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EMPLOYEE ASSISTANCE PROGRAMME (EAP)

Section	People and Organisation Development		
Approval Date	04.08.2008	Approved by	Executive Team
Next Review	18.08.2022	Responsibility	Manager - People and Organisation Development
Last Reviewed	18.08.2020	Key Evaluation Question	6

PURPOSE

To assist employees whose personal problems are adversely affecting their work performance.

PRINCIPLES

1. NMIT is committed to assisting its employees to maintain a high level of wellbeing, and achieve both organisational and personal goals.
2. NMIT recognises that personal problems can have a serious effect on the work performance and safety of employees, colleagues, suppliers and clients of the Institute and the public.
3. Provision of an EAP service will facilitate the early identification and referral for help of employees whose work performance is impaired by personal problems.
4. Qualified and professional counselling is provided to enable employees to return to full health and wellbeing and productivity.
5. Employees will be treated fairly, equitably and with dignity.

SCOPE

The programme is available to all employees permanent or fixed term; full-time or part time of 0.5 FTE or greater and with an employment contract of 12 months or more, including any reappointments.

RESPONSIBILITY

Employees	Contact OCP directly to request an EAP provider: <ul style="list-style-type: none"> ○ Ring: 0900 377 990 ○ Book online: ocp.co.nz ○ email: support@ocp.co.nz
Manager - People and Organisation Development	Ensure POD team maintains confidentiality of information regarding staff. Consider requests for additional EAP sessions, when requested by counsellor or employee
POD Administrator	Pay invoices from OCP. Provide NMIT employees with OCP information and support.

POLICY

The Employee Assistance Programme can help with the following personal issues

- relationship difficulties
- family troubles
- physical, mental and emotional difficulties
- money worries
- legal issues
- abuse and addiction issues
- alcohol and drug problems
- stress
- grief/loss
- or other stress problems

AVAILABILITY

- Employees may access up to three sessions of EAP assistance per event at NMIT's expense.
- Extra sessions may be secured if approved by Manager – POD. Employees or their counsellor to request in writing.

CONFIDENTIALITY

- The identity of EAP recipients and related records shall remain confidential to the POD team.
- Referrals to EAP will not affect a person's job status.
- No personal information will be released to NMIT without the prior, written consent of the Employee unless due to safety concerns the EAP Counsellor deems the Employee to be 'unfit for duty'. In these circumstances the Counsellor is required to advise the Manager - POD of this fact through the Counselling Provider.

PROCEDURE

INFORMAL

Employee to contact OCP directly to request an EAP provider (<https://ocp.co.nz/>). (Initiated by an employee when they recognise they have a problem, or following a suggestion from a colleague, family member or friend.

WORKPLACE REFERRAL

Recommended by a Manager when impaired work performance continues after normal supervision practices have been followed. The offer can be declined, i.e. the Employee Assistance Programme is voluntary.

All workplace referrals must be co-ordinated through the Manager - POD.

EMPLOYEE PERFORMANCE

1. Where a workplace referral has been offered, regardless of whether the employee elects to accept professional help or not, continued job security will depend on whether satisfactory work performance is achieved and maintained.
2. Use of the EAP does not negate the employee or their Manager's responsibility for adhering to policies and procedures.

3. The EAP will provide assistance for personal problems affecting work performance, but will not necessarily prevent disciplinary action for serious offences or continued unsatisfactory work performance.
4. It is expected that an employee 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.
5. Normal employment conditions will apply for all those participating in the Employee Assistance Programme.
6. Use of leave provisions will be available to employees to assist with personal issues.

REFERENCES

INTERNAL

[Staff Charter](#)

[Staff Misconduct Procedure](#)

NMIT – POD team site, and [Knowledge Base](#) [available for NMIT staff only]

EXTERNAL

OCP (<https://ocp.co.nz/>)