



# Human Resources Management Policy

## - HR60 - Staff Support Services

### Policy Statement

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This Policy establishes a clear framework under which staff members, who may at some stage in their careers encounter personal difficulties that affect their work performance, can access a comprehensive program of support to work towards the resolution of difficulties.

Staff members have significant relationships and responsibilities to themselves, families, friends and community. BHS recognises that problems or issues arising in any of these relationships, and or responsibilities, whether at home or at work may affect the person and their ability to function optimally in the workplace.

In order to minimise the adverse impact on staff of personal issues and concerns an on-going commitment by management to staff will be through the provision of access to a support service. Staff can access these services in a fully confidential manner.

The Health Service recognises benefits to staff, their families and work colleagues through the provision of the opportunity to attend this type of confidential support service.

Applicable to: This counselling may be accessed by all paid staff, approved contractors and board members who are experiencing work and/or personal problems which affect the workplace.

### Process

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Staff determines their own need for counselling - there is no need to seek permission or inform the manager. Staff self-refer to the service.

All actions to provide assistance to employees remain confidential; where at no time does any member of staff at the Beechworth Health Service have any knowledge of who attends this confidential and external service. Beechworth Health Service will receive feedback by a report highlighting areas of concern.

#### 1. Accessing Staff Support

- i. Access to Staff Support is voluntary and confidential.
- ii. Access to Staff Support is initiated by the individual.
- iii. Line managers are enabled to approve in principle, access to Staff Support for an individual staff member. Final approval is issued by the Human Resources Manager. In issuing approval it is not necessary that the Human Resources Manager understands the nature of support required.
- iv. Staff Support assistance is available to staff and volunteers. This service maybe available to immediate family by approval from the Human Resources Manager.
- v. In accessing Staff Support, it is not necessary for the individual to cite the nature of the difficulty, only the need to access a service provider.
- vi. Staff members seeking Staff Support will not jeopardise their employment in any way.
- vii. Should access to Staff Support result in time away from work, the staff members sick leave will be used for this purpose. Where a staff member does not have any sick leave entitlements, other leave as appropriate will be accessed. Where sick leave entitlements are fully used as a result of Staff Support, BHS will negotiate the reimbursement of sick leave entitlements with the staff member.

2. Participation within Staff Support
  - i. Individuals accessing Staff Support are encouraged to commit fully to the support identified to resolve presenting difficulties / issues.
  - ii. Individuals can access service providers of their choice provided the service provider is:
    - a) Registered with an industry / peak body and maintains appropriate insurances
    - b) Delivers services aligned with the nature of the presenting difficulty / issue
    - c) Geographically reasonable.
  - iii. Ongoing participation within Staff Support is based on the likelihood of a successful resolution or successful maintenance of the presenting problem / issue. In this context agreement between the individual accessing Staff Support and the Human Resources Manager will determine the initial number of episodes of care / support appropriate to the presenting issue.
  - iv. BHS will initiate review periods to determine progress against the problem / issue experienced by the individual. Review periods will be negotiated between individuals and the appropriate line / senior manager.
  - v. BHS reserves the right to terminate a Staff Support arrangement under circumstances including, though not limited to:
    - a) Independent advice that suggests the difficulty experienced by the individual no longer presents an issue
    - b) An individual's demonstrated lack of engagement and commitment to appropriate engagement with the support recommendations
3. Administering Staff Support
  - i. BHS will maintain data that demonstrates:
    - a) The category of service provider accessed (i.e. GP, physiotherapy, counselling, etc)
    - b) Total cost, site based cost, and team based cost accrued on an annual basis
    - c) Episodes of care (total of all Staff Support participants)
  - ii. Line Managers in discussion with their respective Executive Line Manager maintain responsibility for the administrative functions related to an individual staff member's access to Staff Support including advising accounts of expenditure, Staff Support agreements, and appropriate correspondence with service providers.
  - iii. If not using the preferred staff support contractor, approval must be issued by the Human Resources Manager.

The provider of this confidential service is:

### **Hume Psychology**

56 Gilchrist Avenue, Beechworth, Phone 03 5728 2446  
Hours – 9.00am to 5.00pm Monday to Thursday

To access staff support the staff member requiring the service must contact the reception of their preferred provider and make an appointment. The account invoice for payment for the service must be presented to BHS as soon as practicable for payment by BHS. Upon arrival all staff are required to present their BHS Staff ID swipe card for identification, without the ID card you will not be able to access-the appointment.

BHS will pay for the first two visits. Invoices for the **first two visits** will be made out to BHS but not to include the name or gender of the staff member.

If additional visits are sought, each staff member's individual case will be assessed and directed to the Human Resources Manager for consideration of the request, if approved, the provider will be informed of the amount of additional visits prior to the additional visits being accessed. If approval has not been provided by the Human Resources Manager staff members will be required to pay for the additional visits.

## Outcome

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All staff, approved contractors and board members have the opportunity to access appropriate and confidential support/counselling away from the workplace.

## Definitions

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Nil

## Quality & Risk Management

Goal	Risk	Rating (with controls as per this policy)	Required actions
All staff, approved contractors and board members at BHS will have access to a confidential counselling service.	If the service is not available, staff, approved contractors and board members, may be affected and their ability to function within the workplace may place them at risk.	Freq= Unlikely Conseq = Minor Rating = Low (3)	<ul style="list-style-type: none"><li>• Manage with routine procedures</li><li>• Monitor Trends</li></ul>

## Policy Quality Improvement Action Plan

Specify accountability and responsibility	<ul style="list-style-type: none"><li>• Support Policy to be reviewed regularly</li></ul>
Monitor Trends	<ul style="list-style-type: none"><li>• Areas of concern to be reported by Hume Psychology</li></ul>
Education	<ul style="list-style-type: none"><li>• Staff to be made aware of policy at orientation as well as staff intranet.</li></ul>
Quality Improvement	Quality Improvement to this policy will be informed at review by: <ul style="list-style-type: none"><li>• Feedback (if any)</li></ul>

## Consultation:

Validated by: Finance Resources & IT Services Committee

Mark Ashcroft, Chief Executive Officer on behalf of Finance Resources & IT Services Committee

Date: 28<sup>th</sup> November 2017

## Document Control

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<b>Standards</b>	<ul style="list-style-type: none"><li>• National Safety and Quality Health Service Standards Standard 1 Governance for Safety and Quality in Health Service Organisations</li><li>• Aged Care: 1.2 Regulatory Compliance</li><li>• Community Care Standards Standard 1 - Effective Management</li></ul>
<b>References</b>	
<b>Approving Committees</b>	Finance, Resources, Information, Technology Committee (FRITS) Approval Date: 28/11/2017
<b>Contact Point</b>	M. Ashcroft, Chief Executive Officer Approval Date:
<b>Review Dates</b>	Issue Date: 01/05/2002 Last Review: 28/11/2017 Next Review: 28/11/2020