



Trainees - Apprentices
Labour Hire - Training

Health and Safety Employee Assistance Program Procedure

Purpose

The aim of the Employee Assistance Program (EAP) service is to provide employees with short-term, solution-focused counselling and provide support when faced with adversity that challenges their general wellbeing, health, workplace effectiveness or personal life.

Scope

The Employee Assistance Program is a free confidential counselling service offered to ATC Work Smart employees. This program can assist with personal or work-related issues that may be impacting employee health, wellbeing or job performance.

Often, the longer an issue remains unresolved, the more aspects of an employee's life are affected by it. Early help with a minor issue may prevent its development into a major one. These issues may include:

- > Conflict with others
- > Coping with change
- > Relationships
- > Marital and family problems
- > Children and adolescents' mental health
- > Anxiety, stress and depression
- > Alcohol and substance misuse
- > Grief and loss
- > Crisis or trauma response
- > Financial and legal
- > Coaching for managers and supervisors

What is counselling?

Counselling is an opportunity for an employee to have a confidential conversation with an experienced counsellor. It is a time to talk freely, to discuss strategies, develop skills & gain information & advice to improve well-being & life satisfaction. Counselling should begin by speaking with a qualified EAP Assist counsellor & completing the EAP Assist Wellness Check Up Assessment.

Service cost and limitations.

This service is generally free to employees. Access to on-line service provider EAP Assist is limited to 5 sessions (up to 3 hours) for each employee per year.

Access to the program only applies whilst the employee remains employed by ATC Work Smart.

Accessing the EAP

When accessing the services of EAP Assist you must state you are an employee of ATC Work Smart at 5 Barker Rd Albany, regardless of your work place location.

Employees can contact their dedicated EAP counsellor via:

- > Calling our dedicated help line
0407 086 000
- > Wellness check-up form
<https://eapassist.com.au/about-eapassist/wellbeing-check-up/>
- > Online booking form
<https://eapassist.com.au/booking-form/>

The counsellor will respond by discussing the issues of concern & provide immediate confidential support & advice.

Arrangements for time off during working hours to attend sessions will be the same as those which exists between supervisors and employees for any other form of time off work. This may include an application for short leave or sick leave with the provision of the usual certificate requirements where necessary.

We expect supervisors to be supportive of employees wishing to use the EAP and, where practicable, provide flexibility for the employee to attend during work time.

Confidentiality

If an employee uses the EAP, discussions with a service provider will remain confidential unless the employee specifies otherwise.

Employees may decide that it will assist them if their supervisor is informed about their situation and how it is affecting their work. In such cases the employee must give written permission to the service provider for a specified person to be contacted.

Longer term specialist support

The EAP is designed to provide short-term, solutions-focused assistance. If it is identified that longer-term counselling or specialist assistance is required, an employee may be referred to an appropriate specialist. The service provider may, upon referral to the specialist provider, liaise with them and continue to act as point of contact for the specialist provider. ATC Work Smart does not meet the cost for such additional specialist services.

If an employee uses their five free EAP Assist sessions and wishes to continue accessing the EAP Assist counsellor it will be at their cost, although their EAP Assist balance will be replenished 12 months after the date of their first EAP session.