



POLICY

Policy Title: Employee Assistance Program

Policy Owner: Director Human Resources Service Centre

Keywords: 1) Counselling 2) Work Performance 3) PPC Worldwide

Policy Code: PL149 [hr099]

[Intent](#)

[Organisational Scope](#)

[Definitions](#)

[Policy Content](#)

[Accountabilities and Responsibilities](#)

[Related Documents](#)

[Contact Information](#)

[Approval History](#)

1. INTENT

This policy aims to achieve the University's goal in providing and maintaining, so far as is reasonably practicable, a safe and healthy work environment for its workers, students and visitors.

As part of this commitment to health and safety, the University recognises the need to provide adequate support for staff and their immediate family members who are experiencing personal or work related problems.

2. ORGANISATIONAL SCOPE

All Edith Cowan University (ECU) employees, and their immediate family members who reside at the same residence as an ECU employee.

3. DEFINITIONS

TERM	DEFINITION
ECU	Edith Cowan University
Family	An immediate relative by blood or marriage or a person who stands in a bona fide domestic relationship with the employee.
EAP Provider	The provider contracted to provide EAP services to Edith Cowan University.

4. POLICY CONTENT

ECU will provide access to confidential, professional assistance for all employees and their immediate families through the provision of an Employee Assistance Program (EAP).

4.1 EAP Program

In addition to its normal internal support services, the University under the EAP:

- 4.1.1** Will engage the services of an EAP provider, an external organisation, to provide professional counselling. This service shall also be available outside of normal working hours.
- 4.1.2** If considered necessary, the EAP provider will make specialist referrals, such as a referral to a consultant psychologist for further assistance, and these costs will be the responsibility of the employee.
- 4.1.3** Shall provide information to ensure all staff are aware of the EAP services which are available to them and the methods by which contact can be made with the EAP Provider as documented in the Employee Assistance Program Guideline document.

4.2 EAP Referral

The EAP shall allow for the following types of referral:

4.2.1 Self Referral

- Where the employee has personal or work related problems, which they want to discuss in private and confidential setting without anyone in the organisation being involved in or aware of.

4.2.2 Suggested Referral (Early Intervention Strategy)

- Although the EAP is designed to encourage self-referral, there will be occasions where it becomes appropriate for supervisors to assist staff by offering the option of counselling. Staff members retain the right to either use or refuse the offer of counselling assistance.
- Other colleagues may become aware of developing situations where the program could benefit fellow staff members and may suggest self-referral at an early stage.

4.2.3 Organisational Referral (By the University)

- The University may refer a staff member to EAP where it believes that a person needs assistance in order to maintain their health and welfare.

4.3 Confidentiality and Attendance

4.3.1 EAP appointment attendance

- The arrangements for taking time off to attend appointments during normal business hours will be the same as exist between supervisors and staff members for any form of time off work.

4.3.2 Confidentiality

- The University will not be informed of staff who have self-referred to EAP and have scheduled the appointment in their own time.
- Where the employee elects to schedule the EAP appointment during working hours, and time away from work is required, their supervisor may wish to confirm the employee's attendance at counselling. In order to achieve this, the EAP Provider will provide the University with confirmation of attendance through provision of a certificate of attendance, but no other information will be provided.
- In circumstances where staff members decide that it may further assist them if their supervisor is informed about their situation and how it is affecting their work, the staff member must advise the treating counsellor of this requirement and give written permission for the counsellor to contact a specific person.
- In the case of organisational referrals the University is able to confirm an employee's attendance only.

4.4 EAP Counselling Session Entitlements

4.4.1 Short Term

- The EAP Provider shall provide a short-term intervention service for employee problems that can generally be dealt with in four (4) counselling sessions or less.

4.4.2 Specialist Assistance

- If the nature of the problem is such that further professional help is considered desirable, the EAP Provider shall refer the employee to an appropriate community agency.
- The EAP provider shall liaise directly with the professional provider on all referrals and will be the point of contact for the agency.
- The employee shall meet all costs associated with any referral for specialist assistance.

4.5 EAP Review

The effectiveness of the Employee Assistance Program will be reviewed annually and quarterly reports will be provided by the Health and Safety Office to the University.

5. ACCOUNTABILITIES AND RESPONSIBILITIES

In relation to this policy, the following positions are responsible for the following

Policy Owner

The Policy Owner the Director Human Resources Service Centre has overall responsibility for the content of this policy and its operation in ECU.

Staff

Staff are required to comply with the content of this policy and to seek guidance in the event of uncertainty as to its application.

6. RELATED DOCUMENTS:

6.1 The policy is supported by the following Guidelines:

Available from the Health and Safety pages of the HR Service Centre website:

- University Work Health and Safety Policy [HR081]

7. CONTACT INFORMATION

For queries relating to this document please contact:

Policy Owner	Director Human Resources Service Centre
All Enquiries Contact:	Director Human Resources Service Centre
Telephone:	08 6304 2937
Email address:	osh@ecu.edu.au

8. APPROVAL HISTORY

Policy Approved by:	Vice-Chancellor
Date Policy First Approved:	1995 March 2010 (Vice-Chancellor Approved)
Date last modified:	November 2013
Revision History:	July 1998 : Amendment to meet revised contractual arrangements April 2001 : Modified to meet new operational requirements and to reformat the policy as per University requirements September 2005 : To meet new PPC Worldwide contract arrangements March 2009 : Policy amended to comply with University Guidelines re Drafting of Policy Documents November 2013 : Policy amended to align with new policy template
Next Revision Due:	November 2016
TRIM File Reference	SUB/12551 (Previous Trim File: 95/3218)