



# EMPLOYEE WELLNESS PROGRAMME

Toll-free: 0800 202 929

# WHO IS ICAS?

ESTABLISHED  
**1987**  
UNITED KINGDOM

WORLD'S LEADING PROVIDER OF  
ORGANISATIONALLY FOCUSED  
EMPLOYEE SUPPORT SERVICES

INDEPENDENT

IMPARTIAL

PROFESSIONAL

CONFIDENTIAL

ICAS provides  
EWP services to  
**780**  
corporate  
clients

in South Africa, assisting  
their 1 000 000 employees

EXTENSIVE EXPERIENCE IN THE  
FIELD OF EMPLOYEE WELLNESS  
AND BEHAVIOURAL RISK  
MANAGEMENT

# WHAT IS THE EWP?



# POINTS OF ACCESS TO YOUR EWP

Dial \*134\*905# to request a call back.

You will be asked 3 introductory questions:

- Your place of work
- Your name (or remain anonymous)
- The type of assistance you require (counselling, legal guidance, financial advice, etc.)

Always call the toll-free number in emergencies.

**\*REMEMBER: The number is free from cell phones and land lines.**



## Dial 0800 202 929 for instant support

- Select which EWP professional you require assistance from and your call will be transferred accordingly.
- Should your call not be answered immediately, please leave a voicemail. Your call will be returned within 60mins.



# PSYCHOSOCIAL COUNSELLING SUPPORT

01

## TELEPHONIC

Counselled telephonically by appropriate healthcare professional such as counsellors, psychologists or social workers.

02

## FACE-TO-FACE

Employees and dependants can also be referred to one of our professional affiliates for offsite face-to-face, short-term counselling.

03

## TRAUMA | CRISIS

Trauma counselling is available to employees and their family and can be accessed even if a trauma happens outside of the work environment.

1 OUT OF EVERY

07

PROBLEMS PRESENTED, WERE



STRESS  
RELATED



1 OUT OF EVERY

16

PROBLEMS PRESENTED, WERE

MENTAL ILLNESS/  
PSYCHIATRIC  
RELATED



Your dependants: Your immediate family or even people living in your home (nannies, domestic workers, etc.) can use ICAS's EWP for free too.

# TELEPHONE COUNSELLING



Call at your convenience **01**

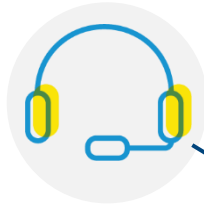
Can remain anonymous **02**

There when you need to  
deal with any crisis **03**

Can be used as often as  
you need **04**

# FACE-TO-FACE COUNSELLING

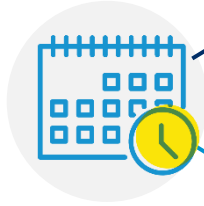
A referral is made to a local counsellor.



You will be contacted within 24-48 hours to make an appointment.



Short-term counselling is provided.



Each case is managed by an ICAS case consultant.



If sessions are not attended, counselling will be ended.  
Please cancel within 24 hours if you are not able to attend.



# LIFEMANAGEMENT™ SERVICES



## LEGAL

- Marital Law (maintenance, child custody, divorce & adoption)
- Consumer Law
- Court Procedure
- Wills & Estates
- No Labour Law\*
- No court representation



## FINANCIAL

- Debt guidance and counselling
- Money management, debt (control and save your money in a better way)
- Basic financial planning (retirement, investment advice, financial planning)
- Tax Queries
- Garnishee orders



## FAMILY CARE

- Parental guidance (parenting/childcare)
- HEALTH@HAND (health issues, HIV/AIDS counselling, prenatal care, chronic illnesses)
- Basic resources (education, benefits, allowance)
- Educational resources (facilities)

\*We do not provide labour law services as it is a conflict of interest with the employer. We usually refer such cases to HR.



# MANAGERIAL SUPPORT

Managers can use the service if they need advice on difficult issues.



## Take your pick from:

- Managerial consultancy
- Conflict mediation
- Assisted referrals
- Formal referrals
- Only managers are able to refer employees, employees may not refer other employees

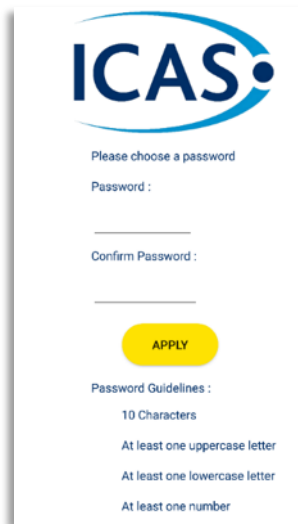
Please note that the managerial referral process is a voluntary one.

# HOW TO REGISTER AND SIGN INTO THE APP- PER001

If you are an Android user, please visit the Play Store and search for ICAS On-the-Go. After installing this free app, open it to register.

If you are not an Android user, please open your phone's web browser and enter the following web address: [mobi.icas.co.za](http://mobi.icas.co.za). You will automatically be directed to the sign in page.

1. To register as a new user, click the dark blue button that reads "Register with your company code" at the bottom of the page. You will be directed to a form.
2. Please insert all of your information. Your app custodian should provide your company code. Once you've completed the form, click the register button at the bottom of the screen.
3. You will be notified that your registration is complete, and you will be re-directed back to the login page. Insert your information that you've just registered with.

A screenshot of the ICAS registration form. At the top is the ICAS logo. Below it, the text "Please choose a password" is displayed. There are two input fields: "Password :" and "Confirm Password :". Below these fields is a yellow button with the text "APPLY". At the bottom, there is a section titled "Password Guidelines :" which lists four requirements: "10 Characters", "At least one uppercase letter", "At least one lowercase letter", and "At least one number".

**You're ready to use ICAS On-the-Go!**

# CONFIDENTIALITY

The EWP service is **CONFIDENTIAL**, unless there is a **risk**:



# CONTACT NUMBERS

## IMPORTANT NUMBERS TO REMEMBER



### NEED TO TALK TO SOMEONE?

Toll free number: 0800 202 929

Request a call back: \*134\*905#



# CONCLUSION

REMEMBER, YOU AS THE EMPLOYEE:



Are encouraged to use the services.



This includes all issues related to health, physical issues or psychosocial support.



The services are for you and your dependants.



**THANK YOU**

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