

# Employee Assistance Program Policy

## 1. Purpose

- 1.1 This policy has been developed to outline the approach of aiding employees affected by problems in their personal life.
- 1.2 This policy is supported by and is to read in conjunction with the [Employee Assistance Program Procedure](#).

## 2. Scope

- 2.1 This policy applies to all ServiceFM employees, workplaces, and work activities.

## 3. Policy Statement

- 3.1 ServiceFM recognises that an employee's work performance can be affected by problems in their personal life and is committed to assisting employees in dealing with these issues.

## 4. Principles

- 4.1 An Employee Assistance Program (EAP) has been established by ServiceFM to provide confidential counselling, guidance and assistance for employees and their families, relating to personal issues that are affecting work performance. These include, but are not limited to, issues such as:
  - Marriage and family problems
  - Interpersonal relationships
  - Grief and loss
  - Stress and trauma
  - Alcohol and drug dependency
  - Financial and legal problems
  - Work-related problems
  - Major workplace change
  - Gambling problems; or
  - Life-threatening illness such as cancer, HIV/AIDS and Hepatitis B.
- 4.2 The EAP relies on total confidentiality from all employees who are involved in the program, either as participants, or as managers/supervisors/contact officers who are requested to assist in the process. It is essential that this confidentiality is always observed and respected, to ensure the integrity and trust of the program so that it may achieve its objectives.
- 4.3 The EAP emphasises a positive approach to dealing with these issues and is designed to allow time for the employee to overcome their problems without the possibility for adverse consequences to their status of employment or promotional opportunities.

## 5. Feedback

Feedback about this document can be emailed to [compliance@servicefm.com.au](mailto:compliance@servicefm.com.au)

## 6. Endorsement

6.1 This policy is authorised, supported, and approved by:



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James Pollock – Chief Executive Officer

Date: 01/04/2021