

# **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> <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>	Employee Assistance Program (EAP)  This service is available to all UQ staff and their immediate family.

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.	Discrimination and Harassment Contact Officers  Workplace Diversity and Inclusion, Human Resources Division Phone: 07 3356 6253 (ext. 66253) or 07 3346 0402 (ext. 60402)
	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.	Employee Relations Unit, Human Resources Division Contact Human Resources Division reception Phone: 07 3365 2055 (ext: 52055)
Workplace issues or concerns	<ul> <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>	Workplace Psychologist, Workplace Relations, Human Resources Division Employee Assistance Program (EAP)
Health or medical issues	<ul> <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>	UQ Health Care (UQHC)  Occupational Health Nurse Advisor 07 3365 6925 (ext: 56925) or ohna@uq.edu.au
Workers' Compensation claims and rehabilitation programs	<ul> <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>	Work Injury Management Team  Ergonomics and Rehabilitation Advisor 07 3365 2365 (ext: 52365) or hsw@uq.edu.au
Pastoral or ethical concerns	<ul><li>personal, family, religious or spiritual difficulties</li><li>marriage counselling</li></ul>	Chaplaincy Services
Sexual harassment	any form of sexual conduct that is unwelcome, uninvited, and unwarranted	Discrimination and Harassment Contact Officers  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)

#### **Status and Details**

Status	Current
Effective Date	27th February 2012
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Policy Owner	Phil Vaughan Chief Human Resources Officer
Enquiries Contact	Human Resources Division