UCT

Employee Health and Wellbeing Programme

What can I expect?

ICAS
Member of the Global AXA Group

1 If you have left a message with a request to be contacted, you will be called back from an "UNKNOWN" number.

2 The counsellor will need to understand the reason for your call and your need for assistance.

3 You will be asked for personal information as part of the assessment - it stays CONFIDENTIAL.

4 You can call in as many times as you need.

Toll-free:
0801 113 945
Request call back:
*134*905#

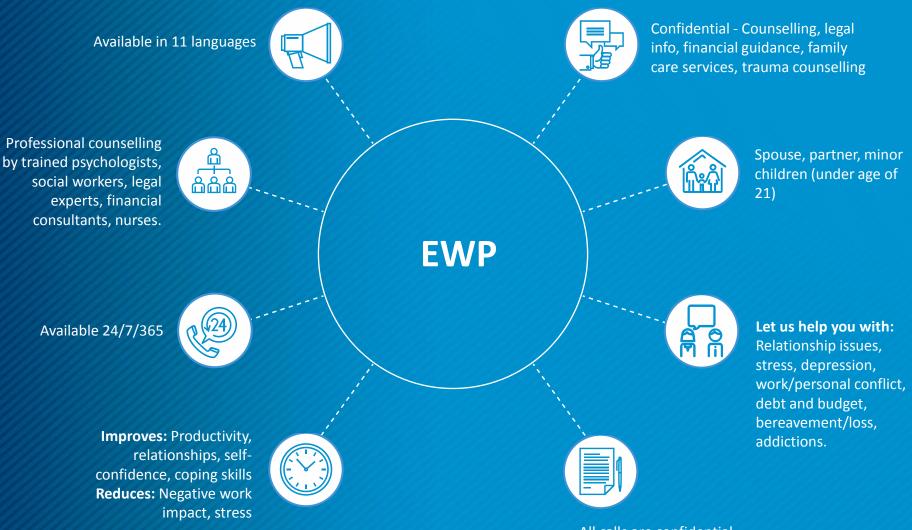No cost from a landline. Initial cost from a cellphone, but you can request to be called back.

What can I expect?

ICAS

1 You can call the toll-free number and speak to ICAS about challenges and concerns.

2 Should you and ICAS agree that you will benefit from face-to-face counselling as you need ongoing support to get through your difficulty. You will be referred for face-to-face counselling at no cost to you after authorisation obtained from UCT on-site counsellor.

3 You provide ICAS with areas that you can access easily and prefer. You may indicate other preferences such as language, gender, race, etc. but this will depend on availability of such resources in your area.

4 You will provide ICAS with your contact details – best to provide more than one.

YOU WILL BE INFORMED THAT:

8 You and the affiliate will agree on a date/time of an appointment.

6 If you are unavailable and the affiliate leaves a message, you need to call them back.

7 An affiliate will call you within 24 - 48 hours to schedule an appointment at their practice room.

5 Your case will be allocated to a case manager and they will oversee the face-to-face referral from start to finish.

9 The affiliate will provide their details to you – address, etc.

10 If you cannot attend the session, you have to call the affiliate 24 hours in advance to cancel the session.

11 If you do not, ICAS will assume you do not want services at this time and the referral process will be cancelled. You can call in again when you are ready to resume counselling.

ICAS
Member of the Global AXA Group

A short-term, solution-focused programme – tailored to address your individual challenges.

It is free and available to you and your immediate family/household. Up to 4 sessions per household per year would be approved.

Face-to-Face Counselling

Sessions are scheduled and appointments cannot be cancelled at short notice. (Less than 24 hours)

Referred to a counsellor closest to your home/work.

It is assessed by a case manager.