



specialists in employee wellness

## EMPLOYEE ASSISTANCE PROGRAMME



**Discover how to Boost Employee Productivity & Morale with the Headspace Employee Assistance Programme (EAP)**

The Only South African EAP Built for Real Trauma, Real People, and Real Support



PROUDLY SOUTH AFRICAN

In the evolving landscape of employee wellbeing, global solutions often fall short when applied to uniquely local challenges.

South Africa is not just another market – it is a diverse, complex, and deeply human context that requires support systems rooted in understanding, empathy, and cultural relevance.

Our people face layered challenges: trauma, financial pressure, chronic illness, workplace stress, and family responsibilities – often without access to support.



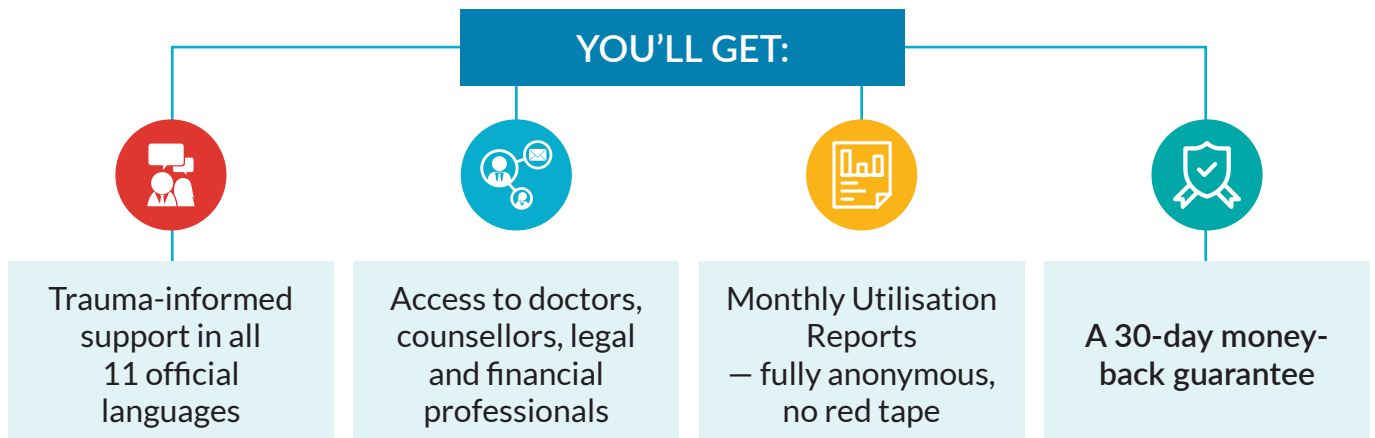
At Headspace, we are proud to offer a truly South African Employee Assistance Program – one that doesn't simply import wellness frameworks, but rather builds them from the ground up, for our people.

## It's More Than a Service. It's A National Responsibility.

### Quick Snapshot: Why Choose Headspace?

For HR Leaders, EXCO, and Decision-Makers Who:

- Want to support employees facing trauma, stress, or illness
- Need a reliable, culturally relevant EAP built for South Africans
- Are tired of one-size-fits-all wellness that doesn't land
- Value loyalty, resilience, and real ROI from staff wellness



## People Deserve to Be Supported in the Language They Cry In

Our nationwide network of experienced professionals and call centre staff support employees in 11 official languages, because when someone is in pain — real pain — they don't reach for corporate jargon or textbook psychology.

### They reach for home. For words that feel familiar. For voices that understand.

At Headspace, we believe that true support begins with cultural and emotional safety.

Our teams are trained not just in clinical protocols, but in understanding the social, emotional, and economic realities South Africans face every day — from load shedding and rising unemployment to gender-based violence and the mental strain of living in an unequal society.

*“Jacques Venter and his team has been instrumental in implementing and delivering a comprehensive holistic Employee Wellness Programme for our organisation. Headspace has proven to be a trusted partner in cultivating a culture of well-being within our organisation.”*

– Avina Maharaj – Signa Group HR

## Trauma Is Not a Buzzword Here — It's a Daily Reality

According to the South African Depression and Anxiety Group (SADAG), 1 in 4 employees in South Africa suffers from depression, yet more than 80% receive no support.

What's more, the high rates of crime, GBV, and HIV exposure make trauma a daily reality for many.

That's why Headspace is the only EAP in the country with a specialised Trauma, Assault and HIV Support benefit — designed to give employees immediate access to expert intervention when they need it most.

