



**TIER 1 SERVICE AGREEMENT**  
**EMPLOYEE ASSISTANCE PROGRAM**

**2021-2022**



*Linkwest's Employee Assistance Program, offered in conjunction with*

*Relationships Australia, offers access to free and confidential counselling services*

*for eligible employees and management committee members of your Centre.*

## 1 The agreement is between the parties whose details appear below:

### Linkwest Incorporated

Suite 7  
37 Hampden Road  
Nedlands WA 6009

AND

|                     |  |
|---------------------|--|
| <b>Organisation</b> |  |
| Address 1           |  |
| Address 2           |  |

## 2 Contacts

### Linkwest Contact:

Sharon Gillies  
Phone: (08) 9485 8929  
Email: [office@linkwest.asn.au](mailto:office@linkwest.asn.au)  
Postal Address: Suite 7 / 37 Hampden Road Nedlands WA 6009

### **(insert name of member Centre) Contact:**

|                 |  |           |  |
|-----------------|--|-----------|--|
| Contact Name:   |  |           |  |
| Position:       |  |           |  |
| Phone:          |  |           |  |
| Email:          |  |           |  |
| Postal Address: |  |           |  |
| City / Town:    |  | Postcode: |  |

## 3 Length of Agreement

This agreement is for the period **1 July 2021 to 30 June 2022 (inclusive)**.

90 days written notice is required to terminate this agreement prior to the conclusion of the agreement by either party.

Counselling sessions provided after the expiration of the contract and when the contract is not subsequently renewed will be levied at the prevailing sessional counselling rate.

## 4 Services

### Counselling

Up to six (6) sessions over a 12-month period are available for each staff member and/or their immediate family members.

**DELETE THIS PARAGRAPH IF APPROPRIATE** - If (insert name of member Centre) has nominated to include management committee members (see **Section 5. Fees**), up to six (6) sessions over a 12-month period are available for each management committee member and/or their immediate family members.

Counselling can be accessed in person at any Relationships Australia WA centre, via telephone or through Relationships Australia's online counselling service (WebEx). Relationships Australia WA provides counselling within three business days of receiving a request.

Should the nature of the issue require a more urgent response, Relationships Australia WA can provide telephone support before a scheduled appointment.

*Any cancellation requires 24 hours' notice.* Should this notice not be given this appointment will count as one of the client's six available sessions.

### Other Services

This agreement covers counselling services only. Other services such as mediation, workshops and critical incident response offered by Relationships Australia WA cannot be accessed within this agreement.

Should (insert name of member Centre) wish to access these other services this can be arranged by contacting Relationships Australia WA directly and at a further fee as negotiated.

### Additional Sessions

Any additional sessions will be treated in one of two ways:

- 1) Paid directly by the employee / management committee member themselves. The fee charged will be at a reduced rate based on a sliding scale of their income.
- 2) Paid for by (insert name of member Centre) at their discretion. Authorisation must be given by the employer before the employee / management committee member can access any additional sessions to be paid for by the employer.

## 5 Annual Fees

The *annual fee* for the period of this agreement is \$45.00\* + GST per employee / management committee member as advised by **(insert name of member Centre)**.

\* Includes a \$10.00 per person administration fee, retained by Linkwest.

The number of **employees** to be covered for the 2021-2022 period is: **(insert number)**

The number of **management committee members** to be covered for the 2021-2022 period is: **(insert number)**

Should you wish to amend the number of employees / management committee members covered during the 2021-2022 period, please contact Linkwest.

### Complete only if applicable:

- This agreement is *limited to employees / management committee members not covered under another EAP* e.g. that of a spouse, partner or parent.
- A list of employees / management committee members eligible to access services under the EAP has been provided in **Appendix 1**. I understand that this list will be provided to Relationships Australia solely for the purpose of establishing eligibility.

## 6 Refunds

Cancellations made within the first 6 months of the contract will be eligible for 50% refund minus a \$10.00 per person administration fee.

| <b>Refund request made:</b> | <b>Refund<br/>(per employee / management committee member)</b> |
|-----------------------------|--|
| On or before 31 Dec 2021    | \$17.50 + GST  |
| 1 Jan – 30 June 2022        | No refund  |

## 7 Adding a person or people to your EAP

| <b>To add<br/>an employee / management<br/>committee member</b> | <b>Cost<br/>(per employee / management committee member)</b> |
|---|--|
| On or before 31 March 2022                                      | \$45.00 + GST  |
| 1 April – 30 June 2022  | \$27.50 + GST  |

## 8 Locations

Relationships Australia WA's website [www.relationshipswa.org.au](http://www.relationshipswa.org.au) provides information about all services and opening times.

## 9 Confidentiality

The service is strictly confidential to the extent allowed by law. No personal, confidential issue raised in counselling will be communicated to the organisation unless there is prior consent by the person being counselled.

Clients have access to their records to the extent allowed by relevant privacy legislation.

### **Limits of Confidentiality, Client Consent and Safety Considerations**

The above confidentiality does not apply where the case is defined as a "serious matter". A serious matter is when a client has disclosed that:

- child abuse may be occurring
- a serious criminal offence has occurred or is likely to occur, and/or
- there is a threat of harm to the client or another person

If a serious matter is disclosed during counselling or another service, the Relationships Australia WA staff member will follow strict internal procedures in consultation with a senior clinician. A decision will then be made about reporting to an external party or authority.

Confidentiality and its limits are discussed between a client and their clinician at their first session.

## 10 Reporting

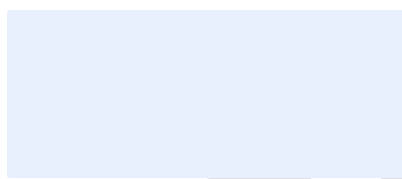
Relationships Australia provides non-identifying reports regarding usage rates to Linkwest Inc. on an annual basis. Linkwest Inc. will provide copies of these reports on request.

## 9 Signatory Authorisation

Name: .....

Signed on behalf of  
**(Centre name):** .....

Signature:



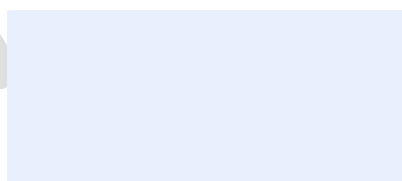
Date: ..... / ..... / .....

### Office Use Only

Name: Ms Jane Chilcott

Signed on Behalf of: Linkwest Incorporated

Signature:



Date: ..... / ..... / .....

## Appendix 1

ONLY to be completed by those Centres wishing to limit cover to employees / management committee members not covered under another EAP e.g. that of a spouse, partner or parent.

**List of employees / management committee members who are to be covered under this EAP (first and last name only):**

The number of names listed here should equal the number indicated in section 5. **Annual Fees.**

SAMPLE