

A man and a woman are standing on a construction site. The man, on the left, is wearing a dark blue jacket with red and grey accents and is looking upwards and to the right. The woman, on the right, is wearing a white hard hat, a grey sweater, and a bright green safety vest. She is holding a blue pen and pointing it towards the ceiling while looking up. They are both holding a large sheet of paper, likely a blueprint or business proposal. The background shows the interior of a building under construction with concrete walls and structural elements.

MELI

**Employee Assistance Program
Business Proposal**

About Meli

Meli is a not-for-profit community service organisation, committed to supporting people and strengthening communities.

Meli offers a range of support and education services to people living in the Barwon and Wimmera South West regions of Victoria, from early childhood through to adolescence and adulthood.

With kindergartens throughout Geelong, the Bellarine Peninsula and Colac, we're one of the largest early childhood education providers in the region.

Our name, Meli, is derived from the Latin word Meliorism; the belief that the world can be made better through human effort.

We believe in social justice, equality, and working together to help wherever we can.



Meli's Services

We provide services including:

- kindergartens, playgroups and home-based education
- support to children under nine with developmental delay or disability
- family support and place-based parenting groups
- family violence intervention for victim survivors and people using violence
- youth services including homelessness support, youth justice, leaving care, school connectedness and alcohol and other drugs services
- housing support and advocacy for families and adults
- foster care and kinship care
- alcohol and other drugs support
- emergency relief
- financial counselling
- individual and family counselling including family and relationship, and support after separation counselling
- Gambler's Help
- refugee and asylum seeker counselling and support
- employee assistance program counselling.

Meli is Geelong's largest kindergarten provider

We offer:

- three and four-year-old kindergarten programs to give your child the best start in life
- an inclusive and anti-bias approach to promote kindness and to ensure all children are treated equally and are able to fulfil their highest potential
- access to a network of kindergartens across the Barwon area, including Geelong, the Bellarine Peninsula and Colac.

For more information on our services, visit the Meli website at meli.org.au.



Meli's EAP Program

Meli's Employee Assistance Program is designed to strengthen overall workplace wellbeing through engaging and empowering employees.

It is a free, voluntary and confidential service for employees of enlisted organisations.

The service is available to any employee requiring assistance with issues affecting their wellbeing either personally or at the work place.

Employees may self-refer or a referral can be suggested to an employee by management.

Our program encourages early intervention and resilience building to maximise workplace performance.

We ensure employees feel supported to navigate and resolve issues through a range of practices.

The EAP is a neutral service and will not provide advice to employees about industrial matters in the workplace.

Meli counsellors have a broad range of qualifications and experience including Counselling, Psychotherapy, Family Therapy and Social Work.

Our employees will exercise due care, skill and judgment and act in accordance with applicable professional ethics, principles and standards at all times.

Counselling

Led by a qualified professional counsellor, our counselling service is solution based and aims to provide a sense of direction and a greater ability to achieve goals.

Meli will provide EAP counselling services either face to face or via telephone.

Enlisted organisation employees are able to receive up to three individual counselling sessions.

If the employee and counsellor agree that the individual would benefit from further or longer term counselling sessions or like interventions, the counsellor will provide the employee with appropriate referral options. This can include referral to a GP for the instigation of a Mental Health Care Plan, or referral to another specialist service.



How do employees access EAP?

Employees can access the EAP via the Meli reception number (5226 8900).

Upon contact, Meli's Intake team will conduct a brief intake screening, gathering the employee's availability and other relevant details.

The Intake team will allocate the EAP client to a Meli counsellor on the basis of availability.

The first appointment is scheduled within five working days of the initial contact made by the employee, or at the first available appointment time. Immediate appointments for crisis are available upon request.

Appointments are available on weekdays from Monday to Friday between 8:00am and 5:00pm. Limited evening sessions are available on Wednesday between 5:00pm and 7:00pm.

Face to face counseling services will be provided at 16 Ballarat Road, Hamlyn Heights.



Reporting

All counselling sessions including attendee details remain strictly confidential. Meli will provide statistical information in two formats to an employer on a quarterly basis.

1. Financial report

- Number and cost of each counselling session provided in that quarter
- Whether each session was provided by Meli or by a third provider
- Total amount to be invoiced to each employer

2. Service report

- Number of staff that received services
- Total number of sessions provided
- Presenting issues and relevant trends if identified

Extra provisions

Meli will also provide the following to affiliated organisations:

- one employee information session per year discussing the service and the benefits of the EAP. Time and date to be mutually agreed
- promotional collateral for employers to provide to employees such as brochures and business cards.

How to contact us

We provide support in offices located in Barwon and Wimmera South West regions of Victoria. For a full list of our locations, please visit our website at meli.org.au.

If you'd like to speak to us about becoming a member organisation and setting up an EAP agreement for your business or workplace, please contact us on 03 5226 8900.

Community Support

📞 General enquiries: 03 5226 8900

📧 info@meli.org.au

Meli Kindergartens

📞 General enquiries: 03 5273 0200

📧 kindergartens@meli.org.au

Acknowledgement

We acknowledge that we work and connect on the traditional and unceded lands of Aboriginal peoples and pay our respects to their Elders past and present. We are committed to the reconciliation journey through our actions and openness to learn.



Interpreter services are available upon request.

We celebrate difference

Meli celebrates the diversity of our community and is committed to being an inclusive place for everyone. We welcome people of all races, ethnicities, genders, sexualities, ages, religions, and abilities.

We foster collaborative relationships with individuals and partner organisations to support our diverse client group.

Interpreter services are available upon request.

Privacy

Meli is committed to protecting your privacy. If you have any questions or are concerned about how personal information is being handled or have a complaint about a breach by us of the Australian Privacy Principles, please contact the Meli Privacy Officer at privacy@meli.org.au.

Our full Privacy Statement is available at meli.org.au/privacy

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meli.org.au