

Employee Assistance Program

1 GROUP TRAINING ORGANISATION (GTO) NATIONAL STANDARDS

WPC Group is a GTO, committed to meeting the following national compliance standard/s:

Standard 1 – Recruitment, Employment Induction

Standard 2 – Monitoring and Supporting Apprentices and Trainees to Completion

Standard 3 – GTO Governance and Administration

2 PURPOSE

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

One of WPC's core functions is to provide support to apprentices, trainees and staff allowing them to reach their full potential. The EAP adds value to the existing employee, apprentice and trainee 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.

3 SCOPE

This policy applies to WPC Group employees, including apprentices and trainees active in employment (those on suspension are also included). Any apprentice, trainee and employee whose employment ceases with WPC Group 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

4 KEY RESPONSIBILITIES

General Manager

- To ensure all employees are aware of the EAP services, support its usage and absolute confidentiality.
- To promote, encourage and support all employees to use the EAP program, where the need arises.

Industry Consultants/Apprentice and Trainee Manager's/State Manager's

- To ensure apprentices and trainees are aware of the EAP service at induction and that reminders of the service are provided at each workplace visit or where it may be required.

5 POLICY

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

- WPC Group 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, apprentices and trainees can have confidence that by accessing the EAP service, their employment will not be affected in any way.
- WPC Group believe in no stigma attached to individuals accessing counselling support.
- WPC 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.

5.1 Provision of EAP Services

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

5.2 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.

5.3 Referral to EAP Services

Self-referral

The EAP service is designed for self-referral. Where an employee, apprentice or trainee 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.

5.4 Privacy and Confidentiality

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

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

5.5 Accessing EAP services

Employees, apprentices and trainees can access EAP services by contacting Assure directly. Employees are given the contact details at orientation. There is also contact information on the WPC Group website.

6 RECORDS

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

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