



CORPORATE

NetcarePlus EmployeeCare

Personalised support for employee wellbeing



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About NetcarePlus EmployeeCare

While we may all experience difficulties like financial strain, trauma, legal challenges or loss of a loved one at some point, when stress becomes overwhelming, it can significantly impact employee mental health and wellness.

It is believed that as many as 70% of employees struggle with stress that hinders their ability to manage day-to-day work responsibilities. This impacts productivity, increases absenteeism and can make them insecure about reaching out for help due to fears around job security. As a result, employers are often left unaware of the situation and unable to assist with the support and care their employees need.



Our mental health and wellbeing support platform, powered by Lyra, helps employees cope with life's unexpected challenges, so that they can be happier and more productive at work.

02

Our offering

Employers have the choice between two different programmes, each offering a range of value-adding benefits and personalised support for employees' mental wellbeing and professional needs.

EmployeeCare



- ✓ Counselling (via phone call)
- ✓ Legal advice
- ✓ Financial coaching
- ✓ Family support
- ✓ Employee wellness Hub
- ✓ Reporting
- ✓ Client relationship manager
- ✓ Digital educational content
- ✓ Employee awareness sessions

EmployeeCare⁺



- ✓ Counselling (via phone call)
- ✓ Legal advice
- ✓ Financial coaching
- ✓ Family support
- ✓ Employee wellness Hub
- ✓ Group trauma intervention
- ✓ Face-to-face support
- ✓ Managerial referral process
- ✓ Reporting
- ✓ Client relationship manager
- ✓ Digital educational content
- ✓ Printed marketing material
- ✓ Employee awareness sessions
- ✓ Managerial counselling and consultancy

EmployeeCare benefits



Telephonic counselling

Available to all employees and immediate family members

Provided in any of the 11 official South African languages

USSD dial *134*905# to request a callback

Toll free line available 24/7/367 on 0800 863 362

Immediate live chat counselling through the Employee Wellness Hub



Legal advice

Unlimited telephonic advice pertaining to any legal aspects such as:

Contracts

Retirement

Pension

Property

Third party claims

Taxation

Wills and testament



Financial coaching

Financial coaching services available:

Financial tools

Retirement planning

Budgeting

Dealing with retrenchment

Credit report advice

NCA disputes and blacklisting

Savings and investment advice

Estate planning

Check garnishee order and loans

Debt management and relief solutions

Tax advice



Family support

Provided by a team of professionals, including social workers, psychologists as well as medical and legal practitioners with expertise in:

Childcare

Education and social benefits

Eldercare

Disability

EmployeeCare benefits

 <p>Face-to-face counselling</p>	<p>Counselling sessions are provided by qualified and registered psychologists, counsellors and social workers, and are conducted close to the employee's residence or place of work and in their preferred language.</p> <p>Every case is overseen by a case manager ensuring adherence to clinical processes. Virtual video counselling sessions may also be scheduled.</p>								
 <p>Managerial referral process</p>	<p>If an employee is facing challenges that affect their work performance, the manager can refer the employee into a programme to get professional support.</p>								
 <p>Group trauma intervention</p>	<p>This trauma management service offers prompt and professional trauma debriefing and counselling services to employees or families exposed to incidents of trauma.</p> <p>Group interventions are provided by qualified and registered clinical counselling psychologists and social workers specialising in the field of trauma intervention.</p> <p>Our network allows us to be on-site within 2 hours in major cities.</p>								
 <p>Managerial support</p>	<p>Assists business leaders with employee relationships and provides professional assistance regarding the effective handling of people management issues including:</p> <table border="0"> <tr> <td>Interpersonal conflict</td> <td>Performance appraisals</td> </tr> <tr> <td>Delegation</td> <td>Managing diversity</td> </tr> <tr> <td>Motivation of employees</td> <td>Personal and/or professional challenges</td> </tr> <tr> <td>Discipline</td> <td></td> </tr> </table>	Interpersonal conflict	Performance appraisals	Delegation	Managing diversity	Motivation of employees	Personal and/or professional challenges	Discipline	
Interpersonal conflict	Performance appraisals								
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How to access benefits

- ✓ Call 0800 863 362
- ✓ Dial *134*905# to request a call
- ✓ Access the Employee Wellness App

04



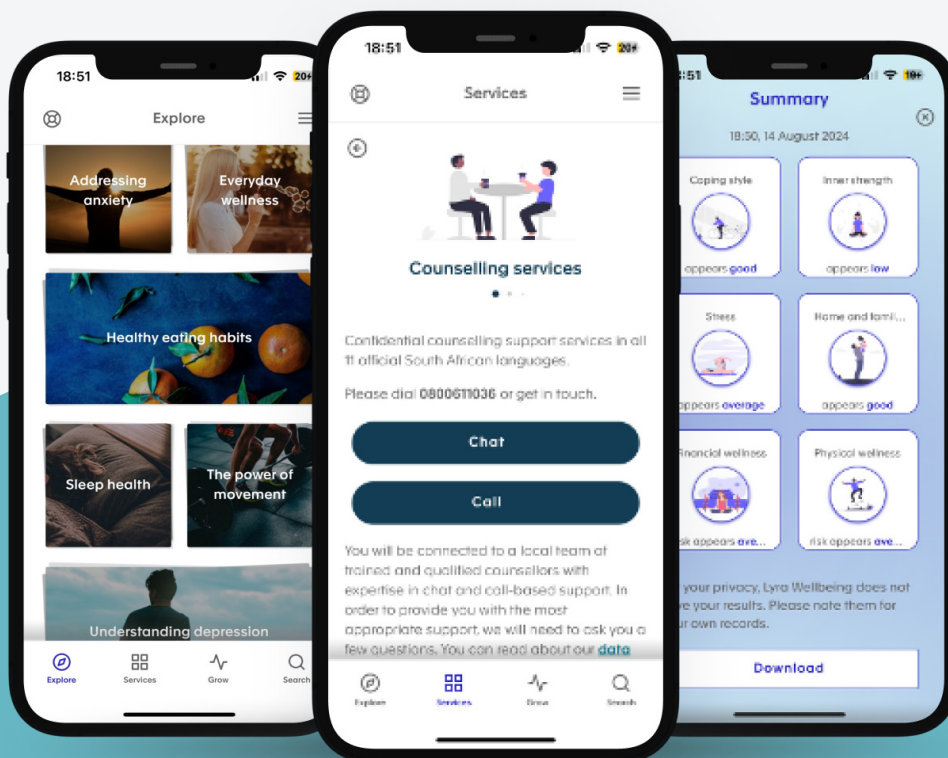
A HUB for holistic support

Give your employees the support they need through the NetcarePlus Employee Wellness HUB.

They'll get access to NetcarePlus EmployeeCare benefits and the best and safest treatment and care, via live chat and click-to-call.

As an added plus, they'll also get access to valuable content and resources on a wide range of psychosocial topics.

All of this in-app and from their phone.



Wellness content

Live chat counselling

Wellness assessments



NETCARE
plus

netcare.co.za/netcareplus