### It's not a tick-box solution. It's a lifesaving one.

Headspace isn't a one-size-fits-all solution imported from abroad — it's the only EAP built from the ground up for South African workplaces.

We understand the culture, the languages, the trauma — and the pressure. Our services speak directly to those realities, empowering HR to support teams with empathy, speed, and practical impact.

Most global EAPs don't reflect the depth of trauma many South Africans face. We do. That's why Headspace is proud to be the only Employee Assistance Programme (EAP) in South Africa to include a trauma insurance benefit.

This is more than counselling — it's real, responsive, culturally relevant care, backed by funding that ensures employees can get help when they need it most — without worrying about money.

## Trauma, Assault & HIV – Insurance Benefit

Because when trauma happens, time and trust matter.

Exclusive to Headspace EAP Clients:

R10,000  
cover per family  
per trauma  
incident

R5,000  
for immediate  
medical  
treatment

R5,000  
for face-to-face  
psychological  
support

Emergency HIV  
intervention:  
Testing, ARVs,  
morning-after  
pill

Applicable to:  
hijackings, rape,  
domestic abuse,  
child trauma

Most EAPs talk about trauma. We built a real response around it.

This isn't a luxury add-on. It's a vital safety net – and only Headspace delivers it as standard as part of the Core EAP Service Offering.

## Additional HR Tools That Go Beyond Counselling

### The Headspace Proactive Risk Management Suite

Early intervention. Real-world support. Outcomes you can measure. This suite is included for all clients – giving your HR team tangible ways to act.

- Conflict Resolution & Mediation
- Critical Care Follow-Up Calls
- HR & Managerial Referral Tools
- Performance-Based Referrals
- Workplace Crisis Intervention



*“The service I received was excellent, the Dr was very kind, well-spoken and listened to me. She asked questions I didn't even think of myself. I will make use of this service again.”*

– Optron

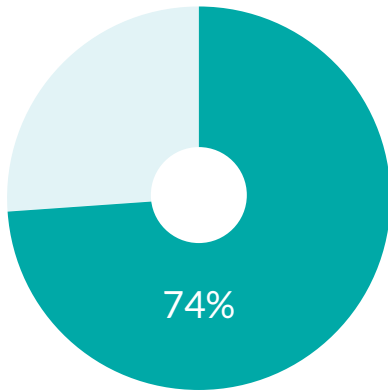
*“We are currently making use of the Headspace EAP services and can truly recommend this service for the impact it has made within the organisation to date. The service we have received is reliable, quick, and truly beneficial for the well-being of our employees. I would highly recommend the Headspace EAP. I am sure that it will make an extremely positive addition to your organisation.”*

– Somahya Calvert - ZEE Entertainment

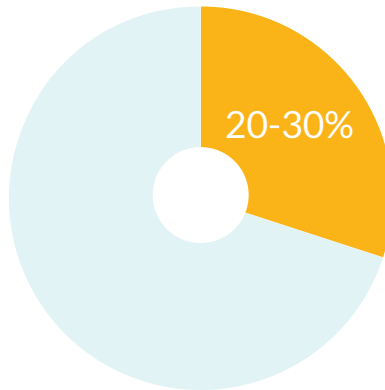
## Client Satisfaction Reflection – Headspace EAP

### Client Satisfaction That Speaks Volumes

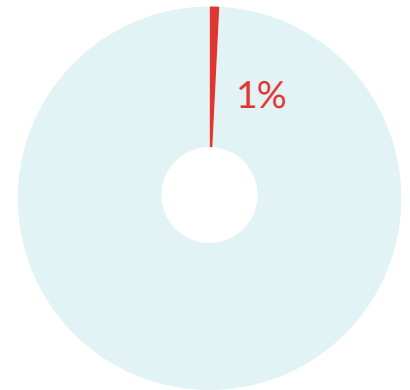
We recently conducted an anonymous satisfaction survey with a Headspace client of over 3 years and 160+ employees. Here's what we found:



