


OPERATING PROCEDURES

SUBJECT:	EMPLOYEE ASSISTANCE PROGRAMME
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POLICY STATEMENT:	PS HR01(09)	EFFECTIVE DATE:	30/09/2009
FUNCTIONAL AREA:	Human Resources	DOCUMENT REF:	OP HR01-16(09)
RESPONSIBILITY:	Chief Executive	REVISION NUMBER:	2

REVISION SCHEDULE

EFFECTIVE DATE	ALTERATION(S)	AUTHORISED Signed/Title	AUTHORISED DATE
29/08/2011	3 - Access & 4 - Progress		29/08/2011

1. Scope

CLASS recognises that an employee's work performance can be affected by problems in their personal life and is committed to assisting employees in dealing with these issues.

2. Employee Assistance Programme

An Employee Assistance Program has been established by CLASS to provide confidential counselling, guidance and assistance for employees and their families, relating to personal issues that are affecting work performance. These include, but are not limited to issues such as:

- ✓ marriage and family problems;
- ✓ interpersonal relationships;
- ✓ grief and loss;
- ✓ stress and trauma;
- ✓ alcohol and drug dependency;
- ✓ financial and legal problems;
- ✓ work related problems;
- ✓ major workplace change
- ✓ gambling problems
- ✓ life threatening illness

2.1 The Employee Assistance Program relies on total confidentiality from all employees who are involved in the program, either as participants, or as managers/supervisors/contact officers who are requested to assist in the process. It is essential that this confidentiality be observed and respected at all times, to ensure the integrity and trust of the program so that it may achieve its objectives.

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2.2 The Employee Assistance Program emphasises a positive approach to dealing with these issues and is designed to allow time for the employee to overcome their problems without the possibility for adverse consequences to their status of employment or promotional opportunities.

3. Accessing the Employee Assistance Programme

ACCESS OCAR has been contracted to provide the Employee Assistance Program to employees of CLASS.

A vital feature of this program is the high level of confidentiality and respect for the individual employee's privacy. Information shared by the employee will not be communicated to others, unless expressly authorised by the employee in writing or where the law requires.

ACCESS OCAR offers 24 hour telephone contact. Counselling is available in a variety of locations and may be offered out of hours, ensuring no one need know of your attendance.

4. Progress

The program is funded to enable up to 4 visits per person

4.1 Should an employee have a need to attend counselling during normal work time, their manager will coordinate the appropriate time off work, leave or other agreed approach to be taken. The responsibility for following any course of action rests entirely with the individual employee, even when their manager offers help through the program.

5. Related Documents

These operating procedures are related to and should be read in conjunction with the following controlled documents.

- ✓ PS HR01(09) Policy Statement, Human Resources

APPROVED BY THE CHIEF EXECUTIVE			
This Operating Procedures supersedes all other Employee Assistance Programme Operating Procedures and is applicable across CLASS inc. from the authorising date below.			
Authorising Officer	Position	Date	Signature
Mark Kulinski	Chief Executive	29/08/2011	