manager
Responsibility for review of Policy:	Human Resource Coordinator

Aim

The Employee Assistance Program (EAP) provides employees with access to the help they need to identify and resolve problems influencing their wellbeing and effectiveness at work.

To provide appropriate, consistent, equitable assistance and support to all employees experiencing problems and/or difficulties be they personal or work related.

Policy:

Council has a long term interest in the welfare and wellbeing of its employees and recognises that solutions to employee problems can be assisted. It should also be recognised that the employee also has a role to play and cannot regard Council as the first medium of assistance and should only approach Council if the problem is beyond their capabilities to address.

Scope:

This policy applies to all permanent and permanent part time employees. Casual Employees are generally not eligible to access the EAP, however assistance will be considered in extenuating circumstances and will be reviewed on a case-by-case basis.

1. Confidential discussions with the Human Resource Coordinator will initially be offered to all employees seeking assistance.
2. If problems are of a complicated and/or specialised nature professional external assistance may be sought with the written approval of the employee.
3. Problems may be personal or work related and may include but not limited to:
 - a. Physical illness
 - b. Alcohol and/or drug dependence
 - c. Emotional problems
 - d. Marriage and/or family problems
 - e. Financial and/or legal worries
 - f. Interpersonal conflicts
4. Support given will be determined on a case by case basis and reflect the needs of the individual and/or their situation.
5. In ALL cases the use of the program is VOLUNTARY.
6. Strict confidentiality will be observed.
7. No details of employee assistance will be made available without the WRITTEN AUTHORISATION of the employee involved.

8. The decision to seek employee assistance will not jeopardise the job security or status of the employee.
9. Council officers will, in accordance with this policy, endeavour to advise employees of the most appropriate way to organise their finance.
10. If an employee is seen to be abusing the assistance program the General Manager has the right to refuse any further assistance.

Responsibility:

1. Managers – of areas affected by critical incident stress
 - Notify Human Resources Coordinator as soon as a critical incident occurs which may result in an employee's need to use the Employee Assistance Program (EAP).
 - Ensure incident investigation is carried out as soon as possible after incident, as required.
 - Ensure incident report is filled out and sent through to Human Resources Section.
 - Monitor employees for several weeks following critical incident to detect adverse reactions that may require use of the (EAP).
 - Notify Human Resources Coordinator if in any doubt or if needing assistance with employees following critical incident.
2. Human Resources Coordinator
 - Ensure Council's Employee Assistance Program (EAP) is operating and effective to adequately manage critical incident events affecting employees, volunteers, sub-contractors (as per scope of this procedure).
 - Along with Manager of affected area, ensure Council's (EAP) is enacted in a timely manner and as required to deal with critical incident stress
 - Ensure Council's Workers Compensation process incorporates and manages critical incident response
3. Employees, Volunteers, Sub-Contractors
 - Report all incidents
 - Look out for fellow workers
 - Notify their section Manager or the Human Resources Coordinator if they suspect a fellow worker may be in need of assistance

Travelling to counselling sessions:

Travelling to counselling sessions will be at the employee's expense and in their own time. Council will not supply a vehicle for an employee to attend counselling sessions or pay a travelling allowance, or any accommodation costs.

Counselling session limits:

Employees are able to access the EAP for up to three (3) free one (1) hour sessions per financial year.

Crisis and Helpline Providers (Free – call anytime):

- *Access line: Ph. 1800 800 944*

Free and confidential service provided to those who are affected by alcohol and drug use. Available 24 hrs a day / 7 days a week.

- *Lifeline: Ph. 13 11 14*

Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling down.

- *Mensline: Ph. 1300 78 99 78*

Mensline is a dedicated service for men with relationship and family concerns. When you feel like it's all getting too much, help is as close as the phone. All men, all relationships, Counselling, information and referral, Staffed by trained professionals, Confidential, Anonymous, Australia-wide, 24/7, Cost of a local call (mobiles excluded).

- *Quit line: 131 484 or 137 848*

Quitline is a telephone information and advice or counselling service for people who want to quit smoking. You can phone the Quitline on 131 848 confidentially from anywhere in Australia for the cost of a local call only.

- *Alcoholics Anonymous (A.A.): Neill - 0428 544 339, Jenny - 0407 494458*

A.A is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking.

