

Employee Assistance Program

1 PURPOSE

The Employee Assistance Program (EAP) policy is in place to ensure employees are mentally healthy and positive about work and life.

One of FutureGen Foundation's (FGF) core functions is to provide support to staff allowing them to reach their full potential. The EAP adds value to the existing employee service and extends the benefits to its direct employees to drive healthy workplaces, employee commitment and support retention.

To foster an optimistic and upbeat business culture, enhancing productivity and business success.

2 SCOPE

This policy applies to FGF employees active in employment. Any employee whose employment ceases with FGF will not be able to access this EAP service, unless authorised by the General Manager.

It addresses:

- Provision of EAP services
- Types of issues
- Referral to EAP services
- Privacy and confidentiality
- Accessing EAP services

This policy relates to the following legislation:

- Privacy Act
- Occupational Health and Safety Act

3 KEY RESPONSIBILITIES

General Manager

- To ensure all employees are aware of the EAP services, support its usage and absolute confidentiality.

Foundation Manager

- To ensure employees are aware of the EAP service at orientation and that reminders of the service are provided where it may be required.

4 POLICY

This policy facilitates a supportive, positive and productive workplace and is based on the following EAP guiding principles:

- FGF provide professional and confidential counselling through its support partner, Assure. (<https://www.assureprograms.com.au/>)
- Assure Programs' EAP services are only delivered by registered Psychologists with at least 5 years post-registration experience.
- Where employees experience work or personal issues affecting their work performance, the EAP is available and accessible at no cost.
- The EAP service is provided by professionally trained counsellors.
- Employees will be able to access three (3) counselling sessions per annum (every 12 months). Additional sessions will be assessed on an as needs basis. General Manager to approve.
- Utmost respect, privacy and discretion is maintained at all times by Assure.
- Employees who access the service are not required to inform anyone.
- Employees can have confidence that by accessing the EAP service, their employment will not be affected in any way.
- FGF believe in no stigma attached to individuals accessing counselling support.
- FGF Group support and encourage early intervention of issues.
- Where an employee needs to take time off to access counselling services, the normal leave conditions apply. Consult your Manager to arrange leave.
- The service ensures there is an avenue of support provided so that no-one is alone in a crisis.

4.1 Provision of EAP Services

Employees have access to:

- 24/7 counselling support via 1800 free call number, 365 days (person answered)
- Face-to-face, telephone, email, skype counselling (Monday to Friday 8am – 6pm AEST)
- Emergency and after hours counselling (6pm – 8am)
- Manager support hotline
- Online EAP resource centre
- Critical incident management

Employees can access the above services while at work (in private) or outside the work premises.

4.2 Types of Issues

Assure deal with a plethora of issues and have specialist support for:

- General feelings of anxiety, stress or depression
- Feeling overwhelmed by pressures placed on you in the workplace and/or situations at home
- The difficulties faced with fly-in fly-out work arrangements
- Personal issues with your partners or other people close to you
- Family challenges such as divorce, serious illness or a death in the family
- Conflict with a team member or members

- Frustration with lack of career progression
- The struggle to successfully return to work after a period of extended leave

Note: In some circumstances, Assure may refer employees to specialist support services such as legal support or a medical practitioner.

4.3 Referral to EAP Services

Self-referral

The EAP service is designed for self-referral. Where an employee is experiencing work or personal issues, the service is offered as an alternate avenue of support.

Recommended referral

In some cases a colleague, Manager or the like may notice a fellow employee in distress and recommend to use the EAP service.

4.4 Privacy and Confidentiality

Identity of employees who access EAP services are not disclosed to FGF.

Issues raised by employees are reported collectively to FGF (anonymously) for the sole purpose to better engage employees and apply enhanced future support levels.

4.5 Accessing EAP services

Employees can access EAP services by contacting Assure directly. Employees are given the contact details at orientation. There is also contact information on the FGF website.

5 RECORDS

Related documents/forms/policies	Storage
Complaints and Grievances Policy	SharePoint
Privacy Policy	SharePoint
Equal Opportunity, Discrimination and Harassment Policy	SharePoint
Access and Equity Internal Policy	SharePoint
Assure Online Resources	Website

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