

MATJHABENG MUNICIPALITY

ANNEXURES

FOR THE

**CORPORATE SERVICES SECTION 80
COMMITTEE MEETING**

CONVENED FOR

FRIDAY, 26 JULY 2019

AT

10:00

AT

**ROOM 428, 4TH FLOOR, MAIN BUILDING,
WELKOM**

MATJHABENG

MUNICIPALITY
UMASIPALA



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MMASEPALA

Draft EAP - **24/7 Help Line Specifications**

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DRAFT MATJHABENG MUNICIPALITY EAP – 24/7 HELP LINE SPECIFICATIONS

INTRODUCTION

Unhappy employees have been proven to be less productive than their happier counterparts and thus they do not perform at their optimal levels. An Employee Wellness Programme should look at the employee holistically. Factors that affect employee wellness can be environmental, physical or emotional.

It may seem that personal issues are not within management's ambit but, if the council is truly trying to improve employee wellness, management should attempt to give the employee the necessary tools in order to deal with personal issues.

Over the years that Reality Wellness Group has been involved with various Wellness Programmes, it has been identified that a core need of employees, is psycho-social counselling. Over the past year alone numerous cases have been identified and dealt with from relationship and family issues to trauma counselling and counselling due to issues of death as well as mental health issues such as anxiety, depression, suicide and addiction.

The Wellness Programme aims at providing support and counselling ensuring that there are effective monitoring tools in place to ensure that there is no abuse of the Wellness Programme and that the employee has received the best counselling and support.

Reality Wellness will work in partnership with you to achieve a higher level of wellbeing for your staff while maintaining the ethical codes of conduct around the issues raised by staff.

In order for Psychosocial Counselling to be effective it requires visibility and easy accessibility.

1. PREAMBLE

The Matjhabeng Local Municipality cares about the health and social wellbeing of its employees and do recognize the number of personal problems which impact negatively to its employees.

The Council realizes that an Employee Wellness Programme is not simply a humanitarian way of resolving personal problems so that they do not impede job performance, but it's a coordinated and comprehensive programme which seek to reduce absenteeism; Sick leaves; Reduce Injuries on duty; control retirements; limit disciplinary hearings; promote productivity in general.

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This is done online with the Council commitment of rendering better services with productive councillors/employees strategy of Batho-Pele Principle.

The role and responsibility of Employee Wellness Department is to keep the Matjhabeng Local Municipality as an area of “work by choice”, ensuring the commitment made by Council on EAP program.

2. OBJECTIVES

- To provide assistance in the form of confidential counselling and referral, to every employee who experiences personal as well as work related problems.
- To ensure productivity and quality of life to its employees while taking into consideration the employees families and relatives.
- To provide employees with preventative education and skills training.
- Council to take care of its employees by providing after care and follow-ups.

3. LEGAL FRAMEWORK

- Labour Relation Act 1995 (Act No. 66 of 1995)
- Basic Conditions of Employment Act 1997 (Act No. 75 of 1997)
- Occupational Health and Safety Act 55 of 1998.
- Compensation for Occupational Diseases Act 30 of 1993.
- Medical Schemes Act.
- Promotion of Equality of Prevention of Unfair Discrimination Act 4 of 2000.

4. SCOPE OF AVAILABILITY

Provision of this Service shall apply to all employees, contracts and Councillors of the Matjhabeng Local Municipality.

5. TYPES OF SERVICES

Please see below a list of various options that can be broken down into different costing preferences.

5.1 Psychosocial Counselling/Trauma Case Management

- Psychosocial counselling for critical incident and crisis situation within 48 – 72 hours
- Face to face counselling in groups or individually

5.2 Psychosocial Counselling Telephonically – Call Centre

- Unlimited telephonic counselling and available nationally, 24/7/365 in all official languages

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- Face to face counselling is managed per intake and the recommendation is between two and four sessions per incident (in certain cases more may be required)
- The service is available to immediate family of the employee – spouse and children living under the same roof.
- Life management includes follow up on psychosocial issues and referral into other programmes e.g. debt counselling, gambling anonymous, legal guidance, etc. this refers to all the service offerings in terms of stress, burnout etc.
- Reality Wellness Group will refer into treatment programmes including alcohol, drug rehabilitation as well as hospitalisation for mental health issues such as depression or suicidal ideation.
- Telephonic monitoring and support is unlimited.
- A specific Case Manager to monitor cases.
- Reporting to ensure monitoring of the programme.

5.3 Call Centre & “Please Call Me”

- Available 24/7/365
- Employee referral – either via self-referral or informal referral
- SMS “please call me”
- Pro-active telephonic follow-up
- Outbound and inbound calls

5.4 Legal Support

- Unlimited telephonic legal advice is available regarding various legal issues
- Assistance is not provided for criminal cases or any cases linked to the Employer
- Call is logged with Reality Wellness who will follow up to ensure employees’ needs are met

5.5 Financial Guidance

- Unlimited telephonic financial guidance is available
- Employees will be referred to the relevant entity to assist with financial guidance and debt management as well as debt counselling companies most suitable to the employee, should this be a requirement
- Due to the National Credit Act, employees have to ensure that they can fund the process of Debt Review if they are handed over.
- The following services are offered:
 - Debt Restructuring
 - Buying a Home
 - Budgeting Assistance
 - Will & Estate Planning
 - Investments
 - Debt Management Solutions