- *G-Line: 1300 633 635*

G-line (NSW) is a 24-hour, 7 days a week, statewide telephone helpline offering crisis counselling for problem gamblers, their families, friends and others.

- *Beyond Blue: 1300 22 4636*

Beyond Blue is a 24-hour, 7 days a week statewide telephone helpline offering crisis counselling for all Anxiety and Depression

<https://www.beyondblue.org.au/get-support/national-help-lines-and-websites>

COUNCIL EAP PROVIDER

- Relationships Australia, CANBERRA. Ph. 6122 7100

Services: individual counselling services and workplace mediation.

Qualifications: Tertiary qualifications in psychology, social work or relevant social science fields.

<https://racr.org.au/locations/canberra>

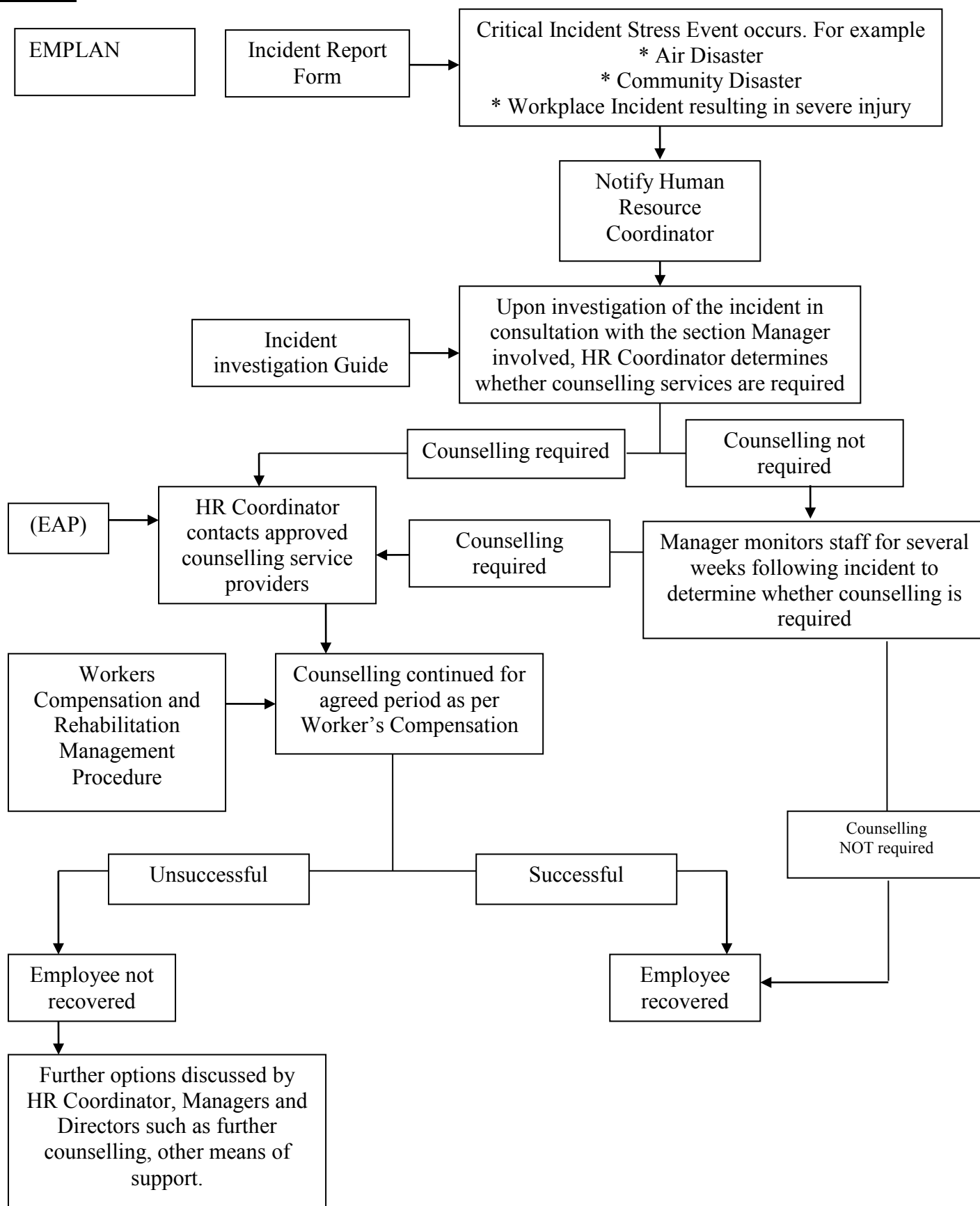
Definitions:

Employee Assistance Program (EAP)

NSW State Emergency Management Plan (EMPLAN)

Alcoholics Anonymous (A.A.)

