

**TRANSNET**



**EAP EMPLOYEE  
AWARENESS TRAINING**



# WHAT IS AN EAP?



Voluntary and confidential programme



Proactive method of problem management



An excellent resource for all employees when dealing with adversity



Engages all workplace policies and procedures



A short term, solution focused programme



Preventative and proactive



# PRINCIPLES OF EAP



Neutral



Confidential



Voluntary



Equal and  
Dignified



Professional



# SCOPE OF SERVICES



**Telephonic  
Counseling**



**Face-to-face  
Counseling**



**Trauma  
Counseling**



**Legal  
Advice**



**Financial  
Advice**



**Health  
Information**



**Training**

SMS Please call back and email | Crisis and or Trauma counselling | Manager and referral agent support |  
Referral services to appropriate providers outside of the EAP

# SERVICE ACCESS

**24/7/365**

**National**

**Language of choice**



# BREAKDOWN OF SERVICES



## COUNSELLING SERVICES

**1 to 6** face to face sessions **PER EMPLOYEE** and/or immediate family member

**UNLIMITED** telephonic engagements




## LIFESTYLE

**LEGAL ADVICE** to employees and immediate family members

**FINANCIAL AWARENESS** and coaching



## HEALTH INFORMATION SERVICES

- Hello Doctor 
- Available on your mobile phone
- 24/7 doctor on call
- Health Education
- No diagnosis or prescription for medication
- Use voucher code to register at no cost



## TRAINING

Training sessions based on **WELLNESS TOPICS**



# BREAKDOWN OF PSYCHOSOCIAL ISSUES



Personal and family related matters



Stress



Emotional difficulties



Addictions



# LIFESTYLE MANAGEMENT



## LEGAL

- Unlimited Telephonic advice
- Garnishee Orders
- Divorce
- Child Custody
- Property
- Insurance
- Qualified Attorneys
- Will drafting
- 1 free 30 min Consult



## FINANCIAL

- Unlimited Telephonic Advice
- Over-indebtedness
- Debt management
- Garnishee Orders
- Budget
- Retirement
- Financial Wellness
- Investment

# TYPES OF REFERRALS

## SELF REFERRAL

- It is voluntary referral
- You make direct contact with the EWP via any of the access channels

## INFORMAL REFERRAL

- An employee seeks help at the suggestion from a colleague, family member or friend
- No reports will be made back to the referral source without written consent from the employee concerned

## FORMAL REFERRAL

- This referral is done by a line manager/supervisor/HR as a support tool during a performance management process.
- A feedback report will be provided





**TRANSNET**



***QUESTIONS?***

***CONTACT***



**PHONE:**  
**0800 000 408**



**SMS:**  
**083 450 0508**



**EMAIL:**  
**[transneteap@mhg.co.za](mailto:transneteap@mhg.co.za)**