

# EMPLOYEE AND STUDENT ASSISTANCE PROGRAM

## POLICY

### PURPOSE

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.

### SCOPE

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.

### POLICY

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.

### ENTITLEMENT

The ESAP is free of charge to all individuals within the scope of this policy. Each individual is entitled to the following sessions per year through Assure Programs.

Service	Description	Reasons for using it	Number per year	Delivery
<b>Confidential Counselling</b>	Evidence-based counselling will assist you to address any work or personal concerns	<ul style="list-style-type: none"> <li>Relationship issues</li> <li>Parenting/family problems</li> <li>Coping with stress</li> <li>Workplace conflict</li> </ul>	6 sessions per issue	<ul style="list-style-type: none"> <li>Phone</li> <li>Video</li> <li>Face to Face</li> <li>Live Chat</li> </ul>
<b>Wellbeing Coaching</b>	Coaching based on Positive Psychology principles will help you in setting and reaching personal and professional goals to increase wellbeing and life satisfaction	<ul style="list-style-type: none"> <li>Achieve goals</li> <li>Self-development</li> <li>Improve energy</li> </ul>	6 sessions	<ul style="list-style-type: none"> <li>Phone</li> <li>Skype</li> <li>Face to Face</li> </ul>

<b>Holistic Support</b>	Financial Coaching (with a qualified financial coach)	<ul style="list-style-type: none"> <li>• Personal/Household budgets</li> <li>• Consolidating debt</li> <li>• Retirement transition</li> <li>• Financial Goals &amp; <i>more</i></li> </ul>	4 sessions	<ul style="list-style-type: none"> <li>• Phone</li> </ul>
	Legal Advice (with a qualified lawyer)	<ul style="list-style-type: none"> <li>• Personal legal matters</li> <li>• Family law matters</li> <li>• Estate matters &amp; <i>more</i></li> </ul>	1 session	
	Nutritional Support (with a qualified Dietitian)	<ul style="list-style-type: none"> <li>• Weight management</li> <li>• Medical conditions</li> <li>• Food intolerance &amp; <i>more</i></li> </ul>	4 sessions	
<b>Assure Online</b>	Access to numerous health and wellbeing tip sheets, assessment tools, e-counselling, and online appointment booking etc.	<ul style="list-style-type: none"> <li>• Quick &amp; easy information</li> <li>• Information videos</li> </ul>	<b>Access here:</b> <a href="https://assureprograms.com.au/resources/">https://assureprograms.com.au/resources/</a>	

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.

## REFERRALS

**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. An Apprentice and Employment Consultant may also identify and suggest a referral to the ESAP for an Apprentice Employment Program 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

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

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 and are also part of IntoWork Australia.

### WELLBEING GATEWAY APP

The Wellbeing Gateway app is an easily accessible and easy to navigate app designed to be a pocket companion to help individuals thrive at work, in health and life. Assure Programs have invested significant time to understand the key priorities and needs of individuals and have built Wellbeing Gateway to be a pocket companion to help individuals thrive at work, in health and life.

- The app is a great way for employees and their family members to access support, coaching and resources when and where they need it. Wellbeing Gateway is all about reducing stigma, encouraging individuals to take greater accountability for their individual health and wellbeing, and providing immediate access to support.
- A wide range of engaging programs and activities to support wellbeing
- Resources in article, video and audio format in areas such as parenting, home and family, health, emotional issues, work life, money matters and much more
- Relaxation tools to aid good health
- Ability to Chat with one of our experienced health professionals at the touch of a button

The Wellbeing Gateway App is available for downloading on the Apple and Google Play Store. The Company Code to register and set up an individual's personal access is inn2315.

## CONTACT DETAILS

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)

## REVIEW AND APPROVAL

Rev.	Date	Description of Amendments	Amended By	Approved By
4/0	15/09/2025	Transferred policy to approved IntoWork Policy Template. Added entitlement table and wellbeing gateway app information.	Marissa O'Shea	Jason Allen