



Employee Assistance Program (EAP)

1 GROUP TRAINING ORGANISATION (GTO) NATIONAL STANDARDS

NextGen Jobs is a GTO, committed to meeting the following national compliance standard/s:

Standard 2 – Monitor and Support apprentices and trainees to completion

2.1: The GTO provides services that meet the individual needs of apprentices and trainees to facilitate the continuity of the National Training Contract to completion and the quality and breadth of the training experience, including:

- a) support and mentoring throughout the National Training Contract.

2 EMPLOYEE ASSISTANCE PROGRAM (EAP) POLICY

One of NextGen Jobs' core functions is to provide support to apprentices, trainees and staff allowing them to reach their full potential. The EAP adds value to the existing employee, apprentice and trainee service and extends the benefits to its direct employees to drive healthy workplaces, employee commitment and support retention.

3 PURPOSE

To ensure employees, apprentices and trainees are mentally healthy and positive about work and life.

To foster an optimistic and upbeat business culture, enhancing productivity and business success.

4 SCOPE

This policy applies to all NextGen Jobs employees, including apprentices/trainees on suspension.

Any apprentice, trainee and employee whose employment ceases with NextGen Jobs will not be able to access this EAP service, unless authorised by the General Manager.

It addresses:

- Provision of EAP services
- Types of issues
- Referral to EAP services
- Privacy and confidentiality
- Accessing EAP services

This policy applies to the following legislation:

- Occupational Health & Safety Act
- Privacy Act



5 KEY RESPONSIBILITIES

General Manager

- Ensure all employees are aware of the EAP services, support its usage and absolute confidentiality
- Promote, encourage and support all employees to use the EAP program, where the need arises

Industry Consultants

- Ensure all apprentices and trainees are aware of the EAP services, support its usage and absolute confidentiality
- Promote, encourage and support all apprentices and trainees to use the EAP program, where the need arises

6 POLICY

This policy facilitates a supportive, positive and productive workplace and is based on the following EAP guiding principles:

- NextGen Jobs provides professional and confidential counselling through its support partner, Assure – <https://www.assureprograms.com.au/>
- Assure’s EAP services are only delivered by registered psychologists with at least 5 years post-registration experience
- Where employees experience work or personal issues affecting their work performance, the EAP is available and accessible at no cost
- The EAP service is provided by professionally trained counsellors
- Employees will be able to access three (3) counselling sessions per annum (every 12 months) – additional sessions will be assessed on an as needs basis, with the General Manager’s approval
- Utmost respect, privacy and discretion is maintained at all times by Assure
- Employees who access the service are not required to inform anyone
- Employees, apprentices and trainees can have confidence that by accessing the EAP service, their employment will not be affected in any way
- NextGen Jobs believes in no stigma attached to individuals accessing counselling support
- NextGen Jobs supports and encourages early intervention of issues
- Where an employee needs to take time off to access counselling services, the normal leave conditions apply – consult your manager to arrange leave
- The service ensures there is an avenue of support provided so that no-one is alone in a crisis

Provision of EAP Services

Employees, apprentices and trainees have access to:

- 24/7 counselling support via 1800 free-call number, 365 days (person answered)
- Face-to-face, telephone, email, skype counselling (Monday to Friday 8am – 6pm AEST)
- Emergency and after hours counselling (6pm – 8am)
- Manager support hotline
- Online EAP resource centre
- Critical incident management

Employees, apprentices and trainees can access the above services while at work (in private) or outside the work premises.

Types of Issues

Assure deal with a plethora of issues and have specialist support for:

- General feelings of anxiety, stress or depression
- Feeling overwhelmed by pressures placed on you in the workplace and/or situations at home
- The difficulties faced with fly-in fly-out work arrangements
- Personal issues with your partners or other people close to you
- Family challenges such as divorce, serious illness or a death in the family
- Conflict with a team member or members
- Frustration with lack of career progression
- The struggle to successfully return to work after a period of extended leave

Note: In some circumstances, Assure may refer employees to specialist support services such as legal support or a medical practitioner.

Referral to EAP Services

Self-Referral

The EAP service is designed for self-referral. Where an employee, apprentice or trainee is experiencing work or personal issues, the service is offered as an alternate avenue of support.

Recommended Referral

In some cases a colleague, manager or the like may notice a fellow employee in distress and recommend to use the EAP service.

Privacy and Confidentiality

The identity of employees who access EAP services are not disclosed to NextGen Jobs.

Issues raised by employees, apprentices and trainees are reported collectively to NextGen Jobs (anonymously) for the sole purpose to better engage employees and apply enhanced future support levels.



Accessing EAP Services

Employees, apprentices and trainees can access EAP services by contacting Assure directly. Employees are given the contact details at orientation. There is also contact information on NextGen Jobs' website.

7 RECORDS

Related Documents/Forms/Policies	Storage
Access and Equity – Apprentice and Trainees Policy	SharePoint
Access and Equity – Internal Policy	SharePoint
Complaints and Grievances Policy	SharePoint
Equal Opportunity, Discrimination and Harassment Policy	SharePoint
Privacy Policy	SharePoint

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