



Procedure 3.05 - Wellbeing and Benefits

1. Application

This procedure applies to all employees of North Queensland Bulk Ports Corporation (NQBP).

2. Procedure

2.1. Physical Fitness

NQBP offers financial assistance to encourage employees to improve/maintain their physical fitness and promote work life balance.

The subsidy is for employees that commit to membership of an activity that encourages, promotes ongoing physical fitness. Examples of activities that might be approved are membership of a registered gymnasium or other approved physical activity.

Note: Team based sports/ membership fees are excluded.

This benefit is available to employees of NQBP with the exception of Pilots (who are covered under the Marine Pilots EA). Employees are defined as staff paid through NQBP's payroll system.

To be eligible you will need to provide evidence that you have financially participated in one of these activities for a minimum of 3 months.

If you are unsure whether the activity you wish to participate in will be subsidised, contact a member of the HR team.

2.1.1. Reimbursement

NQBP will reimburse up to \$400.00 per annum, that is, 50% of a membership up to \$400.00 per annum, in three monthly, six monthly or annual increments. For example, if you joined a gym in March you would be able to claim your first reimbursement in June / September (i.e. 3 months / 6 months).

NQBP will reimburse 50% of the expense, in arrears, up to:

- the maximum of \$400.00 per year for a 12 month period;
- up to \$200.00 for a 6 month period; and
- up to \$100.00 for a 3 month period.

An example is; total cost of membership for a year \$900 therefore 50% would be \$450. Given the \$400 annual maximum, the amount paid to the employee is \$400.

To claim this benefit an employee must complete an NQBP expense claim form and provide a tax compliant invoice which details:

- health and fitness facility (business details including registered ABN);
- name of the employee;
- membership start date or the dates claimed (i.e. 3, 6 or 12 months); and
- total amount paid during the above claimed period.

NQBP also requires the employee to write the below on the expense claim form (on the back or front) and sign their name below it.

"I declare that I <insert your name> have attended this gym / or facility regularly for the period <insert date> to <insert date>"; <Signed Claiming Employee>.

If an employee chooses to nominate direct debit rather than a one off payment, the employee needs to produce a statement of payments for the six month period, as well as the above.

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Version Control	Only electronic copy in RM8 is controlled. To ensure any paper copy is current, please check the policy document list on ERIC.			Revision	3
				Document Number	E16/15595
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Approval	This procedure requires subject matter expert approval except where substantive changes may impact on the rights and obligations of directors.			Date Approved	28/06/2016

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Forward claims to Human Resources (internal mail) for the Manager HR/IR to authorise.

2.2. Mental Health

2.2.1. Employee Assist

NQBP has an Employee Assistance Program (EAP) that's purpose is to provide appropriate, consistent and equitable assistance and support to employees experiencing problems and/or difficulties either of a personal or work related nature.

The EAP offers short term external professional and confidential counselling services to employees, and their family, who may need help with particular work or personal issues affecting their health, safety, and wellbeing and / or work performance.

The employee may self-refer or be recommended to the EAP service by a manager or HR as part of their duty of care.

These services may be applicable in situations where work performance has diminished and additional support may assist the employee.

2.2.2. Manager Assist

This service is designed to assist supervisors and managers dealing with difficult people management issues. This service can assist in coaching Managers in how to address issues that may be impacting work quality or personal relationships.

2.2.3. Confidentiality

The EAP service is completely confidential. Promoting a safe and trusting environment is critical to the success of the service; therefore anonymity of employees seeking help will be strictly maintained. If an employee chooses to take part in the EAP voluntarily, no record of their involvement is communicated to NQBP.

Where an employee makes a request to their immediate manager to attend an EAP appointment during normal working hours, they have the right to confidentiality regarding the reason for their appointment. It is envisaged that most appointments are made in non-work hours.

2.2.4. Participation

A director, employee or immediate family member may refer themselves to the EAP and an appointment made directly with the service provider (self-referral).

EAP is designed to encourage self-referral, however a manager / HR may assist by recommending the option of counselling / support to an employee (manager / HR referral).

Where work performance is being affected by a personal problem or there is evidence of a work-related problem, the offer of free and confidential counselling via the EAP is an option.

Anyone who knows about the program and who is aware of a fellow employee's situation where the program may help fellow employees may make the suggestion that the EAP could be used. Colleagues and family members may be able to assist by suggesting self-referral at an early stage.

2.2.5. Leave Provisions

Employees may attend an EAP appointment outside normal working hours without NQBP being informed. Employees may be granted time off to attend an EAP appointment during normal working hours. Employees will need to consult with their manager to determine a suitable time. When seeking leave for counselling, an employee retains the right to confidentiality regarding the reason.

2.2.6. Service Provision / Additional Service

Employees can receive up to three (3) counselling sessions per annum (financial year) at no cost to the employee and their immediate families.

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If further sessions are required, the service provider will contact NQBP to request permission on a strictly confidential basis and these requests will be considered on a case by case basis by the Manager HR/IR.

In some instances the counsellor may suggest referral to a specialised service to address specific issues, for example a solicitor, medical practitioner, accountant etc. Costs if applicable for these services are the employee's (or family member's) responsibility. It is the employee's choice whether or not to accept such a referral.

2.2.7. Responsibility

It is the responsibility of the employee to seek approval from their manager when leave is required for an appointment with the EAP during work hours.

It is the responsibility of the manager to suggest the EAP service to employees where there is evidence of a personal problem or problem impacting work; and to contact the EAP for urgent counselling assistance in the event of a traumatic or threatening incident in the workplace. If the referral is as a result of a workplace incident, ensure an incident report is completed according to NQBP's relevant policy

Respect the privacy of employees who have requested to attend an appointment with the EAP during work hours.

2.2.8. EAP Contact

To make an appointment, the employee should contact Converge International. Where the employee does not wish to make initial contact with the EAP provider, the responsible manager or HR representative may be required to arrange initial contact. Where the employee does not feel confident or comfortable contacting the EAP provider, the manager should offer to make first contact to assist with arrangement of the initial meeting.

2.3. Health Check

From time to time, general well-being assessments and awareness sessions may be arranged for staff. NQBP employees are encouraged to participate in these sessions to identify and learn more about managing their health and wellbeing.

2.4. Influenza Injections

Annually, NQBP may arrange for flu vaccinations for all staff. Participation is voluntary.

3. Wellbeing and other Benefits Policy, Procedure and Legislative Framework

NQBP is a Government Owned Corporation and a port authority and is required to comply with its own policies, prescribed applicable legislation and State Government policies and procedures. This procedure should be read in conjunction with:

- (a) Policy 3 - Human Resources Management Policy
- (b) *Work Health and Safety Act & Regulations 2011* (Qld)
- (c) *Fair Work Act 2009* (Cth)

4. Procedure Review Date

This procedure should be reviewed by 30 June 2019.

5. Definitions

NQBP: means North Queensland Bulk Ports Corporation Limited ACN 136 880 128.

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