



POLICY	
Employee Assistance Program	
<b>Scope (Staff):</b>	All employees
<b>Scope (Area):</b>	Child and Adolescent Health Service (CAHS)

### Aim

To support employees and managers in understanding the Employee Assistance Program (EAP) and to provide information on how to access services under the EAP contract.

### Background

As part of the commitment to ensuring a healthy workforce, the Child and Adolescent Health Service (CAHS) provide an Employee Assistance Program (EAP) for all employees. By providing an EAP, CAHS assists employees to access a free confidential counselling service, which can offer a preventative, remedial and supportive approach towards the resolution of personal and/or work related problems.

### Risk

Employees may encounter difficulties and problems which can have an effect on their wellbeing. Failure to address these problems has the potential to impact on their performance at work, in turn influencing the function of the work unit and/or the health service.

### Definitions

Term	Definition
<b>Counselling</b>	The provision or practice of professional advice, guidance and support.
<b>Counselling service</b>	Professional advice, guidance and support for a wide range of concerns impacting an employee. A generalised, but not comprehensive, range of topics can be found on <a href="#">CAHS HealthPoint</a> .
<b>Critical Incident</b>	Any event or series of events that affects the usual coping abilities of a person. These may be sudden, overwhelming, threatening or protracted.
<b>Employee Assistance Program (EAP)</b>	An employer sponsored intervention program designed to assist employees to enhance their emotional, mental and general psychological wellbeing.
<b>Immediate family</b>	A group of relations that the employee considers family, who usually live with the employee in the employee's residence.

## Principles

- CAHS will maintain and promote a free, confidential EAP to support the health, wellbeing and performance of its employees. The core element of the EAP is the provision of a short term confidential counselling service.
- CAHS will meet the cost of up to three (3) EAP counselling sessions per employee per year. If more counselling sessions are required, the EAP provider will seek approval for additional sessions from Workforce Services.
- The EAP is a contractual arrangement agreed between CAHS and an accredited external service provider. Contact details of the current EAP Provider will be made available on the [CAHS HealthPoint](#).
- Counselling services accessed through the EAP will be provided by suitably qualified personnel who are bound by, and work in accordance with professional standards, codes, and guidelines.
- There may be circumstances where the employee being counselled requires their immediate family to be involved in the counselling process. In these situations, CAHS will cover the related costs.
- The EAP service provide a range of other services such as group sessions, training and resources, critical incident management, and manager coaching and support which CAHS staff may access if appropriate. For further information contact CAHS Human Resources.

## Access

- The EAP Provider will conduct face-to-face counselling sessions at their premises on weekdays (8am-6pm) or via phone during business hours.
- Appointments for after-hours 24/7 phone or face-to-face counselling may be conducted for emergency cases only.
- Appointments conflicting with the employee's normal hours of work require leave arrangements to be made with the Manager to ensure appropriate leave is accessed and approved<sup>1</sup>.

## Referral

There are two methods of referral to the EAP for counselling:

### *Self-Referral*

- Employees may seek assistance directly from the EAP Provider.
  - There is no requirement to gain approval or advise CAHS.
  - Self-referral may occur where an employee recognises that they are experiencing difficulties with personal or work related concerns, OR where another person (for example a supervisor, colleague, family member, doctor, friend) has observed a potential need and suggested to the employee that the EAP service may be beneficial.

### *Formal Management Referral*

- A Tier 4 Manager may initiate a formal referral for an employee to the EAP Provider.

- The Manager must contact CAHS Human Resource Services for guidance with this process before formally referring an employee. Depending on the reasons behind the formal referral this will impact the process to be undertaken.
- A formal referral may be used to address concerns relating to behaviour that, if not remedied, may result in disciplinary action, or as a part of a formal [Performance Improvement Plan](#) where performance has declined and remains below an acceptable level.
- Feedback may be provided to CAHS on attendance but no details or content of counselling will be disclosed.

## Critical Incident Response and Management

- Critical Incident Response and Management is available following a critical and/or clinical incident in the workplace that has a significant impact or effect on an employee. Please refer to the [CAHS Critical and Clinical Event Debrief Policy](#).
- Critical incident calls will be responded to and referred for assessment immediately and are available from either EAP Provider on a 24 hours a day, 7 days a week basis.

## Confidentiality

- CAHS recognises that the success and credibility of the EAP hinges on consultations and records of consultations being kept highly confidential.
- EAP Counsellors will:
  - treat all individual client information as confidential. This includes confidentiality of all employee details from any other member of CAHS staff.
  - **not** disclose information without the client's consent except where failure to disclose would likely result in imminent threat of serious bodily harm to the client or others or where required by law. There are legislative obligations that relate to this policy for the EAP provider with regard to the notifiable conduct of a health practitioner<sup>2</sup>.
- The EAP Provider will:
  - **not** provide any details pertaining to CAHS employees who have accessed the service.
  - only provide non-specific generic information around usage and demographics of counselling sessions provided in total during the reporting period (quarterly).

## Complaints and EAP Satisfaction

- The EAP Provider report on service satisfaction by collecting de-identified data on the use of the service and experience that clients had. This survey is optional and no personal details are disclosed to CAHS.
- If anyone experiences difficulties accessing or using the EAP, they may contact their manager or CAHS Human Resources to provide feedback. Any concerns and feedback will be provided to the EAP Provider but no identifiable information will be reported.

## Evaluation

- Compliance with this policy will be monitored by CAHS Human Resource Services. Evaluation methods include the following:
  - Monitoring the provider's adherence to Key Performance Indicators as defined in the contract/service agreement.
  - Satisfaction feedback collected and reported by the EAP Provider.
  - Feedback received by Human Resource Services.
  - Review of grievances originating from the EAP process.


## Roles and Responsibilities

Role	Responsibility
<b>Employee</b>	<ul style="list-style-type: none"> <li>• Recognise when work-based or personal issues affect their health and/or work performance.</li> <li>• Advise immediate family of eligibility to access services, if applicable.</li> </ul>
<b>Manager (includes Supervisory positions)</b>	<ul style="list-style-type: none"> <li>• Ensure EAP services are offered to employees who are experiencing difficulties with personal /work related concerns.</li> <li>• Know how to access the EAP Manager's Helpline to assist when people management issues arise.</li> </ul>
<b>Human Resources (HR) Manager</b>	<ul style="list-style-type: none"> <li>• Oversee the EAP contractual agreement.</li> <li>• Provide resources for promotion of the EAP.</li> <li>• Advise on the policy</li> </ul>
<b>HR Consultant</b>	<ul style="list-style-type: none"> <li>• Advise on the policy and promote the EAP service.</li> <li>• Address employee concerns in relation to the EAP provision.</li> <li>• Assist managers with the process of formal management referral.</li> </ul>
<b>EAP Counsellor</b>	<ul style="list-style-type: none"> <li>• Work with the employee assisting them to identify the cause of the problem, support resolution or if required refer the employee to other treatment.</li> </ul>

<b>Related internal policies, procedures and guidelines</b>
<a href="#">Critical and Clinical Event Debrief</a> (CAHS policy)
<a href="#">Critical Incident Stress Management for Staff Procedure</a> (CACH policy)
<a href="#">Sentinel Event Management Toolkit</a> (CAMHS policy)
<a href="#">Serious Clinical Incidents</a> (CAMHS policy)

<b>References</b>
<sup>1</sup> <a href="#">WA Health Awards and Agreements Library</a>
<sup>2</sup> <a href="#">Health Practitioner Regulation National Law (WA) Act 2010, Part 8 s.140, 141 and 142</a>

This document can be made available in alternative formats on request.

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