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# EMPLOYEE AND STUDENT ASSISTANCE PROGRAM POLICY

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## PURPOSE

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The purpose of this policy is to outline the support provided to individuals within the scope who may require use of the Employee and Student Assistance Program (ESAP). The purpose of the ESAP is to provide individuals 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 MRAEL Limited employees (including staff and apprentices and trainees hosted external to MRAEL), Australian Trade College North Brisbane (ATCNB) employees and current students enrolled in year 11 or 12 at ATCNB, unless otherwise stated.

Throughout this policy 'company' shall denote both MRAEL and ATCNB, unless otherwise stated.

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## POLICY

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It is recognised that individuals encounter a range of complex challenges in their personal and professional lives and the company 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 ESAP is free of charge to all individuals within the scope of this policy. Each individual is entitled to three counselling sessions per financial year through Assure Programs.

Sessions are tracked by Assure Programs and not by the company, 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 individual.

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## REFERRALS

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**Self Referral:** The ESAP is designed to encourage self referrals whereby an individual 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 the company.

**Suggested Referral:** There may be an occasion when a manager, supervisor, co-worker or teacher identifies that an individual is distressed or going through a difficult time and can suggest a referral to the ESAP service. A Field Officer may also identify and suggest a referral to the ESAP for a Group Training apprentice or trainee.

**Management Referral:** In some situations, it may be appropriate for an employer to engage an employee in a targeted review and/or counselling through the ESAP to assist the employee managing work, personal or wellbeing concerns that are impacting them or their workplace behaviour and/or work performance. A management referral is typically initiated following a collaborative discussion between a manager and an employee.

**Manager Support Program (MSP):** The MSP provides leaders with an avenue to obtain timely support in managing personal and interpersonal work issues relating to employee performance, work relationships, and organisational change. This program provides a resource for leaders to call an independent and experienced professional to discuss 'people' situations, plan effective responses, and gain specific feedback and guidance on their approaches. For further information on this program, contact 1800 505 015.

## CONFIDENTIALITY

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Confidentiality is of the highest importance under this program. Any individual who may access this service is assured that information shared with the counsellor is strictly confidential and will not be passed onto the company without written consent from the individual receiving the counselling. The company does not receive the names of individuals who utilise this service.

## HOW TO ACCESS THIS SERVICE

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To make use of this service, individuals are required to call Assure Programs on free call number 1800 808 374 which is available 24 hours a day, all year round. When an individual contacts Assure they must advise them that they are from MRAEL or ATCNB.

## CONTACT DETAILS

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

P: 1800 808 374  
E: [info@assureprograms.com.au](mailto:info@assureprograms.com.au)  
W: [www.assureprograms.com.au](http://www.assureprograms.com.au)