

**TRANSNET**



**EAP MANAGER  
INDUCTION**



# 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

Transnet's EAP is a voluntary, confidential programme designed to **generate expedient solutions** that are goal directed to help employees work through **various life challenges** that may adversely affect job performance, health and personal well-being.

Ultimately it is concerned with **identifying and proactively managing and resolving** personal and productivity issues.



# 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 EA | Executive and senior management support

## 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

# ORGANISATIONAL CONCERNS AND REALITIES

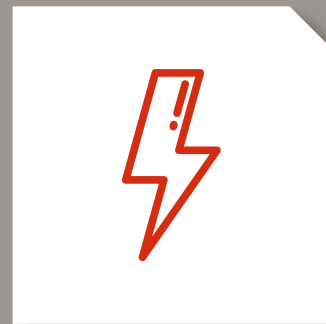
## WORK BEHAVIOUR SYMPTOMS

- Poor quality/ performance
- Stress related illnesses
- Poor concentration
- Low morale
- Display of fatigue
- Inter-personal problems
- Substance abuse
- Financial problems
- Workplace/ personal trauma
- Organizational change
- Career stress
- Chronic diseases (e.g.HIV  
AIDS ,TB, Cancer)
- Absenteeism
- Misuse of sick leave
- Disciplinary hearings
- Turnover





# ***BEHAVIOURAL PATTERNS OF DECLINING PERFORMANCE***



Behaviour



Productivity



Safety



Absences



# MANAGER CONSULTATION

Managers can contact the EAP helpline at any time to discuss:



Their own personal or work related issues



Any problem related to an employee e.g. Absenteeism, conflict, poor performance etc.



The supportive confrontation meeting with an employee



The referral procedure and follow up process

# TYPES OF REFERRALS

## SELF REFERRAL

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

## INFORMAL REFERRAL

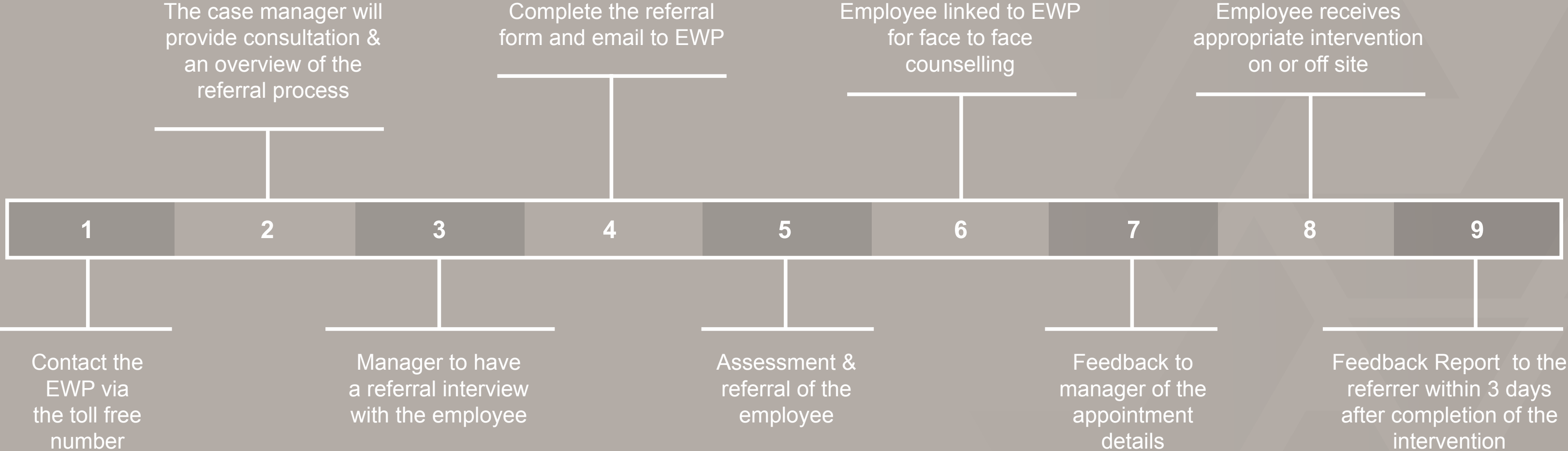
- An employee seeks help at the suggestion from a colleague, family member or friend
- No reports will be made back to the referral source without written consent from the employee concerned

## 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



# FORMAL REFERRAL PROCESS



# 5 STEPS TO SUCCESS

**1**

Observe

**2**

Document

**3**

Interview

**4**

Refer

**5**

Follow up





# THE REFERRAL INTERVIEW



**Confidential  
Setting**



**Reason for  
Referral**



**Pattern of  
Behaviour**



**Goals of  
Intervention**



**Outcomes**



**Expectations**



**Progress**

**TRANSNET**



***QUESTIONS?***

***CONTACT***



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



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



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