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# EMPLOYEE ASSISTANCE PROGRAM POLICY

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## PURPOSE

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The purpose of this policy is to outline the support provided to MRAEL employees (including Apprentice Employment Program apprentices and trainees) who may require the use of MRAEL's Employee Assistance Program (EAP). The purpose of the EAP is to provide employees with a professional and confidential counselling service for the early identification, referral and resolution of both personal and work related issues that may adversely affect performance and wellbeing.

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## SCOPE

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This policy applies to all employees of MRAEL Group, including staff and apprentices and trainees hosted external to MRAEL.

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## POLICY

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MRAEL recognises that employees encounter a range of complex challenges in their personal and professional lives and has introduced this program to provide individuals with access to professional and confidential counselling services with experienced and qualified psychologists.

Counselling can be accessed for assistance with a broad range of personal and work-related issues.

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## ENTITLEMENT

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The EAP is free of charge to all MRAEL Group employees. Each employee is entitled to two counselling sessions per calendar year through Gryphon Psychology.

Sessions are tracked by Gryphon Psychology and not by MRAEL, to ensure privacy and confidentiality. A typical counselling session will last for one hour and if further assistance is required, a referral can be made to a more specialised or long term assistance program. 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 the staff member.

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## REFERRALS

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**Self Referral:** The EAP is designed to encourage self referrals whereby an MRAEL Group employee can access this service at any time for assistance with any problems they wish to discuss in a private and confidential setting without involvement from anyone within MRAEL.

**Suggested Referral:** There may be an occasion when a manager, supervisor, HR or fellow co-worker identifies that an employee is distressed or going through a difficult time and can suggest a referral to the EAP service. An Apprentice Specialist may also identify and suggest a referral to the EAP for an Apprentice Employment Program apprentice or trainee.

## CONFIDENTIALITY

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Confidentiality is of the highest importance under this program. Any MRAEL employee who may access this service is assured that information shared with the Counsellor is strictly confidential and will not be passed onto MRAEL without written consent from the employee. MRAEL does not receive the names of employees who utilise this service.

## HOW TO ACCESS THIS SERVICE

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To make use of this service, MRAEL employees are required to call the Gryphon Psychology free call number on 1800 056 076 which is available 24 hours a day, all year round. When a staff member contacts Gryphon Psychology, they must advise them that they are from MRAEL and at this time, an experienced Gryphon team member will determine the counselling method (whether it will be face-to-face or telephone) and arrange an appointment with a counsellor in their area. If an MRAEL employee is unable to make an appointment, they must provide Gryphon Psychology with 24 hours notice. Failure to do so may result in the session being deducted from the employee's annual quota.

## FEEDBACK AND CONTACT DETAILS

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If at any time, an MRAEL employee wishes to provide feedback to Gryphon Psychology on their service, they are encouraged to call the Gryphon head office on 1800 056 076.

If you have any further questions or queries, please contact Gryphon Psychology on the following details:

P: 1800 056 076

E: [admin@gryphonpsychology.com](mailto:admin@gryphonpsychology.com)

Website: [www.gryphonpsychology.com](http://www.gryphonpsychology.com)