

	Employee Assistance Program Guidelines	Reviewed: June 2024	Page 1 of 1
	Document Reference:	Employee Assistance Program Guidelines_GHR_Rev 07	

Employee Assistance Program Guidelines

The Employee Assistance Program (EAP) is a confidential and professional counselling service delivered by an external provider, Ashcliffe Psychology. It is available to all Electrotechnology Training Institute Ltd. and ECA Legal (ETI) employees and College of Electrical Training (CET) and Equip-Safe learners, for any personal, work or study-related issues.

The following guidelines are for employees/learners who wish to access this service:

- You can access three (3) one (1) hour sessions per year.
- If you would like to continue use of the service beyond the three (3) sessions, you may seek approval through Ashcliffe Psychology or do so at your own cost.
- Use of the program is at your discretion. It can be accessed when you have recognised an issue or following a suggestion from a colleague, manager, family member or friend.
- ETI employees are able to attend EAP appointments during work hours, however where possible you should try to arrange an appointment for first thing in the morning, during your lunch break or at the end of the workday.
- You do not need to tell anyone you are attending an EAP appointment; however, ETI employees are required to notify your supervisor you will be away from work if the appointment is during work hours.
- You are able to take a support person (a family member or close friend) to your appointment, however, you are required to notify Ashcliffe Psychology of this prior to the appointment.
- Personal information relating to your participation in the EAP is confidential. Reports and invoices provided by Ashcliffe Psychology to ETI do not identify the names of the employees who have attended EAP sessions.
- Your access to this service is not disclosed to ETI unless you provide Ashcliffe Psychology with permission to do so.
- For employee, It is expected that the details of and strategies to resolve any Industrial Relations and/or Workers' Compensation issues are discussed with your Manager or HR as this provision is outside the purpose of the counselling service.
- To access this service you can contact Ashcliffe Psychology directly on 1800 468 001 or visit <https://ashcliffe.com.au/> . They are located at 937 Wellington Street, West Perth, 6005.
- The EAP is intended to be of benefit to employees and learners with a genuine need and it is trusted that the service will be used discretely and responsibly.