

# EMPLOYEE ASSISTANCE PROCEDURE

## SCOPE

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

## PROCEDURE STATEMENT

Monash University is committed to maintaining a safe and healthy working environment. As part of this commitment Monash ('us', 'our' or 'we') acknowledges the contribution of its staff. Where staff are experiencing work-related, personal or health problems, it may affect their work performance as well as their quality of life and general sense of wellbeing.

### 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.

### 2. Counselling support offered by the EAP

2.1 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 [Benestar](#) which is an independent organisation with professional provider accreditation engaged by us.

2.2 Through the MyCoach for Individuals program, Benestar 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

### 3. Accessing EAP

#### Locations of available services

- 3.1 You may choose to access counselling and support services on or off-campus.
- 3.2 We offer an on-campus service accessible at each campus, through the respective [University Counselling Service](#).
- 3.3 In addition, our external provider Benestar offers an off-campus service.

#### Making an appointment

- 3.4 Appointments can be made by directly contacting either the [University Counselling Services](#) for on-campus appointments, or, for off-campus appointments contact Benestar via;

Phone: 1300 360 364

From overseas: +61 2 8295 2292.

Website: [Benestar.com](#)

- 3.5 Face-to-face counselling sessions are conducted during normal business hours. Where you would feel more comfortable attending counselling off-campus, you can make an appointment with Benestar, at a suitable time.

- 3.6 Benestar also provides emergency telephone counselling 24 hours per day, seven days per week;

Phone: 1300 360 364

From overseas: +61 2 8295 2292

#### EAP fees

- 3.7 The EAP service is free-of-charge to you and you can access up to six sessions with Benestar for each issue you require assistance for. Immediate family members may also access the external service.

- 3.8 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.

#### Leave to attend counselling

- 3.9 The arrangements for taking time off during business hours will be the same as exist between you and your supervisor for any form of absence from the workplace.

### 4. Confidentiality and disclosure of personal information

- 4.1 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.

- 4.2 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.

### 5. Referrals

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

#### Self-referral

- 5.2 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 the external provider, you need to advise Benestar that you are from Monash University. Appropriate counsellors will then be allocated.

#### Suggested referral

- 5.3 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

- 5.4 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.

## 6. Specialist assistance

- 6.1 If the nature of the problem is such that further professional help is considered necessary or desirable, the provider will refer you to an appropriate agency. If you choose to take up a referral outside the EAP, you are responsible for any associated costs.

## 7. Feedback

- 7.1 Monash HR would welcome any feedback in regards to the services provided by Benestar.

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

## 8. Breach of procedure

- 8.1 We treat any breach of our policies or procedures seriously. We encourage reporting of concerns about non-compliance and manage compliance in accordance with the applicable Enterprise Agreement or contract terms.

## DEFINITIONS

<b>Benehub</b>	A health and wellbeing portal that allows you to access a vast library of health and wellbeing resources anywhere, anytime from your preferred device. It is available 24/7 from your computer or tablet via the <a href="#">Benestar website</a> , or on your mobile via the Benestar app.
<b>Benestar</b>	The University has contracted Benestar to provide the external Employee Assistance Program. This organisation is a professional, accredited provider, independent of the University.
<b>Immediate family</b>	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.
<b>MyCoach for Individuals</b>	A program that can help you through every aspect of your life from improving your relationships, support for mental health and stress, guidance on parenting issues or advice on how to improve your fitness and nutrition.
<b>MyCoach for People Leaders</b>	A program provides proactive support to help supervisors work effectively through any workplace issue or challenge. This program focuses less on "what to do" and more on supporting you with the "how".

## GOVERNANCE

<b>Parent policy</b>	<a href="#">Leave and wellbeing</a>
<b>Supporting schedules</b>	
<b>Associated procedures</b>	
<b>Legislation mandating compliance</b>	
<b>Category</b>	Human Resources
<b>Approval</b>	Chief Human Resources Officer as delegate of the Chief Operating Officer - 26 June 2017
<b>Endorsement</b>	Director, Workplace Relations - 26 June 2017
<b>Procedure owner</b>	Director, Workplace Relations



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Content enquiries	<a href="#">ask.monash</a> or phone Monash HR on (03) 990 20400