

EMPLOYEE ASSISTANCE PROGRAM POLICY

CCGT is committed to maintaining a safe and healthy working environment for all of our employees including internal staff and apprentices and trainees. We actively provide support for employees experiencing personal or work related difficulties by providing an Employee Assistance Program (EAP).

An EAP is a program designed to enhance the emotional, mental and general psychological wellbeing of our employees. The EAP aims to provide preventive and proactive interventions for the early detection, identification and/or resolution of both work and personal problems that may adversely affect performance. The purpose of this policy is to outline the provision of the EAP and to define the parameters by which the EAP is offered.

Access & Entitlement

The EAP is available to all CCGT employees.

CCGT's EAP Provider is The Read Clinic located at C2/20-24 Karalta Road, Erina. Their phone number is 02 4363 6600. Employees do have an option of selecting a different provider to the same monetary value after consultation with either their Field Officer (for apprentices and trainees) or the Operations Manager (for internal staff).

The EAP offers assistance for issues including but not limited to:

- Relationship difficulties
- Divorce and separation
- Harassment and discrimination
- Conflict
- Alcohol and substance abuse
- Gambling or other addictions
- Work related problems
- Grief and bereavement
- Financial difficulties
- Stress and fatigue
- Emotional difficulties
- Health matters
- Personal trauma

The CCGT EAP provides employees with access to confidential external, face to face or telephone counselling for personal or work related issues.

Use of the EAP can be through:-

- **Self referral** – where the employee has identified a problem which they wish to discuss in a private and confidential setting without anyone in the organisation being involved in any way;
- **Organisational referral** – where CCGT has identified a need for an employee to utilise the service for example, following a specific incident; or
- **Suggested referral** – when the option of accessing the EAP is made by Management.

Where the referral is either suggested or organisational, use of the EAP is at the discretion of the individual employee and is completely voluntary.



Costs of Utilising the EAP

The EAP is free of charge for all CCGT employees up to a maximum of four visits in one calendar year.

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. In exceptional cases, and on request of the employee and/or on the recommendation of the Counsellor, the Operations Manager may approve some additional visits at the expense of CCGT.

Leave Requirements

Where an employee wishes to utilise the EAP service, normal leave procedures will apply. If the referral to the EAP is a suggested or organisational referral, arrangements regarding leave or leave with pay will be agreed between CCGT Senior Management for internal staff or the relevant Host Employer for apprentices and trainees.

Confidentiality

A vital feature of the EAP is the confidentiality and respect for an individual's privacy. No one needs to know that an employee is utilising the services of the EAP. Should an employee advise their Manager that they are attending the EAP, he/she is required to observe strict confidentiality and to support the employee in accessing the EAP. No employee needs to discuss the reason for their visit with anyone unless they feel comfortable in doing so.

Confidentiality also means that nobody, including CCGT employees or Management will receive information from the EAP provider concerning an individual situation.

Reporting

A report outlining service utilisation will be supplied in accordance with the EAP agreement between CCGT and the provider. This report will maintain confidentiality and will not include personal information or information relating to specific issues.

CCGT will use the reports and liaise with the EAP provider to monitor the use and effectiveness of the service to ensure that:-

- The principles of the EAP are being adhered to by all parties;
- Emphasis is placed on workplace preventative initiatives to address problems that become apparent;
- Complete confidentiality is maintained at all times;
- Access to the EAP is available and maintained.

CCGT may obtain statistical data on the broad categories and frequency of access and use of the EAP provider to ensure that the funding support to the service is adequately maintained. Such data will not include names of persons using the EAP services.





CCGT Contact

The EAP is facilitated by the CCGT Operations Manager. Information, direction, support and advice on the EAP can be obtained by contacting the CCGT Operations Manager or the EAP Provider directly. No approval needs to be sought from Management if the employee contacts the EAP Provider directly themselves and there is no obligation to advise anyone that they have attended.

Endorsed by the Board of Directors on ...18th May 2019.

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CCGT Chairman

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CCGT Senior Manager

