

56. Employee Assistance Program (EAP)



Introduction

Tillys Play and Development Centre Pty Ltd and Tillys Play and Education Centre Pty Ltd has a strong commitment to the health, safety, and welfare of its employees, their families, and its customers. Our organisation recognizes that a variety of personal problems, such as emotional distress, family problems, alcoholism, and drug abuse, can be devastating to lives, business, and the community at large. Most people solve their problems either on their own or with the advice of family and friends; however, Tillys Play and Development Centre Pty Ltd and Tillys Play and Education Centre Pty Ltd recognizes that sometimes people need professional advice.

Purpose

It is the policy of Tillys Play and Development Centre Pty Ltd and Tillys Play and Education Centre Pty Ltd to establish, implement, and support an Employee Assistance Program that will assist employees to resolve problems, such as emotional distress, family problems, alcoholism, and drug abuse, recognizing these problems may adversely affect employee's personal health, family, and job performance.

It is the policy of Tillys Play and Development Centre Pty Ltd and Tillys Play and Education Centre Pty Ltd to commit the resources necessary to support the Employee Assistance Program.

This policy will not exempt employees from job performance requirements.

GOALS – What are we going to do?

- The goal of our organisation is to establish an EAP to help and encourage those employees in need of professional assistance to use it.
- This program will apply to all employees who are covered under any of the various health and welfare programs to which the organisation contributes.
- While Tillys Play and Development Centre Pty Ltd and Tillys Play and Education Centre Pty Ltd has no intention of intruding into the private lives of its employees, we recognize the personal problems may eventually take their toll on job performance. Our concern is to assure that employees report to work in condition to perform their duties safely and efficiently in the interest of their fellow workers, themselves, and our customers.

Strategies – How will it be done?

Procedure:

Tillys Play and Development Centre Pty Ltd and Tillys Play and Education Centre Pty Ltd EAP will operate within the following framework:

- Employees' current jobs and future advancement will not be jeopardized by using the EAP services.
- As with all health and personnel documents, the EAP records will be maintained in a confidential manner.
- Supervisors and managers are responsible for confronting employees about unsatisfactory as well as acceptable but deteriorating performance and referring such employees to the EAP when appropriate.
- Employees will be responsible for correcting unsatisfactory performance and maintaining acceptable performance.

Implementation:

Each division, subsidiary, or affiliate of Tillys Play and Development Centre Pty Ltd and Tillys Play and Education Centre Pty Ltd will be responsible for establishing and implementing detailed policy and procedures, specific to its needs, in support of this policy.

Each of these policies is subject to central review for consistency with Tillys Play and Development Centre Pty Ltd and Tillys Play and Education Centre Pty Ltd policy.

Responsibility for interpretation of this EAP policy falls to Tillys Play and Development Centre Pty Ltd and Tillys Play and Education Centre Pty Ltd Operations Manager.

Related Legislation

- Occupational Health and Safety Act 2004
- Workplace Relations Act 2009
- The Work Health and Safety Act 2011
- Education and Care Services National Law Act
- Education and Care Services National Regulations

Links to other policies and documents

- Staffing Policy
- Workplace Health, Safety and Wellbeing Policy

Links to Education and Care Services National Regulations:

168, 117B

Links to National Quality Standards/Elements:

QA7

Sources

- www.auspsych.com.au
- www.mentalhealthcommission.gov.au/mental-health-reform/national-workplace-initiative
- Safe work Australia:
www.safeworkaustralia.gov.au
- Mental Health First Aid (MHFA)

Mental health supports for individuals

If you or someone you know needs support, here are some support services you can reach out to now. In an emergency, please call 000.

Organisation	Contact	Description
Head to Health	w headtohealth.gov.au	Provided by the Department of Health to search free or low cost digital supports for mental health.
Beyond Blue	t 1300 22 4636 w beyondblue.org.au	24/7 support for mental health and wellbeing via phone, web chat and online forum.
Lifeline Australia	t 13 11 14 w lifeline.org.au	24/7 crisis support and suicide prevention services.
Suicide Call Back Service	t 1300 659 467 w suicidecallbackservice.org.au	24/7 telephone crisis support for people at risk of suicide, carers and bereaved, as well as online resources and information.
MensLine Australia	t 1300 78 99 78 w mensline.org.au/phone-and-online-counselling	24/7 telephone and online support, information and referral service for men
Kids Helpline	t 1800 55 1800 w kidshelpline.com.au	24/7 telephone counselling for young people under 25 years.
headspace Australia	t 1800 650 890 w headspace.org.au	Telephone and web chat for young people aged 12 to 25 years.
QLife	t 1800 184 527 w qlife.org.au	Telephone and online chat support service for lesbian, gay, bisexual, trans, and/or intersex (LGBTI) communities.