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5.6 Reporting

- Employee Psychosocial Programme quarterly statistical reports
- Focus on trends and possible interventions to address concerns
- Annual reports & comparisons

6. COSTING

Council can/will be invoiced for the following services on a regulated pricing according to determined boards;

Approximately 2150 employees

Call Centre and Management

- ☐ Inbound & outbound telephonic counselling
- ☐ Legal support
- ☐ Financial guidance
- ☐ Psychosocial referrals and admin
- ☐ Management Formal Referral Process
- ☐ Quarterly reporting & recommendations
- ☐ "please call me" sms facility unlimited
- ☐ 24/7/365 toll free number
- ☐ National network of clinical partners available

**R per member per month
Excluding VAT**

7. LAUNCH OF SERVICES

It is important to launch the programme within the council so that the employees are aware of the offering. This can be done through various mediums, but it will be necessary to do some form of introduction as well as something tangible that the employees can keep as a reminder.

8. POSTERS AND COMMUNICATION

Employee engagement programmes are only successful depending on how visible they are to employees. It is recommended that the company works together with Reality Wellness Group to put together a monthly communication strategy that consists of:

- Posters
- Emails
- Banners
- Employee Engagement Competitions
- Desk drops

9. MANAGEMENT WORKSHOPS

Extensive research in the workplace has indicated that mental health problems are increasing dramatically, with depression and anxiety being two of the leading causes of health concerns (but not limited to). In addition, an employee may have developed psychological/mental health challenges prior to employment. Of significance, however, is that mental health issues can directly impact on productivity levels and is often the major cause of absenteeism.

Often minor mental health challenges can develop into major clinical presentations, particularly as stress in the workplace increases, keeping the employee out of work for longer and longer periods of time. In addition, the employee's physical health may also begin to suffer further leading to prolonged periods of absenteeism. Furthermore, increased clinical presentations of mental health places a large amount of pressure on management who is left with the task of managing this situation. Pressure is also put on other employees who have to pick up the extra work left by the affected employee.

Management should be informed on how to refer employees into the system and also how to make use of it themselves.

10. WALLET CARDS & KEY RINGS

To create ongoing awareness and buy-in from all levels of employees within the company, it is important to have items which can be referred to on hand. Wallet cards or key rings are an excellent way to keep the message alive.

11. EMPLOYEE AWARENESS SESSIONS

It is important to inform all employees about the programme so that they are aware of the offering and the services available to them. This can be done through various mediums, however it is necessary to do some form of introduction, as well as giving employees something tangible that can be kept as a reminder.

12. TERMS & CONDITIONS

- Service Providers must provide with suitable qualified employees to render the services:
 - Psycho-Social Services
 - Legal Services
 - Financial Services
- These qualified employees must be registered employees in their field of profession.
- Payments will be done according services rendered (Pay as you Service).
- A regulated pricing will be practice as per service or call.
- Services must be available 24/7/365 for employees and spouses.
- Monthly pricing or invoice must be accompanied by proof or monthly report.
- Termination of contract: Municipality has a right to terminate a contract if needs be:

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- Council Review
- Non-affordability
- Poor rendered services, etc.
- Letter of termination must be supported with month notice.
- Any information of an employee must be kept safe and confidential. Information can only be shared with other profession in exchange of Idea or wisdom.
- (NB!! This is a serious matter which can lead to termination of contract and criminal liability.)**
- Service and report must be handed in before 7th of each and every month. Report will be discussed and monitored sharply by Council.
- All invoices will be settled before 90 days to avoid handed over.
- Council may sign a two year contract with a hope of training the internal team for hand-over after end of contract (skill exchange) and ownership of equipment and programme.
- The service provider is expected to conduct a monthly training to Wellness team and refer all face-to-face counselling to Wellness Branch within 24hrs, with proper referral documentation.
 - Should there be a need for any additional days for training, this will be invoiced separately at a daily rate.
- Wellness Branch reserves all rights to schedule any training dates.
- Service providers must provide motivational statement from the previous employer/referral letter.
- Five years experience on providing similar services is required.
- Attachment of all employee educational background.
- Company registration documents and BEEE certificates.

MATJHABENG



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BRIEF DESCRIPTION OF THE NEW LEGAL TEAM

Date: 24 July 2019

The Legal Services is joined by a formidable team consisting of the following:

- **Mrs. Bianca van der Spuy** who has joined the team from Public Safety owing to her great skills and is serving as the Secretary to the Senior Manager within the unit. She has been with the Municipality since 2007 while she broadened her knowledge by assisting the Local National Prosecuting Authority with her administrative background for three years.
- **Ms Akhona B.Z. Magadla** graduated from the University of Witwatersrand to join the Department of Justice and Constitutional Development in 2010 as a Judge's Researcher before joining the

- Short-Term Insurance industry as a Legal Advisor. She then moved into the Corporate Law environment for A JSE listed company before moving into the legal practice.
- **Mr. Chumani Yanga Mguzulwa** graduated from the Walter Sisulu University formerly known as the University of the Transkei. He was then with the Welkom Justice Centre (Legal Aid Board) in 2011 before joining the National Prosecuting Authority. He further possesses a Higher Certificate in Christian Ministry.
- **Mr. David L Maklein** graduated from the University of the Free State and holds an LLB Degree. He moved into the legal practice. He is an Entrepreneur at heart and is helping local business men and women grow their businesses. He also served on the Board of Bongani Hospital and Thusanong Hospital respectively giving advice on legal matters affecting the hospitals.