



Department of Public Works, Roads and Transport
Mpumalanga Provincial Government

POLICY ON WELLNESS MANAGEMENT

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Responsible Section: Employee Health and Wellness
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ABBREVIATIONS

COIDA	Compensation for Occupational Injuries and Disease Act, 1993 (Act No. 130 of 1993)
DPSA	Department of Public Service and Administration
PWRT	Department of Public Works, Roads and Transport
EAPASA	Employee Assistance Professional Association of South Africa
EH&W	Employee Health and Wellness
EH&WP	Employee Health and Wellness Practitioner
HIV AND AIDS	Human Immunodeficiency Virus and Acquired Immune Deficiency Syndrome.
HPCSA	Health Professions Council of South Africa
OHS	Occupational Health and Safety
SACSSP	South African Council for Social Services Professions

DEFINITIONS

Accounting Officer	means	a person mentioned in Section 36 of the Public Finance Management Act, 1999 (Act No.1 of 1999) and includes any person acting as the Accounting Officer;
Designated Senior Manager	means	a member of the Senior Management Services who is tasked with championing the Wellness Management Programme within the PWRT;
Employee	means	a person appointed in terms of Public Service Act 1994 (Act No.103 of 1994) Section 8 (1) c;
Employee Health and Wellness Committee	means	a committee that is appointed by the Accounting Officer to initiate, develop, promote, maintain and review measures to ensure Wellness of the employees in the workplace. It is a multi-disciplinary forum consisting of relevant representatives as determined by the PWRT;
Financial Wellness	means	the ability to maintain a fully developed and well balanced plan for managing one's financial life that is Integrated with personal values and goals;
Health and Wellness Coordinator	means	an employee tasked with the responsibility to coordinate the implementation of wellness programmes. The wellness coordinator must be professionally trained and registered with a relevant statutory body to perform therapeutic interventions if not, such cases should be referred;
Immediate Family	means	spouse, children as determined by the PWRT;
Intellectual Wellness	means	utilization of human and learning resources to expand knowledge and improve skills;
Peer Educator	means	an employee who is trained in working with peers, sharing information and guiding discussion using the peer's experience and knowledge;

Psychosocial Wellness	means	a dynamic state that is influenced by and influences our physical, intellectual, spiritual and social lives;
Physical Wellness	means	Promote taking care of your body for optimal health and functioning;
Social Wellness	means	emphasising the positive and interdependent relationships with others and nature;
Spiritual Wellness	means	integrating our beliefs and values with our actions, it enhances the connection between mind, body and spirit;
Wellness	means	an active process through which organizations and individuals become aware of and make choices towards a more successful existence. For both the individuals and the organization, the concept of wellness is one where active steps can be taken to reduce chronic disease and mitigate its debilitating impact on personal lives and organizational productivity (World Economic Forum); and
Work life balance	means	the achievement of equality between times spent working and one's personal life.

1. INTRODUCTION

The Department of Public Works, Roads and Transport (PWRT) acknowledges that employees are the life-blood of the organization and major contributors to service delivery. It is therefore vital that the employer should help them produce at their optimum level by promoting work life balance and providing access to Employee Health and Wellness Programmes. The existence of employee's personal and work related problems must have a negative influence on service delivery. As a result, PWRT recognizes its responsibility to create and maintain a healthy and supportive working environment through the establishment of Wellness Management Policy.

2. OBJECTIVES

The objectives are to:

- 2.1 Meet wellness needs of the departmental employees through preventative and curative measures;
- 2.2 Promote the physical, psychosocial well-being of individual employees;
- 2.3 Create an organizational climate and culture that is conducive to wellness and comprehensive identification of psycho-social health risks; and
- 2.4 Promote work-life balance through flexible policies in the workplace to accommodate work, personal and family needs.

