

Employee Assistance Program

Last Update: 27 April 2010
Owner: Manager OHS

- 1 The University offers voluntary, short-term, cost-free, confidential, professional counselling and referral service (the Employee Assistance Program) to all Deakin University staff (including casuals) experiencing work-related and personal problems that are adversely affecting work performance.

Access to the Employee Assistance

- 2 Deakin staff may refer themselves and make their own appointments to see program counsellors.
- 3 Managers can promote the availability of counselling services by providing information to their staff and encouraging staff to make use of the services, and may recommend the program as part of performance management or disciplinary processes. Nevertheless, participation in counselling is at all times voluntary.

Contact Details

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What Happens When You Make an Appointment?

- 4 At the initial interview, the counsellor will assess the staff member's situation and determine eligibility for the program. An eligible staff member will be offered between one and five counselling sessions.

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- 5 If longer term counselling is needed and the staff member agrees, counsellors may
- arrange referral to an appropriate service provider (who may charge for their services) or
 - request that the Occupational Health and Safety Unit approve a limited number of further cost-free sessions. The client will not be identified.

Confidentiality

- 6 Seeking or using counselling services will not jeopardise the job security or status of any staff member. Where staff choose to disclose to a manager that they are using the counselling services, the manager will treat this information in confidence.
- 7 The identity and details of staff involved in the program will be completely confidential except where required to be disclosed by law. Counsellors will not disclose to other staff or any other party information about the identity of the staff member or the content of counselling sessions. The staff member's personal and health information will be handled in accordance with the relevant legislation and professional codes.
- 8 In order to preserve confidentiality, if staff using the program need to advise their manager of their absence, they need only advise that the absence is for a medical appointment.

Role of the Counsellor

- 9 Counsellors within the Employee Assistance Program will neither advocate on behalf of the staff member nor enter into industrial negotiations. The counsellor may recommend other University resolution processes or discussion with third parties. When requested, counsellors may facilitate or arrange discussions between the staff member being counselled and other relevant University parties, subject to the consent of all parties.