Procedure:



Reference Documents:

Relevant Legislation

The following Legislation affects the operation of this Plan:-

Local Government Act 1993;
Local Government (General) Regulations 2005;
Local Government (State) Award 2017;
Work Health and Safety Act 2011 (NSW);
Work Health and Safety Regulations 2011 (NSW);
Anti-Discrimination Act 1977;
Industrial Relations Act 1996;
Independent Commission against Corruption Act 1988;
Workplace Relations Act 2008;
Fair Work Act 2009;
Equal Employment Opportunity Act 1987;
Government Information (Public Access) Act 2009
Privacy and Personal Information Protection Act 1998;
Civil Liabilities Act 2002;
Environmental Planning and Assessment Act 1979;
NSW State Records Act 1998;
Trade Practices Act 1974;
Public Interest Disclosures Act 1994; and
Crimes Act 1900.

Related Council Policies and Procedures

The following Council Policies and documents that are relevant to this Policy include:-

Code of Conduct for Councillors, staff, contractors and delegates of Council;
Council's Code of Meeting Practice;
Upper Lachlan Shire Council Community Strategic Plan;
Upper Lachlan Shire Council Resourcing Strategy documentation;
Upper Lachlan Shire Council Delivery Program and Operational Plan;
Human Resource Training Plan;
Staff Training Policy;
Human Resource Succession Plan;
Equal Employment Opportunity (EEO) Management Plan;
Public Interest Disclosures Policy;
Recruitment and Selection Policy;
Complaints Management Policy;
Grievance Policy;
Disciplinary Policy;
Harassment Policy;
Secondary Employment Policy;
Service Delivery Policy;
Interaction between Councillors and Staff Policy;
Bribes, Gifts and Benefits Policy;
Fraud and Corruption Prevention Policy;

Purchasing and Acquisition of Goods Policy and Procedures;
Drug and Alcohol Policy;
Rehabilitation Procedure and Practice Policy;
Time in Lieu of Overtime Policy;
Manual Handling Policy;
Child Protection Policy;
Delegations of Authority Policy;
Trauma Management Policy;
Employment and Retention Policy;
Higher Grade Pay Policy;
First Aid Policy;
Work Health and Safety Policy;
Injury Incident Management Procedures;
Protective Clothing and Equipment Policy;
Mobile Telephone Policy;
Smoking in the Workplace Policy;
Salary Sacrificing Policy;
Sun Protection - Council Employees Policy;
Volunteers Policy;

Variation:

Council reserves the right to vary or revoke this policy.

Attachments:

Employee Assistance Program Handout



EMPLOYEE ASSISTANCE PROGRAM

Council recognises that their staffs are important and that occasionally there are personal or work place issues that may impact on health and well-being of staff. These may be work related, health, family or emotional concerns. The EAP targets the early identification and resolution of workplace or personal issues that may impact adversely on work performance, productivity and general well-being.

What Is So Good About EAP?

- It's Free
- Independent
- Strictly Confidential
- All counselling is conducted by registered psychologists
- You can choose between telephone counselling or face to face counselling during work hours.



What to Expect

- An initial response from a counsellor within 24 hours
- A meeting or phone counselling session to occur within 48 hours
- Quick and confidential assessment
- Short-term counselling and/or external referral if you require ongoing support

How to Access the EAP

EAP appointments can be made by simply telephoning your Manager/Supervisor or the Human Resources Coordinator. They may suggest the use of EAP but the decision is always voluntary.

You may use the EAP in your own time. In this case no one will know. You may request through your manager, to attend in work time or may just ask to take some sick leave.

Remember, when taking leave during work hours please request approval from your manager/supervisor beforehand. You don't need to divulge the nature of the problem but you do need to get approval to take leave.

Council contact for appointment:

Kevin Kara
Human Resource Coordinator
0428 271 648



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