	<p style="text-align: center;">GOVERNANCE POLICY</p> <p style="text-align: center;">EMPLOYEE ASSISTANCE PROGRAM</p>	Policy Number Version Number Issued Last Review Next Review GDS	G1.48 2 September 2018 Feb 2023 Feb 2028 9.63.1.1
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EMPLOYEE ASSISTANCE PROGRAM

1. Overview

The Flinders Ranges Council (the Council) is committed to the provision of a safe, healthy and harmonious workplace in which workers (including Elected Members) can provide a service to the public, perform their duties effectively and develop their full potential.

The Council is aware that in many cases, work performance can be affected by various elements of life. As such, Council encourages employees and Elected Members to seek help to overcome any personal, family or work-related issues that may be affecting them before they grow to unmanageable levels.

The Employee Assistance Program is a voluntary counselling service provided by the Council to their employees and Elected Members to support their general well-being.

2. Core Components

The core components of the policy/procedure are:

- To provide support and assistance to the Councils employees and Elected Members for a variety of work related or personal issues including but not limited to:
 - Conflict and anger at the workplace
 - Bullying and harassment
 - Interpersonal issues
 - Managing change
 - Coping with illness / injury / death
 - Relationship and family issues
 - Stress management and coping skills
 - Alcohol or drug related issues
 - Financial or legal difficulties
 - Work related stress
 - Depression and anxiety
 - Workplace incident, near miss or trauma
 - Balancing family and work responsibilities
- This assistance program is completely voluntary and provided in-confidence.
- Counselling is provided by qualified and experienced counsellors/professionals.

3. Definitions

Counsellor Refers to an individual counsellor or psychologist who has been assigned by the Council to provide employee assistance services.


4. Procedure

4.1 Accessing the Service

Employees and Elected Members may access the Employee Assistance Program provider directly and make an appointment when the need arises. Employees and Elected Members can telephone the service provider during normal work hours to make an appointment or to speak to a Counsellor. See Appendix 1 for Provider Contact Details.

Alternatively, a Supervisor or Manager may recommend or refer an employee to this service as an option when addressing workplace behaviour or the Supervisor or Manager has concern for an employee's or elected member's welfare where applicable.

An employee may normally access a total of 3 one-hour sessions per calendar year, paid for by the Council. Should additional sessions be required, the provider may refer the employee to an appropriate external agency, or arrange for the employee to continue with the provider in a private capacity at the employee's expense.

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In exceptional cases, on request of the employee and/or on the recommendation of the counsellor, additional visits may be approved by Council.

4.2 Attendance at Sessions

An employee who attends (or has a telephone appointment) with the service provider during working hours shall be regarded as being on duty, provided that the session is funded by the Council. The employee must advise their Manager or Supervisor if they require time off during working hours as per normal notification processes.

4.3 Confidentiality and Privacy

The Employee Assistance Program is voluntary, and all consultations will be conducted in complete confidence between the employee/elected member and the Counsellor.

All invoices received from the service provider will not identify any individual names of those accessing the service.

4.4 Further Assistance

Further information in regard to contact details for relevant suppliers/services is displayed on WHS noticeboards throughout the Council or by contacting Human Resources.

5. Records

To maintain confidentiality any correspondence and invoices to the organisation from the service provider will have no reference to names of individuals accessing the service.

6. Responsibilities

6.1. Managers and supervisors are accountable for:

- Informing employees of this procedure.
- Referring employees to the service when addressing workplace behaviour or disciplinary matters.

6.2. Employees/elected members are accountable for:

- Familiarising themselves with this program and how to access the service/find contact details.

6.3. Human Resources is accountable for:


- Ensuring this procedure is reviewed and updated as required.

7. References

Work Health and Safety Act 2012
Work Health and Safety Regulations 2012
Local Government Act 1999

8. Related Documents


WHS Worker / Volunteer Welfare Policy
Appendix 1: Employee Assistance Program Provider Contact Details

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9. Review

To be reviewed within 12 months after a General Election, in line with legislation and any legislative changes or by resolution of Council.

Review Date	Version Number	Change	Resolution
9 October 2018	1	New draft policy	230/2018
18 December 2018	1	Policy Adopted by Council	273/2018
21 March 2023	2	Minor formatting and grammatical amendments	46/2023

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APPENDIX 1 EMPLOYEE ASSISTANCE PROGRAM (EAP) SERVICE PROVIDERS CONTACT DETAILS

Service Provider

Corporate Health Group (CHG) Adelaide – Telephone/Skype

3 Locations (travel and accommodation not covered by Council):

- 69 Henley Beach Road, Mile End SA 5031
- 180 Phillip Highway, Elizabeth South
- 136 Eastern Parade, Gillman SA 5013

Confidential Counselling and Support for Employees and members of the employees' immediate family and Elected Members

Phone 8:00am – 5:00pm Monday to Friday (08) 8354 9800
Emergency / Critical incidents 0418 883 855
Email: bookings@chg.net.au

Appointments can be made direct with the Service Provider, there is no need to advise Council personnel you are making the appointment. However, you are required to advise your Manager / Supervisor if your appointment is in working hours and you require time off, as per normal notification processes. You are not required to advise of the reason for your attendance. If for any reason you choose to travel to Adelaide for an appointment with CHG rather than receive assistance via telephone, then travel/accommodation costs are at your own expense.

These services are provided on a confidential basis.

Additional Contact Details Provided for Information (Not as EAP Providers)

Lifeline	131 114
Mental Health Services	131 465
Suicide Call Back Service	1300 659 467
Mensline Australia	1300 789 978
Beyond Blue	1300 224 636
Black Dog Institute	www.blackdoginstitute.org.au