



**LIMPOPO**  
PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

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PROVINCIAL TREASURY

***LIMPOPO PROVINCIAL TREASURY***

***EMPLOYEE ASSISTANCE PROGRAMME***

***POLICY***

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## **1. PREAMBLE**

Limpopo Provincial Treasury (LPT) recognizes that employees' personal problems may immensely affect their productivity at work. Therefore, the

Department through an Employee Assistance Programme (EAP) is committed to assist in the identification and resolution of productivity problems associated with employees personal problems.

## **2. PURPOSE**

- 2.1. To identify troubled employees at an early stage of their unsatisfactory performance and implement intervention mechanisms.
- 2.2. To capture and quantify the productivity of the various Directorates and improve on productivity of individual employees in the Department.
- 2.3. To monitor improvement in productivity of individual employee.

## **3. RELEVANT LEGISLATION AND DOCUMENTATION**

- 3.1. The Constitution of the Republic of South Africa, 1996 (Act No. 108 of 1996).
- 3.2. The Public Service Regulation of 1999 (chapter 1, part VID).
- 3.3. Occupational Health and Safety Act, 1993 (Act No. 85).
- 3.4. Employment Equity Act, 1998 (Act No.55).
- 3.5. Skill Development Act, 1998 (Act No.97).
- 3.6. Basic Condition of Employment Act, (Act No.75 of 1997).
- 3.7. Employment Assistance Professional Association of South Africa Standard of 1999.
- 3.8. Provincial Growth and Development Strategy.

## **4. SCOPE OF THE POLICY**

This policy applies to all permanent employees and their immediate families.

## **5. CORE VALUES**

### **5.1. CONFIDENTIALITY**

**5.1.1** Any information shared during consultation or counseling must not be disclosed to any one (management included) without the employees' written consent except when disclosure is required in terms of the law or court order.

**5.1.2** All employees and clients' records must be kept strictly confidential and not in the employees' personal files.

**5.1.3** Clients from the same workstation must be kept in different waiting areas and or referred to different therapists.

**5.2. EQUAL TREATMENT**

Employees who use EAP must be treated equally.

**5.3. NEUTRALITY**

**5.3.1.** EAP is not the replacement of the disciplinary procedure.

**5.3.2.** EAP shall not become enmeshed in the usual interface between management and employees.

**5.3.3.** EAP shall not clash with existing administrative procedures.

**5.4. VOLUNTARISM**

Participation in the EAP must be voluntarily without, however, denying management the prerogative of recommending troubled employees for assistance. If an employee is identified, but refuses to be given assistance whereas their performance is deteriorating, such employees will be disciplined.

**5.5. ELIGIBILITY AND ACCESSIBILITY**

EAP will be accessible to all employees.

**5.6. IMPARTIALITY**

Participation in the programme shall not jeopardize the employee client's job security or chances for promotion or other related benefits.

## **5.7. A BALANCED PROGRAMME**

There must be balance between reactive, proactive intervention and development of employees and the department.

## **6. ROLES AND RESPONSIBILITY**

### **6.1. MANAGER/ SUPERVISOR**

- 6.1.1. To identify and refer the troubled employees to EAP for improving on their performance.
- 6.1.2. To support Departmental preventative and awareness programme.
- 6.1.3. To ensure that employees are fully informed about EAP and its policy objectives.
- 6.1.4. To maintain and encourage adherence to all EAP principles especially that of confidentiality

### **6.2 EMPLOYEE**

- 6.2.1. To identify and refer himself/ herself to EAP in order to receive timely intervention.
- 6.2.2. Although EAP is voluntarily, to co-operate, if assistance is offered.
- 6.2.3. To adhere to the job performance requirements of the Department.

### **6.3. EMPLOYMENT WELLNESS PROGRAMME UNIT**

6.3.1 The unit will be responsible for:

- 6.3.1.1. managing EAP in the most efficient, professional and effective way.
- 6.3.1.2. developing strategic plan and budget of the programme and monitoring the implementation thereof.
- 6.3.1.3 designing preventative programmes to address identified needs.
- 6.3.1.4 establishing and maintaining effective confidential record keeping and data management reporting system.

- 6.3.1.4 developing the marketing strategy of the various internal Directorates such as Human Resource Management, etc.
- 6.3.1.5 rendering EAP services to all employees irrespective of their occupational level or position.

**7. CONSULTATION WITH EAP UNIT AND REFERRAL PROCEDURES TO INTERNAL AND EXTERNAL SERVICE PROVIDER**

- 7.1. Referral to EAP is not part of disciplinary process and should not be regarded as such by employees. Referral to EAP can be done in three ways.
  - 7.1.1. Self referral: The employee as a person is at best position to identify his /her problems.
  - 7.1.2 Informal referral: The employee receives a recommendation from other people such as manager, friend, colleague, etc, to consult EAP professional, no document is necessary.
  - 7.1.3. Formal referral: The supervisor refers the troubled employee in writing to EAP for assistance due to unsatisfactory job performance. This could be done if a problem could not be solved internally.
- 7.2. During the initial consultation, the EAP will be responsible for intake and assessment of employee problems as well as determination of appropriate action.
- 7.3. The EAP professional shall keep report and progress reports of all consultation with the employee as well as determined appropriate action.
- 7.4. The EAP professional only render short term counseling of not longer than eight sessions.
- 7.5. Troubled employees who require specialized services or treatment will be referred to external service providers or government rehabilitation centers or agencies.

**8. MONITORING, EVALUATION AND REPORTING**

- 8.1. Monitoring and evaluation of the programme will be a continuous process.
- 8.2. The Head of Department will be supplied with a confidential quarterly report containing statistics on the utilization results.
- 8.3. The Advisory Committee or an external consultant may be used to evaluate the programme on an annual basis.

**9. POLICY CONTROL****9.1. POLICY AUDIT**

Periodic audits will be conducted by the Directorate: Transformation Services, when deemed necessary in compliance with the policy.

**9.2. POLICY REVIEW**

This policy is subjected to annual review or when deemed necessary by the Department, to ensure that is aligned to prevailing legislation and market related conditions.

**9.3. POLICY AMENDMENTS**

No amendments(s) may be made to any section of this policy without such amendment(s) first being:-

**9.3.1** negotiated with recognized Employee Organization.

**9.3.2** duly approved and signed by the recognized parties to the Provincial Bargaining Council.

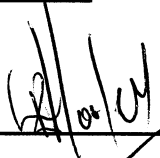
10. **EFFECTIVE DATE**

This policy will be effective from 22 day of JUNE 2007

11. **RATIFICATION**

Signed at POKORWANE on this 22 day of JUNE 2007

HEAD OF DEPARTMENT: \_\_\_\_\_



MEMBER OF EXECUTIVE COUCIL: \_\_\_\_\_

