



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

**DEPARTMENT OF
ROADS AND TRANSPORT**

EMPLOYEE ASSISTANCE PROGRAMME POLICY

TABLE OF CONTENTS

	Page
Glossary	3
1. Preamble	4
2. Purpose	4
3. Legal Framework	4
4. Scope of application	5
5. Definition	5
6. Policy principles	5
7. Roles and responsibilities	6
8. Monitoring and evaluation	7
9. Policy Review	7

GLOSSARY

1. **EAP** - Employee Assistance Programme
2. **EAPA** - Employee Assistance Professional Association.
3. **EAPA - SA** - Employee Assistance Professional Association of South Africa.
4. **EAP professional** - A professionally trained person performing EAP specific related tasks, i.e. problem assessment, counselling, therapeutic interventions etc.
5. **EMPLOYER** - Any person who employs or provides work for any person and remunerates that person or expressly or tacitly undertakes to remunerate him/her.
6. **EMPLOYEE** - Any person who is employed by or work for an employer and who receives or is entitled to receive any remuneration or who works under the direction or supervision of an employer.
7. **INTERVENTION** - Therapeutic and professional guidance to any employee in order to overcome his/her problem.
8. **SUPERVISOR** - Any person in a position of authority and who oversee the performance of subordinate staff.
9. **SERVICE PROVIDER** - An agency providing professional services to clients and customers according to a final contract.
10. **THERAPY** - Assessment and treatment of a troubled employee.
11. **TRAUMA** - Reaction of an employee to a very serious incident, causing psychological and very often physical injury.
12. **TREATMENT** - Intervention with a troubled employee by exploring his/ her feelings and guiding him / her through a process of recovery.
13. **TROUBLED EMPLOYEE** - An employee suffering from any personal or work related problem.
14. **WELL-BEING** - A position of physical and emotional wellness.

1. Preamble

The Department of Roads and Transport is committed to create a caring and supportive working environment that enhances employee productivity and their general wellbeing through the establishment of the Employee Assistance Programme (EAP).

2. Purpose

The purpose of the policy is to:

- 2.1 Implement and maintain the employee assistance programme and to ensure continuous availability of the programme to all employees and their dependants.
- 2.2 Establish the necessary structures and plans for identification and referral purposes on and off the job.
- 2.3 Utilize all possible resources to ensure high visibility of the employee assistance programme in the department.

The programme will:

- 2.4 Provide a combined model of assistance to employees of the department, whose work performance may be, or is being affected by psycho-social and economic problems.
- 2.5 Ensure the development of a cadre of managers who are sensitive towards employee needs and are able to manage their performance.
- 2.6 Assist the Department of Roads and Transport to maintain and sustain a productive workforce.

3. LEGAL FRAMEWORK

- 3.1 The Constitution of the Republic of South Africa 1996 (Act No. 108 of 1996) protects employees from unfair labour practice.
- 3.2 Occupational Health and Safety Act, 1993 (Act No. 85 of 1993) as amended places specific obligations on the employer with regard to the health and safety on employees.
- 3.3 Employment Equity Act, 1998 (Act No. 55 of 1998) requires the employer to redress the effect of discrimination and eliminate unfair discrimination in the workplace.

3.4 Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997) places certain obligations to the employer to maintain fair labour practice.

3.5 Labour Relations Act, 1995 (Act No. 66 of 1995) places certain obligations on the employer to take remedial actions before terminating employment.

3.6 Employee Assistance Professional Association of South Africa (EAPA-SA) Chapter 1999 sets out minimum standards for the establishment and implementation of employee assistance programme.

4. SCOPE OF APPLICATION

This policy is applicable to all employees of the Department of Roads and Transport and their immediate families.

5. DEFINITION

Employee Assistance Programme is defined as a work - site based Programme designed to assist in the professional identification and resolution of productivity problems associated with employees impaired by personal concerns but not limited to: health, marital, family, financial, alcohol, drug, legal, emotional, stress, or other personal concerns which may adversely affect employee job performance.

6. POLICY PRINCIPLES

6.1 **Accessibility:** Employee Assistance Programme will be open to all employees of the department i.e. management, union representatives and employees.

6.2 **Confidentiality:** All information will be dealt with as confidential. Any information disclosed during consultation/counselling shall not be disclosed to anyone including management without the employee's written consent.

6.3 **Neutrality:** - the programme shall remain neutral and provide an equitable service to both employees and the employer.

6.4 **Voluntarism:** - participation in the programme shall be voluntary without denying managers the prerogative of referring troubled employees for assistance. If a troubled employee has been identified, but refuse to be given assistance, whereas his/her performance is deteriorating, such an employee will avail himself/herself to serious disciplinary action.

6.5 **Constructive Coercion:** - Managers and Supervisors shall refer troubled employees for assistance preferably before termination of the employees services.

- 6.6 Timeous intervention:** Efforts should be made to ensure early identification and treatment of problems, thus facilitating a good prognosis.
- 6.7 Impartiality:** Participation in the programme should not prejudice employee's job or security or chances for promotion or any other job related benefits.
- 6.8 Equal and dignified treatment:** Employees treated should receive the same consideration as those with medical problems.
- 6.9 Prevention of abuse:** Any employee or participating party as well as the executing authority should not abuse the programme

7. ROLES AND RESPONSIBILITIES

7. 1. EMPLOYER

- 7.1.1 Early identification and referral of troubled employees to EAP.
- 7.1.2 Ensure that employees are fully informed about Employee Assistance Programme, its policy, objectives and functioning.
- 7.1.3 Maintain and encourage adherence of all EAP principles especially the principle of confidentiality.

7.2 EMPLOYEE

- 7.2.1 Early identification and self-referral to EAP in order to receive timely intervention.
- 7.2.2 Utilize the EAP as enrichment, proactive programme as well as a remedial programme.
- 7.2.3 An employee is expected to adhere to the job performance requirements of the Department.

7.3 EAP UNIT

- 7.3.1. Manage and facilitate the implementation of employee assistance programme.
- 7.3.2 Evaluate the appropriateness, effectiveness, and efficiency of the Employee Assistance programme regularly.

8. MONITORING AND EVALUATION.

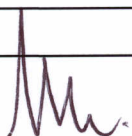
8.1 Monitoring and evaluation of the programme will be a continuous process by the EAP unit.

8.2 The EAP Unit in the Office of the Premier will also monitor and evaluate the effectiveness of the programme.

9. POLICY REVIEW.

The policy shall be reviewed yearly and when necessary.

ENDORSED



HEAD OF DEPARTMENT

18/02/07
DATE

Note: This policy document is a blue print of the original policy that was approved by MEC Justice Piitso on 12.03.07.