



WELL-BEING MATTERS

The Western Cape Government Cares about You!



All of us have to deal with stress and personal difficulties, and from time to time we can do with some extra support in our fast-paced environment. In response to this need, the Western Cape Government (WCG) is very excited to introduce a new health-and-wellness service contract. This contract supplies independent and professional counselling and advisory services free of charge to all employees! The WCG cares about your mental and physical well-being and wants you to have someone to turn to whenever the need arises. We also want you to have the right information to plan your financial future or to deal with legal matters. This wellness service is a means for the WCG to show you that you are a valued and appreciated employee.

The WCG is paying for this service contract and it will be administered by the Independent Counselling and Advisory Services (ICAS). This service is available to all employees in every department of the WCG and will be available from 1 April 2012.

What are the services on offer?

- Counselling services: Unlimited telephone counselling and short-term face-to-face counselling.
- Advice about financial matters: Debt management, financial planning and budgeting advice.
- Expert legal advice about matters such as divorce, maintenance, consumer issues, wills and estates.
- Family guidance such as childcare, education, allowances and care for the elderly.
- Trauma counselling for groups and individuals after a traumatic incident. If the traumatic event occurred in the workplace, then counselling will be provided at work.
- If you require further specialist care for a longer period, you will receive referrals to other organisations and resources.
- An e-care service: A website which focuses on a range of interesting wellness topics such as how to stop smoking. You can also profile your own well-being status and devise a healthy eating and exercise plan.

**Managerial or
supervisory
support**

**Telephone and
face-to-face
counselling
services**

**Trauma
counselling and
support**

**Life-management
services**



Why should you take advantage of these services?

- The service is completely confidential. Your identity and your call will remain strictly private.
- No judgement. All counsellors are trained to give guidance and to listen to all matters.
- All calls will be answered by professional clinical and counselling psychologists.
- The service is multilingual. You can choose to speak in any of the three official languages of the Western Cape: Afrikaans, Xhosa or English.
- This service is available 24 hours a day, every day of the year.
- All the services are free, this includes telephone calls and face-to-face counselling.

How can employees contact the ICAS service provider?

- Department of Health **0800 611 093**
- Department of Education **0800 111 011**
- Departments serviced by the CSC **0800 611 155**

What is the process when I call ICAS?

1. When you phone the toll-free number, an automated voice message will welcome you to ICAS.
2. You will then be asked to choose your language preference by pressing the relevant number on your phone.
3. Your call will be answered by a professional counsellor who will assist you with your concerns.

We encourage you to make use of this service if you are feeling overwhelmed by personal, family, health, or work-related problems. Please remember that this service is also available to you whenever you need legal, financial or family advice.

Keep these numbers close at hand and we will send you more information about the wellness contract soon!