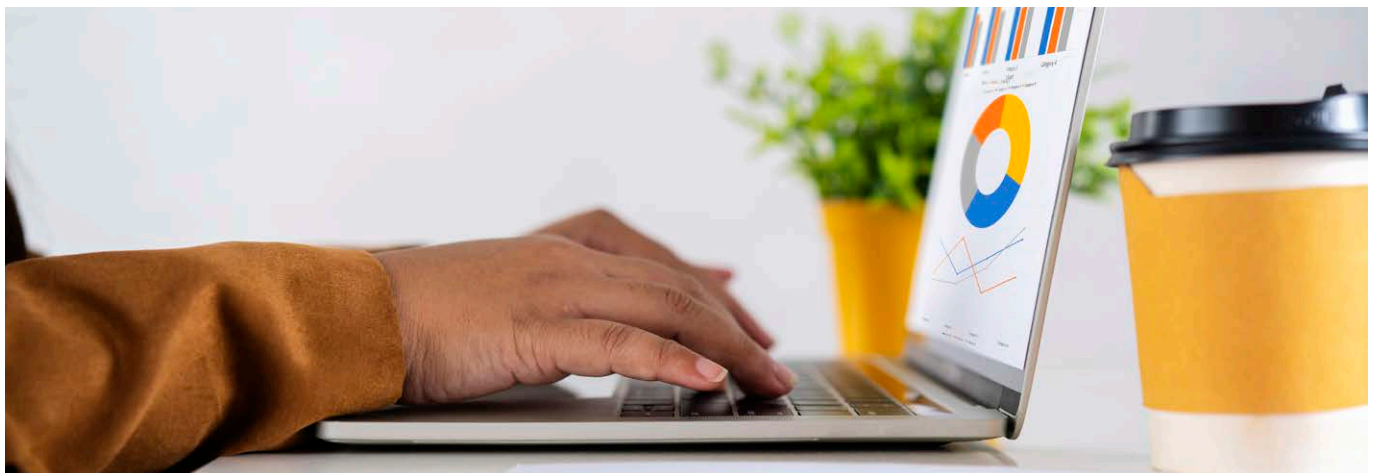
74% of employees reported being Satisfied or Highly Satisfied



Utilisation consistently exceeds 20-30%



Only 1% reported being unsatisfied



*"The quality of service has been exceptional. I always get the help I need." – Attacq*

*"Thank you for the financial assistance concerning the trauma my son is experiencing due to the assault. May God bless you all." – Sedibeng College*

*"Professional, fast, and deeply impactful." – ZEE Entertainment*

*"I can't express how much the counselling has helped me. It's truly a relief to speak with someone so dedicated to helping others." – Abercrombie*

These results reaffirm what we've always known: Headspace is not only the leading EAP provider in South Africa – we're delivering real, measurable impact.

## What Happens After You Say Yes

1. Approve your quote and sign the Memorandum of Agreement
2. We invoice and provide a spreadsheet for your staff list
3. Implementation takes 2-3 working days
4. You receive onboarding tools, posters, and welcome comms
5. Monthly anonymous utilisation reports shared with HR
6. Enjoy peace of mind with our 30-day money-back guarantee

In a country as vibrant and as vulnerable as ours, an EAP should be more than a corporate benefit – it should be a human right.

Headspace is not just an EAP provider. We are a South African story of resilience, care, and relevance.

**Let's rewrite the narrative of wellness – together.**

### 30-Day Money-Back Guarantee

Submit your staff numbers today and receive your custom quote – and try Headspace risk-free for 30 days. If at any point in the first 30 days you're not completely satisfied, we'll cancel your agreement and refund your full subscription. No questions asked.

Because people deserve more than policies. They deserve care that truly fits.

Kind Regards

**Jacques Venter**

Founder: Headspace Events (PTY) LTD

*"I would highly recommend Headspace EAP as a cost effective and professional solution to employee wellness."*

- Kerry Van Jaarsveld - Apex-Bi



The Headspace Employee Assistance Programme (EAP) offers comprehensive support designed to address the full spectrum of employee well-being.

