

EMPLOYEE ASSISTANCE PROCEDURE

SCOPE

This procedure applies to all staff of the University herein collectively referred to as 'you' for the purpose of this procedure.

For the purpose of this procedure, references to 'the University' includes staff at Monash University Australia, Monash University Malaysia, Monash University Indonesia, Monash Suzhou and the Monash University Prato Centre, unless indicated otherwise ('us', 'our' or 'we').

PROCEDURE STATEMENT

Monash University is committed to maintaining a safe and healthy working environment. As part of this commitment Monash ('us', 'our' or 'we') acknowledge that staff may experience work-related, personal or health problems affecting their work performance, quality of life and wellbeing.

This procedure outlines the counselling services that are available to you and how you can access them. This procedure should be read in conjunction with the [Mental Health Policy](#) and [Procedure](#).

1. About the Employee Assistance Program (EAP)

1.1 We provide access to confidential, professional counselling and support for you and your immediate family through the provision of the [Employee Assistance Program \(EAP\)](#). The key principles of the EAP are to ensure that:

- it is available to you and your immediate family at no cost to you;
- access to EAP is voluntary;
- professional counselling is provided by qualified psychologists;
- strictest confidentiality is maintained by the provider;
- if you are seeking assistance, you will not jeopardise your employment in any way; and
- you may choose to seek assistance from an established internal or external service provider.

Support offered by the EAP

1.2 EAP is an internal and external professional, confidential counselling service available free-of-charge to you. Immediate family members can also access the external service, namely [TELUS Health](#), which is an independent organisation with professional provider accreditation engaged by us.

1.3 Through the MyCoach for Individuals program, TELUS Health offers counselling support to deal with:

- Career issues
- Depression
- Marriage and family problems
- Emotional stress or trauma
- Alcohol, tobacco and other drug problems
- Interpersonal conflict
- Grief and bereavement
- Gambling and addictions
- Relationship difficulties
- Dietary advice

1.4 MyCoach for People Leaders, is also available to support supervisors to work effectively through any workplace issue or challenge.

2. Accessing EAP

- 2.1 Support is available via face-to-face (for Australia based staff), telephone, online, or via LiveChat on the health and wellbeing Telus Health One website.
- 2.2 Phone: 1300 360 364, From overseas: SMS 0480 032 310 or at [Telus Health One homepage](#).
- 2.3 Face-to-face counselling sessions with TELUS Health are conducted during normal business hours; in which case you may prefer to make an appointment with University Counselling. Where you would feel more comfortable attending counselling off-campus, you can contact TELUS Health to make an appointment.

EAP fees

- 2.4 The EAP service is free-of-charge to you and you can access up to six sessions with TELUS Health for each issue you require assistance for. Immediate family members may also access the external service.
- 2.5 In some instances, a counsellor may offer the option, in addition to their services, of a referral to a specialist agency, such as a solicitor, accountant, medical practitioner, specialist or another counsellor. If a referral is accepted, any costs involved are to be met by you or your family member.

3. Confidentiality and disclosure of personal information

- 3.1 If you want to access the EAP service, you are not required to inform anyone of this or the reason for accessing EAP. Should you wish to advise your supervisor that you are attending EAP, your supervisor is required to observe strictest confidentiality and to support you in accessing the EAP.
- 3.2 Conversations and any information you share with a psychologist will be in strictest confidence and will not be communicated further unless you give written authorisation. We will not receive information from the psychologist concerning your situation.

4. Referrals

- 4.1 The three methods of referral to the Employee Assistance Program for counselling are:

Self-referral

- 4.2 The EAP is designed to encourage self-referrals where you have personal problems which you want to discuss in a private and confidential setting without anyone in the organisation being involved in any way. Where you decide to contact TELUS Health, you need to advise them you are from Monash University. Appropriate counsellors will then be allocated.

Suggested referral

- 4.3 A colleague, supervisor/manager, HR Business Partner, Monash HR's Manager, Employee Assistance, family member, doctor or someone else may recognise that you are distressed or going through a difficult time and suggest using the EAP.

Management referral - informal

- 4.4 Although EAP is designed to encourage self-referral, there may be occasions when supervisors/managers suggest that you seek counselling to assist with personal issues. You may, of course, decline the offer of counselling assistance.

5. Feedback

- 5.1 Monash HR would welcome any feedback in regards to the services provided by TELUS Health.

Rodney Van Riet
Manager, Employee Assistance
Phone: 9902 9573
Email address: rodney.vanriet@monash.edu

Written feedback can be sent anonymously to:
Manager, Employee Assistance
Monash HR
211 Wellington Road
Mulgrave VIC 3170

6. Breach of procedure

- 6.1 The University treats any breach of policies or procedures seriously. The University encourages reporting of concerns about non-compliance and manages compliance in accordance with the applicable [Enterprise Agreement](#), relevant instrument of appointment and/or applicable contract terms. A failure to comply with policies, procedures and schedules may result in action by the University. Such action may include disciplinary and other action up to and including potential termination of employment for employees and cessation of other engagements for other persons.

DEFINITIONS

TELUS Health	The University has contracted TELUS Health to provide the external Employee Assistance Program. This organisation is a professional, accredited provider, independent of the University.
Immediate family	A member of the staff member's household; or a member of the staff member's immediate family which includes spouse, child, parent, grandparent, grandchild, sibling or any other person with whom the University is satisfied that the staff member has a genuine family relationship.

GOVERNANCE

Parent policy	Leave and wellbeing
Supporting schedules	N/A
Associated procedures	Mental Health Procedure
Legislation mandating compliance	N/A
Category	Operational
Approval	Chief Operating Officer – 1 December 2020
Endorsement	Chief Human Resources Officer – 19 August 2020
Procedure owner	Chief Human Resources Officer
Date effective	2 December 2020
Review date	2 December 2023
Version	7.2 (<i>administrative amendments effective on 28 November 2023</i>)
Content enquiries	<ul style="list-style-type: none">Monash University Australia and Monash University Indonesia: ask.monash or phone Monash HR on +61 3 990 20400Monash University Malaysia: Access MUM HR (https://hrhelpdesk.monash.edu.my/)