

EMPLOYEE ASSISTANCE PROGRAM POLICY

CCGT is committed to maintaining a safe and healthy working environment for all 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 well being 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.

The EAP offers assistance for issues pertaining to the mental health support and well being of all CCGT employees. Examples of issues that may affect mental health include but are 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

An employee can access up to 4 subsidised psychological sessions under the Central Coast Group Training Employee Assistance Program. The employee will be required to obtain a 'Mental Health Care Plan' from their General Practitioner and will then be required to pay the full price for the session. CCGT will be responsible for the reimbursement of any out-of-pocket expenses between the Medicare Rebate and the total cost of the session, only after suitable evidence has been provided to CCGT by the Employee. These expenses will be reimbursed to the Employee by CCGT in the following pay cycle.

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 Medical Practitioner concerning an individual situation.

CCGT Contact

The EAP is facilitated by the CCGT General Manager. Information, direction, support and advice on the EAP can be obtained by contacting the CCGT General Manager, your Field Officer (for Apprentices and Trainees) or your Medical Practitioner directly. No approval needs to be sought from Management if the Employee contacts their Medical Practitioner directly themselves and there is no obligation to advise anyone that they have attended.

What Services are available *without* a Mental Health Care Plan?

A range of other mental health services and supports are available which do not require you to have a Mental Health Treatment Plan. For example:-

Head to Health | www.headtohealth.gov.au

The Australian Government's digital mental health gateway provides a range of information, advice, and links to free and low-cost phone and online mental health services.

Beyond Blue | 1300 22 46 36 | www.beyondblue.org.au

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Lifeline Australia | 13 11 14 | www.lifeline.org.au

Lifeline Australia is a crisis support service that provides short-term support at any time for people who are having difficulty coping or saying safe.

Kids Helpline | 1800 55 1800 | www.kidshelpline.com.au

A free, private and confidential phone and online counselling service for young people aged 5 to 25 years.

Suicide Call-Back Service | 1300 659 467 | www.suicidecallbackservice.org.au

A service for anyone considering suicide, living with someone who is considering suicide, or bereaved by suicide.

Mensline Australia | 1300 78 99 78 | www.mensline.org.au

A telephone and online counselling service for men.

Open Arms | 1800 011 046 | www.openarms.gov.au

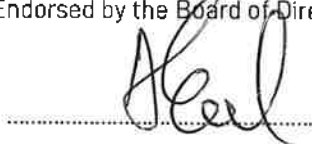
Veterans and Families Counselling provides current serving armed forces personnel, veterans and their families free and confidential counselling, group treatment programs and community and peer networks.

Headspace | www.headspace.org.au

Headspace provides free or low cost services to young people aged between 12 and 25 years old, their families and friends. Headspace provides holistic care in four key areas – mental health, related physical health, alcohol and other drug use, and social and vocational support.

If you or someone you know is in imminent danger, please telephone 000 to discuss life-threatening or time-critical emergencies.

Endorsed by the Board of Directors on 26/5/24



CCGT Chairman



CCGT Senior Manager