Staff Assistance Services Procedure

Section 1 - Purpose and Objectives

(1) This Procedure enacts the Staff Assistance Services Policy.

Section 2 - Definitions, Terms, Acronyms

Term	Definition
EAP	Employee Assistance Program
UQHS	the University's Health Service

Section 3 - Procedure Scope/Coverage

(2) This Procedure applies to all University staff.

Section 4 - Procedure Statement

(3) This Procedure lists the University's current staff assistance services and the contact details of the service providers.

Section 5 - Directory of Services and Providers

Issue or concern	Examples of issue or concern	Provider
Personal and/or work-related issues or concerns	• relationships • work/life balance • anxiety, stress and depression • career • bereavement, grief and loss • conflict • improving communication • drug, alcohol and addictions • legal and financial issues • coping with change • parenting	Employee Assistance Program (EAP) This service is available to all UQ staff and their immediate family.

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Issue or concern	Examples of issue or concern	Provider
Discrimination, harassment and bullying	• Discrimination or harassment - on the basis of sex, sexuality, gender identity, lawful sexual activity, relationship status, parental status, family responsibilities, pregnancy, breastfeeding, age, race, impairment, religious belief or non-belief or activity, trade union activity or associated with a person identified by one of the above grounds. • Bullying - repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice. It includes behaviour that intimidates, offends, degrades or humiliates.	UQ Respect Network Workplace Diversity and Inclusion, Human Resources Division Phone: 07 3356 6253 (ext. 66253) or 07 3346 0402 (ext. 60402) Employee Relations Unit, Human Resources Division Contact Human Resources Division reception Phone: 07 3365 2055 (ext: 52055)
Workplace issues or concerns	• workload pressures • interpersonal difficulties in the workplace • organisational change and restructuring • productivity and communication grievances • mental health issues/concerns	Workplace Psychologist, Workplace Relations, Human Resources Division Employee Assistance Program (EAP)
Health or medical issues	• sudden illness or accidents at work • advice on work-related health problems (e.g. noise-induced hearing loss, sun exposure) or the interaction between health and work • preventive health care and health promotion activities • advice concerning (and vaccination to prevent) occupational infection e.g. tetanus, hepatitis B, Q fever and diseases associated with international travel • counselling and referral for work related or personal problems	UQ Health Care (UQHC) Occupational Health Nurse Advisor 07 3365 6925 (ext: 56925) or ohna@uq.edu.au
Workers' Compensation claims and rehabilitation programs	• Workers' Compensation claims and payments • assistance with medical and rehabilitation programs in the workplace • guidance for ergonomics and workplace health and safety	Work Injury Management Team Ergonomics and Rehabilitation Advisor 07 3365 2365 (ext: 52365) or hsw@uq.edu.au
Pastoral or ethical concerns	• personal, family, religious or spiritual difficulties • marriage counselling	Chaplaincy Services
Sexual harassment	• any form of sexual conduct that is unwelcome, uninvited, and unwarranted	UQ Respect Network Employee Relations Unit, Human Resources Division Contact Human Resources Division reception Phone: 07 3365 2055 (ext: 52055) Workplace Diversity and Inclusion, Human Resources Division Phone: 07 3356 6253 (ext. 66253) or 07 3346 0402 (ext. 60402)

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Status and Details

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Policy Owner	Phil Vaughan Chief Human Resources Officer
Enquiries Contact	Human Resources Division

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