



Employee assistance policy HR025

Purpose and scope

The purpose of this policy is to provide a framework for the effective operation of an employee assistance program (EAP) at AHPRA and to give guidance to staff members and managers when the need to access the program arises.

The EAP provides staff members, including managers with access to the following confidential services:

- External, face to face, or telephone confidential counselling for personal or work-related issues.
- Confidential counselling assistance to staff and members of their immediate family members.
- Support and advice for managers in dealing with issues relating to his/her roles.

The aim of the EAP is early identification and provision of assistance to help resolve either work-related or personal issues.

Policy

- 1.1 AHPRA provides an external EAP service that staff members can access on a confidential and anonymous basis.
- 1.2 A staff member, including members of the staff member's immediate family, can access up to a total of six hours of case management per calendar year, paid for by AHPRA.
- 1.3 Conversations and any information a staff member shares with a counsellor will be in strictest confidence and will not be communicated further unless written authorisation is given by the staff member.
- 1.4 Confidentiality means that no one, including AHPRA, will receive information from the counsellor concerning the staff member's situation.
- 1.5 A manager may access Manager Assist directly. Manager Assist is a telephone counselling service within the EAP service.

Procedure

Refer to the [Employee assistance procedure HR015](#) outlining the process for accessing the EAP.

Related documents

Related documents include:

- [Employee assistance procedure HR015](#)
- [Work, health and safety policy AManC006](#)
- [Code of conduct HR040](#)

Relevant legislation

This policy should be read in conjunction with the following legislation:

- Work Health and Safety Act 2011 (ACT);
- Work Health and Safety Act 2011 (NSW)
- Work Health and Safety (National Uniform Legislation) Act 2011 (NT)
- Work Health and Safety Act 2011 (Qld)
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2012 (Tas)
- Occupational Health and Safety Act 2004 (Vic)
- Occupational Safety and Health Act 1984 (WA)
- Each State and Territory also has a set of Regulations to support the legislation which must also be complied with by AHPRA in each relevant jurisdiction.

Definitions

The following definitions shall apply:

Term	Definition
Counsellor	Refers to the individual counsellor who has been assigned by the service provider to provide a staff member with confidential services related to the EAP.
Immediate family	Means a staff member's spouse (married or de facto) and/or child or adult child (including adopted child, step child or ward).
Manager Assist	Manager assist is a consulting service used for support by managers with managing interpersonal conflict, responding to staff whose problems are having an impact on work, assisting a staff member who is not coping with change and managing difficulties with team functioning.

Document control

Approver	National Manager, Human Resources
Policy number	HR025
Date approved	6 June 2014
Date commenced	6 June 2014
Date for review	March 2017
Responsible officer	National Manager, Human Resources
Sections modified	July 2010, created February 2014, revised to reflect new policy and procedure template.