

Employee Assistance Program Guideline

Guideline Owner: Director, Human Resources Services Centre

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1. INTENT

The intent of the Employee Assistance Program (EAP) is to provide employee's and their immediate family members with preventative and proactive short term interventions to assist with early detection and resolution of both work and personal problems that may adversely impact on their performance, health and wellbeing.

2. ORGANISATIONAL SCOPE

All ECU employees and their immediate family members.

3. DEFINITIONS

TERM	DEFINITION
Counsellor	Psychologists - clinically trained and registered with Australian Health Practitioners Regulation Authority (AHPRA)
EAP	Employee Assistance Program
ECU	Edith Cowan University
Employee	A person employed by Edith Cowan University
Immediate family members	An immediate relative by blood, marriage, or a person who stands in a bona fide domestic relationship with the employee residing in the same household.
EAP Provider	The provider contracted to provide EAP services to Edith Cowan University.
Manager/Supervisor	The person with line management responsibility for any employee including all full time, part time and casual staff. A person responsible for controlling activities areas, workers or students.

4. GENERAL REQUIREMENTS

EAP provides employees and their immediate family members' access to free and confidential short-term psychological assistance for either personal or work-related issues.

4.1 EAP Program

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

- Will provide employees and their immediate family members with access to a prescribed number of professional counselling services delivered by an external provider. This service will be available during and outside normal working hours.
- Referral to a specialist, such as a consultant psychologist, for further assistance if considered necessary by the EAP Provider.
- Access for Managers and Supervisors to an advisory service to provide support and guidance on how to deal with a range of people management issues where a clinical perspective on medical and/or behavioural issues in the workplace may be of assistance.
- Critical (Emergency) incident support available 24/7.
- Mediation services.
- Access to education and awareness training sessions in the workplace related to mental health.

4.2 EAP Referral

The EAP shall allow for the following types of referral:

- Self-referral in circumstances where the employee has personal or work related problems, which they want to discuss in a private and confidential setting.
- Suggested referral for early intervention purposes. Although the EAP is designed to encourage self-referral, there will be occasions where it may be appropriate for Managers and Supervisors to offer employees the option of counselling.
- Additionally, employees may become aware of developing situations where their colleagues may benefit from professional counselling and may suggest self-referral at an early stage.
- Employees retain the right to either use or refuse the offer of counselling assistance.

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 employees for any form of time off work.

Where employees have booked an appointment and cannot attend, they must provide 24 hours' notice to cancel the appointment as late cancellations are charged at the normal rate.

4.3.2 Confidentiality

The University will not be informed of the name or work area of employees who have elected to access EAP.

Where time away from work is requested to attend an EAP appointment, the employee's supervisor may request the employee supply a certificate of attendance from the EAP Provider.

Where an employee wishes for the counsellor to discuss their situation and how it is impacting on their work with their supervisor and/or a member of Human Resources Services then written permission must be provided by the employee.

4.4 EAP Counselling Session Entitlements

4.4.1 Short Term

The EAP Provider shall provide a short-term intervention service for employee's and their immediate family members. Employees may access a maximum of four counselling sessions.

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 EAP Provider will provide annual and quarterly reports of attendance, presenting problems and trends to Human Resources Services Centre. This information is de-identified to ensure the anonymity of those using the service. The effectiveness of the EAP will be reviewed annually.

5. ACCOUNTABILITIES AND RESPONSIBILITIES

In relation to these guidelines, the following positions are responsible for the following:

Guidelines Owner

The Guidelines Owner Director, Human Resources Services, has overall responsibility for the content of these guidelines and its operation in ECU.

Employees

Employees are required comply with the content of these guidelines and to seek guidance in the event of uncertainty as to its application. Where employees have booked an appointment and cannot attend, they must provide 24 hours' notice to cancel the appointment as late cancellations are charged at the normal rate.

6. RELATED DOCUMENTS

The guideline is supported by the following documents, available from the Human Resources Services website:

- Fitness for Work Guideline
- Injury and Illness Management Procedure
- Edith Cowan University Enterprise Agreement 2017

7. CONTACT INFORMATION

For queries relating to this document please contact:

Guideline Owner	Director Human Resources Service Centre
All Enquiries Contact:	Safety and Employment Relations Team
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8. APPROVAL HISTORY

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