

Employee assistance program policy

1. Purpose

To outline the employee assistance program and support available to all RedR personnel.

2. Scope

This policy applies to:

- a. All employees, volunteers, contractors and interns/work placements of RedR,
- b. RedR deployees, and
- c. Standby personnel/applicants.

3. Policy Statement

RedR is committed to helping ensure the health, safety and wellbeing of its workforce.

Due to the nature of humanitarian emergency work and recognising employees deal with general pressures of work and life in different ways, RedR provide employee access to Employee Assistance Program (EAP).

The aim of the EAP is to offer external, professional, confidential counselling assistance to employees who may need help with particular problems affecting their wellbeing, in the workplace, in a field visit, or personally.

The EAP is available to give assistance for work related and personal issues which can include the following:

- Work-life balance
- Job demands and pressures
- Family or personal pressures
- Dealing with change
- Relationship challenges
- Loss and grief
- Challenging behaviours at the workplace

4. Principles

- RedR will select an external agency and ensure absolute confidentiality in the administration process.
- Employees may access EAP either through self-referral or on the basis of manager suggestion/recommendation.
- Employees are offered three counselling sessions per year.
- Employees may substitute their allocated session/s to a family member. The rationale for this is that an employee would be less stress / more productive if they knew a family member is getting support they needed.
- For the purpose of this policy, a family member is defined as employee's spouse, de facto partner, parent, child/grandchild, and sibling.

- Should there be a need for additional session/s, the arrangements will be made between RedR and EAP Provider.
- Where employees have been exposed to a critical incident, employees can request for further EAP sessions via their manager and Human Resources.
- The service is offered on a confidential basis. Employees names and session details are not disclosed to RedR.
- RedR does receive some consolidated, non-identifiable data. This data is used solely to identify trends and potential issues, that support appropriate risk management strategies and process.
- From time to time, RedR may conduct employee surveys to evaluate the current EAP provider.

5. Procedures

- Employees may contact the nominated EAP provider directly to make an appointment.
- Counselling services are provided Face-to-face, or via telephone or Skype.

6. Responsibilities & Reporting

6.1 Compliance, monitoring and review

The RedR HR manager is responsible for ensuring the policy:

- Aligns with relevant legislation, government policy and / or Red requirements/strategies/values,
- Is implemented and monitored, and
- Is reviewed to evaluate its continuing effectiveness

6.2 Reporting

7. Related policy and documents

- RedR Staff Terms and Conditions
- RedR Leave Policies
- Grievance Policy and Procedures
- RedR OHS Policies and Procedures

8. Document control

Reviewed by:	P&C Director
Approved by:	CEO
Review date:	4 th July 2018
Next review:	5 th July 2020
Distribution:	Internal
Version number	1.0