



EMPLOYEE SUPPORT SERVICES POLICY

Section	People & Culture
Contact	People & Culture
Last Review	October 2022
Next Review	October 2025
Approval	SLT 17/08/112

Purpose:

To provide a system to encourage and assist employees to seek help and resolve problems that may affect their work performance.

Policy:

Massey University is committed to providing an enabling work environment for its staff which encourages and assists employees to seek help and resolve personal and professional problems that may affect their work performance and health and wellbeing.

Massey University is committed to raising the awareness of the resources/services available through the University and will strive to integrate with various internal and external support providers to build stronger relationships with wider community support services.

Massey University recognises the need for a wide variety of resources/services to be available to its staff members in addition to the Employee Assistance Programme to provide an enabling environment and will promote key services through its People and Culture section.

Employee Assistance Programme:

Massey University has contracted an independent organisation, Employee Assistance Programme Services ("EAP Services"), as its primary external support agency to provide the Employee Assistance Programme (EAP). This is a programme through which University staff can access appropriate professional/specialist assistance for a wide range of issues which can affect work performance.

The policy for access to and use of the EAP is as follows:

- The programme will be available to all employees of 0.5FTE or greater who have an employment agreement of 12 months or more.
- The Deputy Vice-Chancellor – University Services or nominee may at his/her discretion make EAP services available to other staff.
- Massey University will meet the cost of up to three (3) counselling sessions per presenting problem. Should any more than three (3) visits per presenting problem be required, then prior approval from the Deputy Vice-Chancellor – University Services or nominee will be required for this to be deemed a cost to the University.



- If employees are referred to another specialist agency, they may be required to meet the cost of the specialist services themselves.
- The counselling sessions will be with one of the EAP Services contracted counsellors unless otherwise agreed with the Deputy Vice-Chancellor – University Services prior to any counselling being accessed. If an employee chooses to use a counsellor other than one provided by EAP Services, they will be required to meet the cost themselves.
- The EAP Services counsellor will maintain the confidentiality of all records and discussions with the employee.
- Use of the programme will be entirely at the choice of the staff member concerned.
- Self-referral or referral through a manager will not affect job security, promotion, or any other privilege of any person accepting and successfully completing the recommendations made by the EAP Services counsellor.
- Employees cannot use the programme to avoid performance management procedures or the consequences of not adhering to the University's policies and procedures.
- The programme will provide assistance for personal problems affecting work performance but will not necessarily prevent disciplinary action for serious offences or continued unsatisfactory work performance.
- It is expected that a staff member will make every effort to successfully complete counselling within a reasonable time period and that the work performance will improve to the standard agreed with the manager.
- Assessment and counselling may take place during work hours with agreement of the employee's manager.

Additional Employee Support Services:

In addition to the Employee Assistance Programme, the University has several other employee support services available to support personal and professional requirements of its staff. These services, both internal and external, will be promoted through the People and Culture intranet site to raise awareness of such support services available to university staff.

Confidentiality:

The University is committed to maintaining confidentiality unless there are circumstances involving probable risk to the safety of any person/s, or where maintaining confidentiality would be unlawful, or when this would compromise principles of natural justice.

An anonymised summary of EAP attendances is provided by EAP Services to the University to monitor usage and costs.

Audience:

All staff

Relevant legislation:



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None

Legal compliance:

None

Related procedures / documents:

[Employee Assistance Programme – EAP Services Information](#)

Document Management Control:

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Authorised by: Deputy Vice-Chancellor – University Services Approved by: SLT

17/08/112

Date issued: August 2003

Last review: October 2022

Next review: October 2025