

# Employee Assistance Program Policy



Queensland Institute of Business Technology Pty Ltd  
ABN 38 076 195 027

## Document

<b>Document Name</b>	Employee Assistance Program Policy
<b>Brief Description</b>	This Policy outlines the Employee Assistance Program offered to Griffith College staff. The Program is a voluntary and confidential short-term counselling service paid for by Griffith College.
<b>Responsibility</b>	Quality and Compliance Manager
<b>Initial Issue Date</b>	07/07/2011
<b>Authorising Body</b>	Management Committee

## Version Control

<b>Date</b>	<b>Version No.</b>	<b>Summary of Changes</b>	<b>Reviewer Name and Department/Office</b>
15/01/2016	3	Policy changes prior to December 2019 are found on H drive.	Quality and Compliance Manager

## Related Documents

<b>Name</b>	<b>Location</b>
N/A	N/A

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# 1 Purpose and Scope

## 1.1 Introduction

This Employee Assistance Program Policy outlines the counselling services available to Griffith College Staff.

## 1.2 Purpose

The purpose of this Policy is to maintain the psychological wellbeing of employees by assisting them when personal, family or work matters are impacting on health or quality of life. Through access to professionally qualified and experienced counsellors and psychologists, staff have the opportunity to identify concerns and find ways of resolving them. Under the EAP, Griffith College's subscription will enable staff, and/or their immediate family members, to access up to 6 free counselling sessions per year.

## 1.3 Scope

This Policy applies to all Griffith College Staff.

# 2 Policy Statement

## 2.1 EAP Provider - Access EAP

Griffith College's Employee Assistance Program is delivered by an independent provider called [Access EAP](#). Access EAP is Australian-owned and has been operating since 1989, delivering EAPs to companies across Australia, New Zealand and South East Asia. The organisation is not-for-profit, and surplus profit is distributed through the Curran Access Children's Foundation to support welfare programs and indigenous children at risk in the community.

## 2.2 Confidentiality

Griffith College staff can rest assured that the service is 100% confidential. As the College pays a subscription fee, the management are never provided with any indication whether staff choose to access the EAP. Staff do not need to seek their manager's approval to access the EAP.

## 2.3 Range of Services

### 2.3.1 24/7 Telephone Hotline

**1800 81 87 28**

A telephone hotline is available for immediate support 24 hours per day, 7 days per week.

When staff are asked which organisation they work for, they must advise "NAVITAS".

### 2.3.2 Face-to-Face Counselling

Counselling bookings can be made via the telephone hotline, [online request form, or email](#). Counselling can be booked [in 25+ Brisbane locations, and 10+ Gold Coast locations](#). When staff are asked which organisation they work for, they must advise "NAVITAS".

The EAP provides [counselling](#) to help a staff member (or their immediate family members) to identify, explore and manage issues that are impacting on a their life. Some common issues include:

- Maximising potential performance
- Work life balance
- Workplace conflict and communication
- Retirement
- Career path
- Work stress

- Depression, anxiety, stress
- Relationship and marital problems
- Concerns about children or family members
- Grief and bereavement
- Elder care issues
- Addictions – drugs, alcohol, gambling, etc
- Financial counselling (e.g. budgeting, negotiating with creditors, etc)
- Legal problems (first appointment with solicitor free)

### 2.3.3 Manager Support and Coaching

Manager Support is an advisory service for managers, team leaders and other members of staff responsible for managing employees. Manager Support assists with situations that involve difficulties in workplace communication, behaviours or performance. The service can be provided via telephone or face-to-face consultations. Issues that can be addressed include:

- Managing individual employees (e.g. difficult employees, employees behaving unusually, employees that may self-harm, employees with substance abuse or mental health concerns);
- Communicating poor work performance;
- Breaking bad news;
- Dealing with organisational change;
- Managing a traumatic event in the workplace;
- Debrief following difficult conversations;
- Facilitating team cohesion.

### 2.3.4 Online Resource Library

If a staff member does not wish to access counselling, but would be interested to access some self-help resources, the online resource library provides some excellent materials. Resources are grouped as follows:

Personal Wellbeing	Workplace Wellbeing
<ul style="list-style-type: none"> <li>- Understanding and dealing with depression</li> <li>- Strategies to achieve work-life balance</li> <li>- Tips for managing stress</li> <li>- Tips for when alcohol is a problem</li> <li>- Tips for dealing with worry and anxiety</li> <li>- Tips for dealing with anger</li> <li>- Coping with grief and loss</li> <li>- Sleep and recuperation</li> </ul>	<ul style="list-style-type: none"> <li>- Workplace bullying</li> <li>- Tips for dealing with drugs in the workplace</li> <li>- Organisational Change</li> <li>- Tips for handling workplace conflict</li> <li>- Building effective teams</li> </ul>

The [Online Resource Library](#) requires that individuals register for an account, and the system recognises the @navitas.com domain.

- *Full-time general and academic staff:* the Griffith College email address automatically comes with a Navitas version. Enter firstname.lastname@navitas.com, and then select your preferred password. An email will be sent to your normal email account to finalise the activation of the account. If any problems are experienced logging into the system, the following contact has been provided to assist: [aqua@accesseap.com.au](mailto:aqua@accesseap.com.au). If staff have any concerns about identifying themselves by registering for an account, even though no notification is ever sent back to Griffith College, they are also welcome to utilise the option below for teaching staff.
- *Casual teaching staff:* The Portal email address is not affiliated with a Navitas domain. To log in to the system, the below details are available for use. There is no notification to this email account that a login has occurred, so access will be completely confidential.

Company Email: [sara.wells@navitas.com](mailto:sara.wells@navitas.com)

Password: QIBT