



Human Resources Management Policy

- HR60 - Staff Support Services

Policy Statement

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.

Process

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.

Staff determine 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.

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 this service the staff member requiring the service should contact the reception staff at Hume Psychology Services and make an appointment. 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.

If there is a staff member who has a conflict with Hume Psychology, the staff member can access a psychology service of their choice, for which they must pay at the time of service and BHS will reimburse the employee. This does not include a specialist service. The invoice for the psychology service should be presented to the Human Resources Manager.

Where there is a fee for the provision of a service, 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 Resource Manager for consideration of the request. If approved, the provider will be informed of the amount of additional visits. If approval has not been successful staff members will be required to pay for the additional visits.

Outcome

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

Definitions

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"> Manage with routine procedures Monitor Trends

Policy Quality Improvement Action Plan

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

Document Control

Standards	<ul style="list-style-type: none"> National Safety and Quality Health Service Standards Standard 1 Governance for Safety and Quality in Health Service Organisations Aged Care: 1.2 Regulatory Compliance Community Care Standards Standard 1 - Effective Management
References	
Approving Committees	Finance, Resources, Information, Technology Committee (FRITS) Approval Date: 22/09/2015
Contact Point	M. Ashcroft, Chief Executive Officer Approval Date:
Review Dates	Issue Date: 01/05/2002 Last Review: 23/05/2016 Next Review: 22/09/2018



Staff support services

Confidential support

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

No permission required

Staff determine their own need for counselling. There is no need to seek permission or inform your 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 of Beechworth Health Service have any knowledge of who attends this confidential and external service

Who pays?

BHS will pay for the initial two visits for staff members and will reassess individual requirements if needed.

Additional sessions

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. If approval has not been successful staff members will be required to pay for the additional visits

Service provided by: Hume Psychology

Beechworth 56 Gilchrist Avenue, Monday to Thursday Phone: 03 5728 2446

Make an appointment

To access this service the staff member requiring the service should contact the reception staff at Hume Psychology Services and make an appointment.

Identification

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.

More information

You can refer to HR 60 – Staff Support Services for more information