3. REGULATORY FRAMEWORK

- 3.1 Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997);
- 3.2 Compensation for Occupational Diseases and Injuries Act, 1993 (Act No. 130 of 1993);
- 3.3 Constitution of the Republic of South Africa of 1996
- 3.4 Employment Equity Act, 1998 (Act No. 55 of 1998);
- 3.5 Labour Relations Act, 1995 (Act No. 66 of 1995);
- 3.6 Mental Health Care Act, 2002 (Act No. 17 of 2002);
- 3.7 National Sports and Recreation Act, 1998 (Act No.110 of 1998);
- 3.8 Occupational Health and Safety Act, 1993 (Act No. 85 of 1993);
- 3.9 Public Service Act, 1994 (Act No.103, 1994).
- 3.10 Skills Development Act, 1998 (Act No. 97 of 1998);

3.11 The Promotion of Equality and the Prevention of Unfair Discrimination Act, 2000 (Act No. 4 of 2000);

3.12 Tobacco Products Control Amendment Act, 1999 (Act No. 12 of 1999);

4. SCOPE OF APPLICATION

This policy is applicable to all employees in the Department and their immediate family members.

5. POLICY STATEMENT

The Department believes that the success of Wellness Management Services depends on the degree to which Management and Employees support the implementation and maintenance of the principles underpinning the programme.

5.1 PRINCIPLES

5.1.1 CONFIDENTIALITY

Confidentiality is the cornerstone of the programme. Any information shared during consultation or counselling must be dealt with in a confidential manner. No information must be divulged to any person (management included) without the employee's written consent except when disclosure is required in terms of law or court order.

The information provided by the client during consultation must not be utilized for any purpose other than those agreed upon between the Employee Health and Wellness Programme practitioner and the client, except in cases of risk to self and others in terms of the legislation. All clients' records must be kept strictly confidential. Only registered professionals must be allowed to provide therapeutic interventions.

5.1.2 TIMELY INTERVENTION

Efforts must be made to ensure early identification and treatment of problems, thus facilitating good prognosis. Leadership (i.e. Managers, Supervisors and Organized labour) of Department must be involved to ensure timely problem identification, referral and assessment.

5.1.3 EMPLOYEE'S PARTICIPATION IN THE PROGRAMME

Participation in the programme must be voluntary and not jeopardize the employee's job security or chances for promotion or other related benefits.

5.1.4 EQUAL TREATMENT

All Employees who use wellness management services must receive equal treatment.

5.1.5 A BALANCED PROGRAMME

There must be a balance between reactive and proactive interventions as well as the development of employees within the Department.

5.1.7 RESPONDING TO THE NEEDS OF THE DESIGNATED EMPLOYEES

The needs of women and persons with disabilities must be considered when designing wellness proactive and reactive intervention programmes. Re-integration services must be provided to employees who were on maternity leave and those who undergone any rehabilitation. The department must discourage any kind of stigma directed to the employees who were referred to the Employee Health and Wellness Programme.

5.2 POLICY PROVISIONS

- 5.2.1. Professional counseling services must be provided free of charge to employees and the immediate families;
- 5.2.2. Time off for professional-counseling sessions must be provided to all employees and that must be done within the vicinity of the employee workplace so as to allow the employee to return back to work afterwards;
- 5.2.3. The Department must encourage employees with problems to take early advantage of the professional services provided through the Employee Health and Wellness Programme;
- 5.2.4. All employees who voluntarily seek assistance through or accept referral to the Employee Health and Wellness Programmes, are expected to comply with the recommended action plans;
- 5.2.5. Utilization of the Employee Health Wellness Programme must be on a voluntary basis even if referred by Management;

- 5.2.6. The decision to seek or accept assistance through the Employee Health and Wellness Programme must rest mainly with the employee; however, participation in the Employee Health and Wellness Programme does in no way relieve the employee of the responsibility to meet acceptable work performance and attendance standards; and
- 5.2.7. Time off and the necessary treatment referrals must be provided to eligible employees and immediate families, consistent with the current policy on special leave and applicable medical aid coverage.

