

DEPARTMENT OF PRIMARY INDUSTRIES AND REGIONAL DEVELOPMENT —
SUPPORT AND ASSISTANCE PROGRAMS

5709. Ms M.J. Davies to the minister representing the Minister for Regional Development; Agriculture and Food; Ports; Minister Assisting the Minister for State Development, Jobs and Trade:

I refer to employee support and assistance programs offered to Department of Primary Industries and Regional Development (DPIRD) staff, and I ask:

- (a) Please list and describe support and assistance programs available, both internally and externally, to staff across the department;
- (b) Please provide the dates each of these programs was first made available to staff;
- (c) Are there any support programs previously available that are now no longer open for staff to use:
 - (i) If yes, please list them;
- (d) Please show the FTE and headcount for internal DPIRD staff working in support and assistance roles including Peer Support Officers, Contact Officers and Gatekeepers in:
 - (i) 2016–17;
 - (ii) 2017–18;
 - (iii) 2018–19; and
 - (iv) 2019–20 to date;
- (e) For all support programs that are or were available, please list the number of staff that accessed them and the number of sessions conducted over the same time periods listed in (d); and
- (f) What has the DPIRD budget allocation and actual budget spend been for employee support and assistance programs over the same time periods listed in (d)?

Mr M. McGowan replied:

(a)

Program Name	Description
Online Learning Programs:	
Approaching an employee you're concerned about	An online training module to assist managers to address a common workplace scenario around employee wellbeing.
Developing Resilience	An online training module to help staff increase their level of resilience.
Managing Mental Health Risks at Work	An online training module to help staff assess common workplace scenarios that can impact the mental health of employees.
Development Workshops:	
Building Resilience	Workshops to provide simple tips and strategies to help improve and strengthen physical, mental, emotional and social resilience for all staff during the organisational restructure. These workshops are an additional supplement to the online training module.
Mental Health First Aid	Training sessions provided to the Employee Support Network and additional staff to learn how to provide mental health first aid.
Employee Support Network – Development	Development sessions are provided to help train new and existing Employee Support Network volunteer staff.
Assistance Programs:	

Employee Assistance Program (EAP)	An independent, professional and confidential counselling service program available to staff, managers and their family members.
EAP Onsite Wellness Checks	In addition to the EAP, Onsite Wellness Checks were scheduled across the state to assist staff during the organisational restructure.
Employee Support Network	The Employee Support Network is comprised of volunteer trained staff to provide staff with mental health support and assistance in resolving workplace conflict. (Includes former agency Peer Support Officers, Contact Officers, Grievance Officers and Gatekeepers).
Mental Health Check-In	A supplementary online wellbeing check-in initiative to the existing EAP services to help support and maintain staff wellbeing during the organisational restructure.

(b)

Program Name	Date First Available
Online Learning Programs:	
Approaching an employee you're concerned about	May 2018
Developing Resilience	May 2017
Managing Mental Health Risks at Work	May 2018
Development Workshops:	
Building Resilience Workshops	August 2017
Mental Health First Aid	October 2016
Employee Support Network – Development	September 2016
Assistance Programs:	
Employee Assistance Program (EAP)	Prior 2016
EAP Onsite Wellness Checks	July 2019
Employee Support Network	May 2018
Mental Health Check-In	October 2016

(c) (i) Mental Health Check In. This program was a once off initiative, using proprietary tools for a former EAPs provider, in response to specific circumstances at the time. The former provider no longer exists, and as such the proprietary tool is no longer available.

- (d) (i) 49
 (ii) 31
 (iii) 29
 (iv) 25 *

Note, these are voluntary roles undertaken as part of an existing position.

* In addition, there are staff within the People and Culture function who, as part of their role, coordinate the delivery of employee support and assistance programs. Current People and Culture resources supporting employee support and assistance programs includes 4 FTE.

(e)

Date	Program Name	No. Staff Accessed	No. Sessions
(i) 2016–17	Developing Resilience	13	Online
	Employee Assistance Program (EAP)	111	215
	Employee Support Network – Development	35	3

Extract from Hansard
[ASSEMBLY — Tuesday, 11 February 2020]
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Ms Mia Davies; Mr Mark McGowan

	Mental Health Check-In	484	1
	Mental Health First Aid	5	1
(ii) 2017–18	Approaching an employee you're concerned about	11	Online
	Developing Resilience	18	Online
	Managing Mental Health Risks at Work	10	Online
	Building Resilience Workshops	163	8
	Employee Assistance Program (EAP)	128	396
	Employee Support Network – Development	70	5
	Mental Health Check-In	27	1
	Mental Health First Aid	12	1
(iii) 2018–19	Approaching an employee you're concerned about	15	Online
	Developing Resilience	19	Online
	Managing Mental Health Risks at Work	10	Online
	Building Resilience Workshops	156	14
	Employee Assistance Program (EAP)	110	369
	Employee Support Network – Development	19	1
	Mental Health First Aid	13	1
(iv) 2019–20 to date	Approaching an employee you're concerned about	6	Online
	Managing Mental Health Risks at Work	4	Online
	Developing Resilience	5	Online
	Employee Assistance Program (EAP)	53	114
	EAP Onsite Wellness Checks	112	76

(f)

Date	Program	Budget	Actual Spend
(i) 2016–17	Employee Assistance Program (EAP)	\$66,000.00	\$66,234.90
	Employee Support Network – Development	\$10,000.00	\$4,225.00
	Mental Health First Aid	\$ –	\$7,492.00
(ii) 2017–18	Building Resilience Workshops	\$ –	\$12,500.00
	Employee Assistance Program (EAP)	\$91,000.00	\$77,249.25
	Employee Support Network – Development	\$10,000.00	\$5,500.00
	Mental Health First Aid	\$ –	\$404.55
	Mental Health Check-In	\$26,895.00	\$10,606.00
(iii) 2018–19	Building Resilience Workshops	\$11,000.00	\$6,184.18
	Employee Assistance Program (EAP)	\$80,000.00	\$61,650.17
	Employee Support Network – Development	\$40,000.00	\$2,000.00
	Mental Health First Aid	\$9,000.00	\$6,500.00
(iv) 2019–20 to date	Employee Assistance Program (EAP) (Includes EAP Onsite Wellness Checks)	\$80,000.00	\$194,069.13 *

* The overspend in EAP for 2019–2020 is due to onsite wellness checks conducted in the second half of 2019, to support employees during an organisational change being undertaken in 2019. A total of 112 staff accessed the initiative. This included a total of 23 metropolitan and 53 regional sessions.