

# 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	<ul style="list-style-type: none"> <li>• relationships</li> <li>• work/life balance</li> <li>• anxiety, stress and depression</li> <li>• career</li> <li>• bereavement, grief and loss</li> <li>• conflict</li> <li>• improving communication</li> <li>• drug, alcohol and addictions</li> <li>• legal and financial issues</li> <li>• coping with change</li> <li>• parenting</li> </ul>	<p><a href="#">Employee Assistance Program (EAP)</a></p> <p>This service is available to all UQ staff and their immediate family.</p>

Issue or concern	Examples of issue or concern	Provider
Discrimination, harassment and bullying	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>	<p><a href="#">Discrimination and Harassment Contact Officers</a></p> <p>Workplace Diversity and Inclusion, Human Resources Division Phone: 07 3356 6253 (ext. 66253) or 07 3346 0402 (ext. 60402)</p> <p>Employee Relations Unit, Human Resources Division Contact Human Resources Division reception Phone: 07 3365 2055 (ext: 52055)</p>
Workplace issues or concerns	<ul style="list-style-type: none"> <li>workload pressures</li> <li>interpersonal difficulties in the workplace</li> <li>organisational change and restructuring</li> <li>productivity and communication grievances</li> <li>mental health issues/concerns</li> </ul>	<p><a href="#">Workplace Psychologist</a>, Workplace Relations, Human Resources Division</p> <p><a href="#">Employee Assistance Program (EAP)</a></p>
Health or medical issues	<ul style="list-style-type: none"> <li>sudden illness or accidents at work</li> <li>advice on work-related health problems (e.g. noise-induced hearing loss, sun exposure) or the interaction between health and work</li> <li>preventive health care and health promotion activities</li> <li>advice concerning (and vaccination to prevent) occupational infection e.g. tetanus, hepatitis B, Q fever and diseases associated with international travel</li> <li>counselling and referral for work related or personal problems</li> </ul>	<p><a href="#">UQ Health Care (UQHC)</a></p> <p><a href="#">Occupational Health Nurse Advisor</a> 07 3365 6925 (ext: 56925) or <a href="mailto:ohna@uq.edu.au">ohna@uq.edu.au</a></p>
Workers' Compensation claims and rehabilitation programs	<ul style="list-style-type: none"> <li>Workers' Compensation claims and payments</li> <li>assistance with medical and rehabilitation programs in the workplace</li> <li>guidance for ergonomics and workplace health and safety</li> </ul>	<p><a href="#">Work Injury Management Team</a></p> <p>Ergonomics and Rehabilitation Advisor 07 3365 2365 (ext: 52365) or <a href="mailto:hsw@uq.edu.au">hsw@uq.edu.au</a></p>
Pastoral or ethical concerns	<ul style="list-style-type: none"> <li>personal, family, religious or spiritual difficulties</li> <li>marriage counselling</li> </ul>	<p><a href="#">Chaplaincy Services</a></p>
Sexual harassment	<ul style="list-style-type: none"> <li>any form of sexual conduct that is unwelcome, uninvited, and unwarranted</li> </ul>	<p><a href="#">Discrimination and Harassment Contact Officers</a></p> <p>Employee Relations Unit, Human Resources Division Contact Human Resources Division reception Phone: 07 3365 2055 (ext: 52055)</p> <p>Workplace Diversity and Inclusion, Human Resources Division Phone: 07 3356 6253 (ext. 66253) or 07 3346 0402 (ext. 60402)</p>

## Status and Details

<b>Status</b>	Current
<b>Effective Date</b>	27th February 2012
<b>Review Date</b>	23rd February 2015
<b>Approval Authority</b>	Chief Human Resources Officer
<b>Approval Date</b>	27th February 2012
<b>Expiry Date</b>	Not Applicable
<b>Policy Owner</b>	Phil Vaughan Chief Human Resources Officer
<b>Enquiries Contact</b>	Human Resources Division