Employee Assistance Program (EAP) Policy

"The Safer Option"

1. Purpose

Riverina Traffic Services Pty Ltd (RTS) is committed to supporting the health, safety and wellbeing of its workers. The purpose of this policy is to outline RTS's Employee Assistance Program (EAP), which provides confidential, professional support to employees experiencing personal or work-related issues that may affect their wellbeing, safety, or performance at work.

2. Scope

This policy applies to all RTS employees, including permanent, part-time, casual, and fixed-term employees. Where appropriate, immediate family members may also access the EAP in accordance with the provider's terms.

3. Policy Statement

RTS recognises that employees may experience personal, health, family, financial, or workplace issues that impact their mental health, wellbeing, or ability to work safely and effectively. RTS encourages early access to support services and is committed to:

- Promoting a mentally healthy and supportive workplace
- Providing access to a confidential and independent EAP
- Ensuring employees can seek assistance without fear of stigma, discrimination, or adverse consequences
- Meeting its obligations under work health and safety legislation to provide a safe system of work

4. What the Employee Assistance Program Provides

The EAP offers short-term, solution-focused counselling and support services, which may include assistance with:

- Work-related stress, fatigue, or burnout
- Mental health concerns (e.g. anxiety, depression)
- Relationship or family issues
- Grief, loss, or trauma
- Financial or legal concerns (general advice)
- Alcohol or other drug concerns
- Conflict in the workplace

The EAP is not intended to replace ongoing or specialised treatment but may provide referrals to external services where required.

5. Confidentiality

All EAP services are strictly confidential. RTS will not be informed of:

- The identity of employees who access the EAP
- The reasons for accessing the EAP
- The content of any counselling sessions

RTS may receive de-identified, aggregated usage data from the EAP provider for monitoring and improvement purposes only.

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6. Voluntary Access

Access to the EAP is voluntary and self-initiated. Employees may contact the EAP provider directly without notifying their Manager or Supervisor.

7. Manager-Recommended Access

Managers and Supervisors may recommend the EAP to an employee where they have concerns about the employee's wellbeing, behaviour, or fitness for work. Participation remains voluntary unless access is part of a formal fitness-for-work, rehabilitation, or risk management process.

A recommendation to use the EAP is a supportive measure and does not form part of disciplinary action.

8. Work Health and Safety Considerations

RTS acknowledges that psychosocial hazards, including work-related stress, fatigue, bullying, harassment, and exposure to traumatic incidents, can present risks to health and safety. The EAP forms part of RTS's broader WHS framework to:

- Identify and manage psychosocial risks
- Support employees following critical incidents
- Promote early intervention and recovery

9. Accessing the EAP

Details of the current EAP provider, including contact numbers and access arrangements, will be:

- Communicated to employees during induction
- Made available on RTS noticeboards and internal communications
- Provided by Managers or HR upon request

The EAP is available outside normal working hours in accordance with the provider's service model.

10. Roles and Responsibilities

Employees

- Take reasonable care of their own health and wellbeing
- Access support services when needed
- Treat colleagues with respect and support a mentally healthy workplace

Managers and Supervisors

- Promote awareness of the EAP
- Encourage early access to support where concerns arise
- Respond appropriately to signs of distress or impaired fitness for work
- Maintain confidentiality and privacy

RTS Management

- Ensure an EAP is available and communicated
- Monitor de-identified EAP usage trends
- Integrate wellbeing supports into WHS systems and policies

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11. No Detriment

Employees will not be disadvantaged, discriminated against, or treated unfavourably for accessing the EAP.

12. Related Policies and Documents

- Work Health and Safety Policy
- Fitness for Work Policy
- Bullying, Harassment and Discrimination Policy
- Critical Incident Management Procedure

13. Review

This policy will be reviewed every year or earlier if required due to legislative changes, organisational change, or identified risks.

Signed by Chief Executive Officer:

Shane Egan: …… 12/02/2026
(Name) (Signature) (Date)

Owner	Riverina Traffic Services Pty Ltd
Date of Adoption/Amendment	**Revision No:**
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