

DOB ENTERPRISES PTY LTD

EAP- Employee Assistance
Program Policy
IMS-500-01-POL

Revision History

Date	Rev	Modified By	Changes Made, Review History	Reviewed by	Approved by
28.02.18	0	Sunette Opperman	creation	S Rupert	S Rupert
01.03.18	1	Sunette Opperman	Addition of programs available	S Rupert	S Rupert



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Revision

1

Document No

IMS -500- 01-POL

Date

01.03.18

Page

Page 2 of 6

Employee Assistance Program Policy

Policy brief & purpose

The DOB Enterprises Pty Ltd Employee Assistance Program (EAP) Policy outlines our provisions for supporting our employees through hardships, worries and crises in their personal or work lives.

EAPs are confidential counseling programs that help employees and their families cope with stress, mental illness and other issues.

We strive to ensure our employees are healthy both mentally and emotionally. Whether it's a slight feeling of worry or a more serious problem, we want employees to feel free to reach out to our EAP.

Scope

This policy applies to all our employees.

The DOB IMSR manages our EAP and is responsible for updating managers and employees on relevant changes.

What is the scope of issues the EAP addresses?

Our EAP can help employees with various work-related and personal problems. Examples are:

- Personal worries, doubts or fears
- Grief (death, mourning, separation)
- Work-related stress/ problems with colleagues
- Addiction (e.g. substance abuse, gambling, smoking)
- Domestic violence
- Health issues
- Financial problems
- Retirement

This list isn't exhaustive. Our EAP supports anyone who experiences problems that affect their well-being and work performance.

Also, our EAP is open to those who need advice on how to assist someone else (colleague, friend or family member.)

To communicate our EAP and encourage employees to use it, we will send out email reminders and include our program's services in newsletters, bulletins and other mediums.



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Page

Page 3 of 6

Employee Assistance Program Policy

Policy elements

How employees can access our EAP

Employees can reach our EAP through:

- In person – Susan Rupert Director, Sunette Opperman IMSR
- Email at susan@mbcrecruitment.com.au or sunette@mbcrecruitment.com.au

Although any communication from the employee is strictly confidential, we advise employees to be careful with what they disclose through email for fear of data breaches that may compromise their confidentiality.

What are the services of our EAP?

Our employee assistance program includes:

- *Counselling services* from external source- strictly confidential
- Consultation sessions with Director or IMSR
- Stress Management Workshops – on request
- *Mental illness assessments and referrals to experts close to employees' homes*
- *Referrals to experts for assistance in financial planning or legal counselling*

Who is involved in our EAP?

Our EAP employs:

- An EAP Official who may be an external professional or IMSR. This person coordinates our EAP and acts as a point of reference when needed.
- Trained specialists who undertake counselling, consultations, confidential assessments and referrals.
- An external network of professionals (e.g. psychiatrists, psychologists) to whom we can refer employees in need. Alternatively, we can offer consultations with psychologists, lawyers or other professionals.
- Contact the EAP official for more information.

Managers' responsibilities

Managers should:

- Be open to answer questions from employees and refer their team members to the EAP official when appropriate.



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No

IMS -500- 01-POL

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Page

Page 4 of 6

Employee Assistance Program Policy

- Be vigilant in spotting employees who may face issues and refer them to our EAP when appropriate.

Managers can reach out to our EAP official to seek advice on how to approach employees in need.

EAP Review

We want to ensure that our EAP meets employee and company needs. For this reason, we will establish a regular review cycle for our EAP. This will include sending out an anonymous survey asking employees for feedback and ideas.

Other Help Sources

You do not have to use the DOB EAP system. Other sources available include:

NAME	WEBSITE	PHONE
BeyondBlue	https://www.beyondblue.org.au	1300 224 636
Lifeline	https://www.lifeline.org.au/	13 11 14
NSW Mental Health Line		1800 011 511
SANE Australia	https://www.sane.org For Email Assistance helpline@sane.org	1800 187 263
Reach Out	https://au.reachout.com	
Steps to Wellbeing	https://www.stepstowellbeing.org.au For Email Assistance: stepstowellbeing@neaminational.org.au	03 861 5450



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Page

Page 5 of 6

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Page

Page 6 of 6

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