5.3 WELLNESS MANAGEMENT SERVICES

The wellness management services must provide assistance within the broad range of personal concerns, including:

- 5.3.1. Marital, family and relationship problems;
- 5.3.2. Health problems including HIV and AIDS;
- 5.3.3. Financial, spiritual, psychological, social, intellectual and physical management problems;
- 5.3.4. Substance abuse (alcohol, drugs and prescription medication) and other addictive behaviors such as gambling; and pornography etc.
- 5.3.5. Workplace violence/sexual harassment and other work related conflicts, trauma debriefing, counseling and bereavement support;
- 5.3.6. Workplace discrimination or victimization (e.g. discrimination against people with disabilities or from designated groups);
- 5.3.7. Retirement and elder care management;
- 5.3.8. Absenteeism interventions and any other related matters; and
- 5.3.9. Physical exercise, managing lifestyle diseases, promote good nutrition and regular medical checkups.

5.4 REFERRAL OF OTHER RELATED MATTERS: INTERNAL AND EXTERNAL REFERRAL

Referral must be done in three ways:

- 5.4.1. **Self-referral:** The employee as a person is in the best position to identify personal problems and can voluntarily decide to consult the Employee Health and Wellness unit/ practitioner;
- 5.4.2. **Informal referral:** The employee may receive a recommendation from other people such as managers, friends, colleagues, union representatives, etc. to consult the Employee Health and Wellness Practitioner (EH&WP). No documentation is necessary; and
- 5.4.3. **Formal referral:** A supervisor must personally in writing refer the employee to the Employee Health Wellness Programme unit for assistance. This must be done if the supervisor's efforts to resolve the problem have failed. The supervisor or the employee must arrange an appointment with the EH&WP.

5.5 CONSULTATION

During initial consultation, the EH&WP must be responsible for assessment of the employee's problem and determination of the appropriate action plan. The action plan must include where necessary referral to external health service provider such as psychologist, social worker, physiotherapist, psychiatrist, priest etc. for further intervention.

- 5.5.1. Certain external service providers offer services free of charge or at a fee. Most medical aid schemes cover costs that may result from the use of external service provider. Therefore, all employees are encouraged to belong to a medical aid;
- 5.5.2. When the employee is referred to an external service provider, it is the responsibility of both the employee and the EH&WP to inform the supervisor without compromising confidentiality of the consultation process. The employee in question must give the dual consent to enable the EH&WP to render follow up services effectively;
- 5.5.3. Record keeping is essential; as a result, the EH&WP must keep reports of all consultations with the client or other role players strictly confidential. Records must be kept for a period not exceeding five years before being destroyed; and

- 5.5.4. Affected employees who require specialized services/treatment must be referred to external service providers or government rehabilitation centres/agencies. Those who require treatment at private institutions must pay the expenses.

5.6 EMPLOYEE WELLNESS COMMITTEE

- 5.6.1. Oversee the implementation of the wellness policy and programmes in the workplace;
- 5.6.2. Make recommendations to the employer regarding any policy matter and implementation procedures including any matters affecting the wellness of the employees;
- 5.6.3. Keep records of each recommendation made to the employer;
- 5.6.4. Discuss any incident or condition of the workplace which might have a negative impact on the wellbeing of employees; and
- 5.6.5. Serve as a vehicle of communication to promote wellness initiatives in the workplace.

6. ROLES AND RESPONSIBILITIES

- 6.1 The Accounting Officer is responsible for the effective and efficient implementation of this policy as part of internal controls within the department.
- 6.2 All employees in the Department must be responsible to ensure compliance and properly execute their duties in line with the implementation of this policy.

7. MONITORING AND EVALUATION

The Employee Health and Wellness Section must monitor and evaluate the implementation of this policy.

8. POLICY REVIEW

8.1 The policy must be reviewed every three years or as and when there are changes in legal frameworks, organizational developments, political and economic trends.

8.2 When there are changes on the envisaged outputs of the Medium Term Expenditure Framework as well as outcomes of monitoring and evaluation.

9. DEVIATIONS

Any deviation from this policy must be subject to the approval of the Accounting Officer.

10. IMPLEMENTATION DATE

This policy must come into effect from the date of approval by the Accounting Officer.

11. APPROVED



MC MOROLO
HEAD: PUBLIC WORKS, ROADS AND TRANSPORT
DATE 13/09/2023.