

## Employee Assistance Program (EAP) Policy

JBM Power is committed to providing a safe, healthy and equitable workplace that values workers and understand that they are our biggest asset. This policy provides an organisational approach to improving the Mental Health and Wellbeing of our workforce with a focus towards:

1. Promotion awareness and prevention of mental health issues
2. Education and training
3. Support services

The EAP Policy provides guidance for short term assistance on a wide range of issues including:

- Traumatic instances at work;
- Concerns at work or home;
- Relationships;
- Concerns with children;
- Conflict (personal or professional);
- Alcohol and drugs;
- Anxiety and depression;
- Grief or loss; and
- Financial and legal concerns

JBM Power can assist and support in accessing information and services from a GP or Counsellor for employees and their families.

### Counselling

Counselling is a short-term solution, you should see your GP for more long term strategies and mental health plans.

### Medicare assistance

A person who is eligible can receive Medicare rebates for individual consultations with a mental health professional.

### Role of EAP

Our EAP is not intended to replace existing procedures within the company for resolving problems, relating solely to work related issues, but is available to complement these procedures and provide additional assistance.

The EAP is not designed to remove from management the responsibility of addressing issues in the work environment which may impact on an employee's performance. The EAP may also be used to provide immediate assistance in the event of a traumatic or threatening incident.

### Confidentiality

Our EAP has a high level of confidentiality and respect for individual employees and their family's privacy.

All personal information remains confidential. Your Counsellors will not talk to anyone else including the company regarding an employee's or family member's details, unless the employee authorises them to do so in writing.

### **Referrals**

The EAP is designed to encourage individuals to self-refer, however there may be times when a manager, or EAP support person may assist by suggesting the option of service referrals to an employee.

If work performance is being affected due to a personal issue or there is no other obvious reason of a problem, a manager or supervisor should make the offer of service referrals.

Being aware of the EAP and knowing of situations where the program may be helpful to a fellow employee, you may be able to make the suggestion that the EAP may be of benefit.

When a trauma occurs, those employees directly affected should participate in a trauma debrief. In addition, those employees assessed as being at risk of suffering further or ongoing distress as a result of the incident should attend a one-on-one session with a Counsellor.

### **Employee responsibility**

- Employees should seek the assistance where there is a need.
- Employees need to be open to the suggestion of a referral, where it is clearly in the best interest of the individual.
- Approval must be sought from an employee's immediate manager or supervisor when leave is required for an appointment with their GP or Counsellor during work hours.

### **Manager responsibility**

- Suggest the services of the EAP to employees where it is suspected that an issue may be present.
- Contact one of the trained WHSQE persons for urgent counselling assistance following an event of a traumatic or threatening incident.
- Respect the privacy of an employee who has requested to attend an appointment with their GP or Counsellor during working hours.

### **Who to contact**

An employee may refer to the EAP, Mental Health and Wellbeing Plan, company policies, other sources of help and links to those websites, located on the Company Intranet "The Bridge" and/or by contact the WHSQE Department.

### **Crisis support**

If you are in an emergency situation, or there is an immediate risk of harm to yourself or others, please contact emergency services on 000 or present yourself to a hospital emergency department.

**Other relevant information and supports**

[www.beyondblue.org.au/worplace](http://www.beyondblue.org.au/worplace) 24 hours / 7 days - call 1300 22 46 36

[www.beyondblue.org.au/nwp](http://www.beyondblue.org.au/nwp) Programme designed for managers to address mental health in the workplace.

[www.headspace.org.au](http://www.headspace.org.au) Headspace National Youth Mental Health Foundation Ltd

[www.headsup.org.au](http://www.headsup.org.au) Interactive tools and resources to tailor organisation response

[www.ozhelp.org.au](http://www.ozhelp.org.au) Workplace early intervention and suicide prevention programme

[www.lifeline.org.au](http://www.lifeline.org.au) 24hr telephone counselling, support, advice and referral. Ph.13 11 14.

[www.1800respect.org.au](http://www.1800respect.org.au) National counselling helpline, information and support 24/7. Are you experiencing sexual assault or domestic and family violence?

[www.gamblinghelpline.org.au](http://www.gamblinghelpline.org.au) Providing free, anonymous, 24/7 online support, self – help tools and information for identifying and dealing with problem gambling Australia-wide  
Mental Health Telephone Access Line 1800 011 511 – 24hr access to Mental Health Services in your local area

<http://au.reachout.com> Wellbeing and mental health supports

<http://www.suicidecallbackservice.org.au> suicide prevention, support and counselling for those experience suicidal or self – harm thoughts.

Suicide Call Back Service Ph. 1300 659 467.



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