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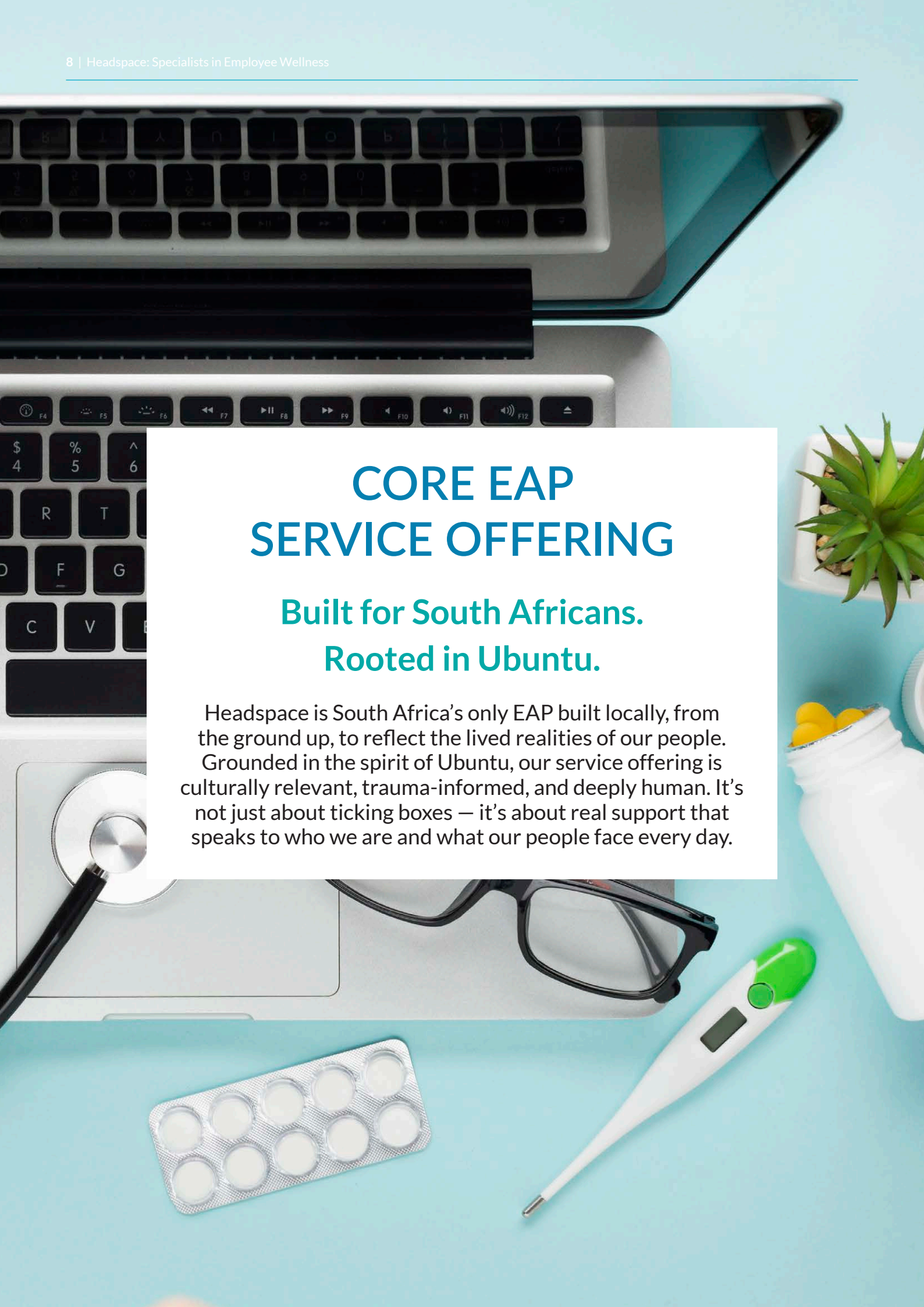
Email: [info@headspace-eap.co.za](mailto:info@headspace-eap.co.za) | [www.headspacewellness.co.za](http://www.headspacewellness.co.za)



# CORE EAP SERVICE OFFERING

**Built for South Africans.  
Rooted in Ubuntu.**

Headspace is South Africa's only EAP built locally, from the ground up, to reflect the lived realities of our people. Grounded in the spirit of Ubuntu, our service offering is culturally relevant, trauma-informed, and deeply human. It's not just about ticking boxes — it's about real support that speaks to who we are and what our people face every day.



# CORE EAP SERVICE OFFERING

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## Telephonic Trauma Counselling

*Because trauma doesn't wait for office hours.*

When trauma strikes – a robbery, accident, assault, or loss – your employees need immediate emotional support. This service provides direct access to trained trauma professionals 24/7, creating a stabilising bridge between crisis and recovery, and reducing the long-term impact on mental health and performance.

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## Virtual Counselling

*Unlimited mental health support – anytime, anywhere.*

Mental health issues are one of the top drivers of absenteeism and underperformance. This service provides employees and their immediate families with unlimited virtual access to professional counselling – helping them cope with anxiety, burnout, grief, and personal challenges, all in a private and accessible format.

