Employee Assistance Program

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| Policy number | TBA |
| Effective from | September 2021 |

AIM

1. Flintwood recognises that their employees and their families may need support through a variety of emotional, personal or work related issues. To provide this support, Flintwood encourages the use of the employee assistance program.

sCOPE

FLINTWOOD recognises their employees and their families are one of the keys to their success. In recognition of the valuable role employees’ play in the ongoing success and growth of FLINTWOOD, the Employee Assistance Program (‘EAP’) is available to all staff and their immediate family members.

1. DEFINITION

Employee Assistance Program (EAP) - An Employee Assistance Program (EAP) is a voluntary and confidential service to help employees at all levels, and their family members (dependents), who have personal concerns that affect their well-being and/or work performance.

1. POLICY

4.1 Flintwood will provide external professional and confidential counselling through an Employee Assistance Program service provider. The program will exist to assist employees who may need help with particular work or personal issues affecting their health, safety, well-being, and/or work performance.

1. Procedures

5.1 The attached user guide outlines how to log into the services available from Flintwood’s EAP provider. Staff referred to the EAP system should be given a copy of the user guide to ensure that they have the information required to access the assistance they need.

5.2 The program service is run by an external company, Davidson Trahaire Corpsych. (Benestar)

5.3 The EAP offers short term counselling on a confidential basis, either face to face, on-line or by telephone. Flintwood covers all costs regarding the EAP program.

5.4 The use of the EAP is voluntary, although it may be encouraged by a Manager or colleague.

5.5 The program can be accessed 24 hours a day by telephone on 1300 360 364. Appointments can also be made face-to-face or on-line. Once initial passwords and usernames have been entered, each person can create their own confidential login details.

5.6 The EAP provides confidential counselling for any personal issues including financial counselling, assistance to quit smoking, anxiety, stress or other concerns that might impact the wellbeing of a staff member or their immediate family.

5.7 The EAP can assist in dealing with work related issues such as career, stress or anxiety caused by working with difficult Participants, bullying and harassment.

. 5.8 The service is completely confidential and provided to all employees of FLINTWOOD to assist in assuring their wellbeing.

1. RESPONSIBILITIES
2. Employee

* To recognise and utilise the EAP service

1. Service Manager

* To ensure EAP poster is on the noticeboard
* To ensure staff are aware of the EAP service
* Emphasise workplace preventative initiatives to address problems that become apparent

**General Manager**

* Check that the actions above are implemented.
* Monitor Service Managers and distribution of information

1. CEO

* Check that actions above are implemented
* Monitor General Managers

CHANGE HISTORY

| Version | Release / Review date | Author / Reviewer | Change details |
| --- | --- | --- | --- |
| 0.1 |  |  |  |
| 0.2 | September 2021 | Racheal Neal | Update Format and Content |
| 0.3 | September 2021 | Policy Committee | Read and approved |