

Purpose

This document provides Electrical Group Training (EGT) staff with a standard for defining 'pastoral care' in relation to mentoring EGT Apprentices.

Scope

EGT is committed to providing a positive work environment that facilitates the development of technical, interpersonal and life skills and encourages Apprentices to achieve their best.

Within the limits of our resources and expertise, EGT will provide support and promote the total health and wellbeing of our apprentices.

EGT Field Officers provide the majority of pastoral care for Apprentices. Their role is to support, guide and mentor each individual throughout their apprenticeship term.

Definition of Pastoral Care

1. EGT administers pastoral care through the following means:
 - Regular personalised meetings with Apprentices and Host Employers to discuss issues and provide advice and support where applicable.
 - Placement of Apprentices based on their skill and training levels.
 - Developing quality relationships between EGT Staff and Apprentices and taking a genuine interest in apprentices' lives and welfare.
 - Keeping Apprentices informed of issues and opportunities relating to their apprenticeship.
 - Monitoring training needs and ensuring the Apprentices have the necessary skills, knowledge and abilities to competently perform their role.
 - Providing opportunities for learning and advancement through additional training courses and the ability to apply annually for awards.
 - Monitoring Apprentices safety and ensuring Host Employers meet EGT's workplace health and safety standards.
 - Educating Apprentices on Equal Employment Opportunity & Anti-harassment on both on and off-the-job training in order to eliminate these indiscretions.
 - Development of self-discipline, responsibility and professionalism through EGT's policies including: wearing of uniforms, use of mobile phones, attendance at work and training.
2. EGT doesn't support nor engage in the use of any kind of physical coercion or humiliation when dealing with Apprentices.
3. EGT staff generally, doesn't have specific expertise in areas outside of employment and/or apprenticeship training issues. EGT provides general information on issues that are relevant to Apprentices with referral to specialists when required.
4. EGT have a counselling service that is available to all staff and Apprentices. For more information Staff and Apprentices may contact their Field Officer or EGT Staff or their Manager and should note counselling will be kept confidential.

Reference Documents

- Employee Assistance Program Guidelines

Issue	Initial Contact	Referral
Building better mental health	Field Officer may listen to Apprentice issue(s) and will refer the Apprentice to professional help (i.e. MATES in Construction).	Our EAP provider ashcliffe.com.au MATES in Construction mates.org.au/construction beyondblue.org.au tiacs.org
Financial Advice	Field Officer may listen to Apprentice issue(s) but cannot provide any form of financial advice.	Advice should be provided by a financial planner accredited by the Financial Planning Association of Australia. fpa.com.au
Wills & Estate Planning	Field Officer may listen to Apprentice issue(s) but cannot provide advice.	Advice should be provided by an Estate Lawyer, the Citizen's Advice Bureau and/or the Public Trust Office. justice.wa.gov.au
Health Issues	Field Officer may listen to Apprentice issue(s) but cannot provide advice.	Advice should be provided by a General Practitioner. If they do not have a practitioner, they should be encouraged to contact the local GP in the area that they live.
Legal Issues	Field Officer may listen to Apprentice issue(s) but cannot provide advice.	Advice should be provided by a specialist lawyer. The Law Society of WA lawsocietywa.asn.au
Suicide or Attempted Suicide	Field Officer may listen to Apprentice issue(s) and will refer the apprentice to professional help ASAP (i.e. Ashcliffe Psychology).	Counselling & Rehabilitation: ashcliffe.com.au mates.org.au/construction youthfocus.com.au headspace.org.au lifeline.org.au
Alcohol & Drugs	Field Officer may listen to Apprentice issue(s) and will refer the Apprentice to professional help ASAP (i.e. Ashcliffe Psychology).	Counselling & Rehabilitation: ashcliffe.com.au youthfocus.com.au headspace.org.au
Serious personal illness or injury not sustained in the workplace.	Field Officer may listen to Apprentice issue(s) but cannot provide advice.	Medical Attention General Practitioner and relevant specialists. Counselling & Rehabilitation ashcliffe.com.au
Traumatic experiences	Field Officer may listen to Apprentice issue(s) and will refer the Apprentice to professional help ASAP (i.e. Ashcliffe Psychology).	Counselling & Rehabilitation ashcliffe.com.au
Family issues including divorce/separation, abuse, illness/death.	Field Officer may listen to Apprentice issue(s) but cannot provide advice.	Legal Issues Citizens Advice Bureau justice.wa.gov.au Counselling & Rehabilitation: ashcliffe.com.au youthfocus.com.au headspace.org.au
At risk of or experiencing homelessness	Field Officer may listen to Apprentice issue(s) and will refer the Apprentice to professional help ASAP (i.e. Foyer Foundation).	https://oyer.org.au/