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## Face-to-Face Counselling (Trauma, Assault & HIV Benefit)

*When virtual support isn't enough – real trauma needs real care.*

Some incidents require more than a phone call. For employees affected by severe trauma – such as assault, rape, or the loss of a loved one – this benefit provides access to in-person, face-to-face psychological counselling, funded up to R5 000 per employee or R10 000 per family per year. It's an essential safety net that delivers deep emotional support when healing can't wait.

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## Nurse On Call

*Your employees deserve answers – anytime, day or night.*

Medical uncertainty causes stress, delays care, and fuels presenteeism. This 24/7 nurse line connects employees to qualified professionals for guidance on symptoms, treatment, medication, and chronic conditions – with specialised support for men, women, children, teens, and the elderly.

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## Physical Assault Benefit (Trauma, Assault & HIV Support)

*Support that goes beyond sympathy – covering real medical costs after violence.*

Assault-related injuries don't just hurt physically – they carry financial and emotional consequences too. This benefit ensures employees who've experienced physical assault have access to up to R5 000 in medical treatment per incident, or R10 000 per family per year, empowering them to focus on recovery rather than cost. A powerful way to show your people they're protected, even in South Africa's harshest realities.

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### HIV Protection Benefit (Trauma, Assault & HIV Support)

*Immediate action. Lifesaving access. Culturally relevant care.*



In the aftermath of rape, assault, or accidental exposure, every hour counts. This benefit provides fast-tracked access to antiretroviral treatment, emergency contraception, STI medication, counselling, and HIV testing – all funded within the EAP. It’s a deeply relevant, lifesaving safety net designed for the South African reality – where access, speed, and dignity matter most.

### Legal Assistance

*Everyday legal problems shouldn’t derail your people.*



From debt to divorce, legal stress impacts mental health and job performance. This service gives employees and their families access to 24/7 telephonic support from in-house attorneys, including consultations, legal letters, and document templates – all confidential and free of charge.

### Tax & Financial Support

*Money stress is job stress – give your employees real solutions.*



From tax returns and budgeting to estate planning and debt management, money-related pressure follows employees into the workplace and affects their performance. This service provides employees and their immediate families with unlimited, real-time access to qualified consultants via our toll-free line – helping them make informed financial decisions, reduce anxiety, and regain control. It’s a simple, high-impact way to support your team’s financial wellness and overall resilience.





## Telephonic Trauma Counselling

*Immediate Emotional Support – Anytime, Anywhere*

### Because Some Moments Change Everything

Trauma can strike without warning – leaving employees emotionally overwhelmed, disoriented, or in crisis.

Whether it's the aftermath of a hijacking, armed robbery, assault, rape, domestic violence, suicide, or child abuse, the Headspace 24/7 Trauma Support Line offers immediate access to trained professionals who are ready to listen, support, and guide the healing process.

Our goal is simple: to help employees feel safe, heard, and supported when they need it most.



### Why It Matters

- **Immediate Support:** Employees receive rapid access to trauma-trained professionals at any time, day or night – no waiting rooms, no delays.
- **Confidential & Non-Judgmental:** Our support is completely private and safe, creating a space for open expression of distress, fear, or confusion.
- **Always Accessible:** Support is just one phone call away – no matter the location, time of day, or emotional state.
- **Professional Guidance:** Qualified trauma-trained nurses provide calming presence, practical coping tools, and referrals for additional support if needed.
- **No Additional Cost:** The service is covered through the EAP – no cost to the employee, no barriers to care.

### Service Terms

- This service is available to all validated employees and their immediate family
- Unlimited access, 24 hours a day, 7 days a week
- Immediate response via our emergency toll-free number
- Confidential, caring, and trauma-informed guidance

## How It Works

1. **Dial the Headspace Toll-Free Number:** 24-hour access, 7 days a week.
2. **Speak with a Trauma Nurse:** A calm, trained voice will guide the employee through immediate debriefing and containment.
3. **Ongoing Support:** If necessary, follow-up counselling or in-person referral may be arranged.

### Real-World Example:

Lindiwe, a retail employee, is shaken after being involved in an armed robbery at work. That evening, she calls the trauma support line and is connected to a compassionate trauma nurse who helps her process the event, manage her anxiety, and regain a sense of emotional control – all from the safety of her own home.

## Trauma Doesn't Follow a Schedule – But Neither Do We

When the unthinkable happens, Headspace is there – ready to respond, listen, and help your employees start the path to healing.





## Virtual Counselling

*Unlimited, Confidential Support – Whenever Life Feels Overwhelming*

### Mental Health Matters – Make It Accessible

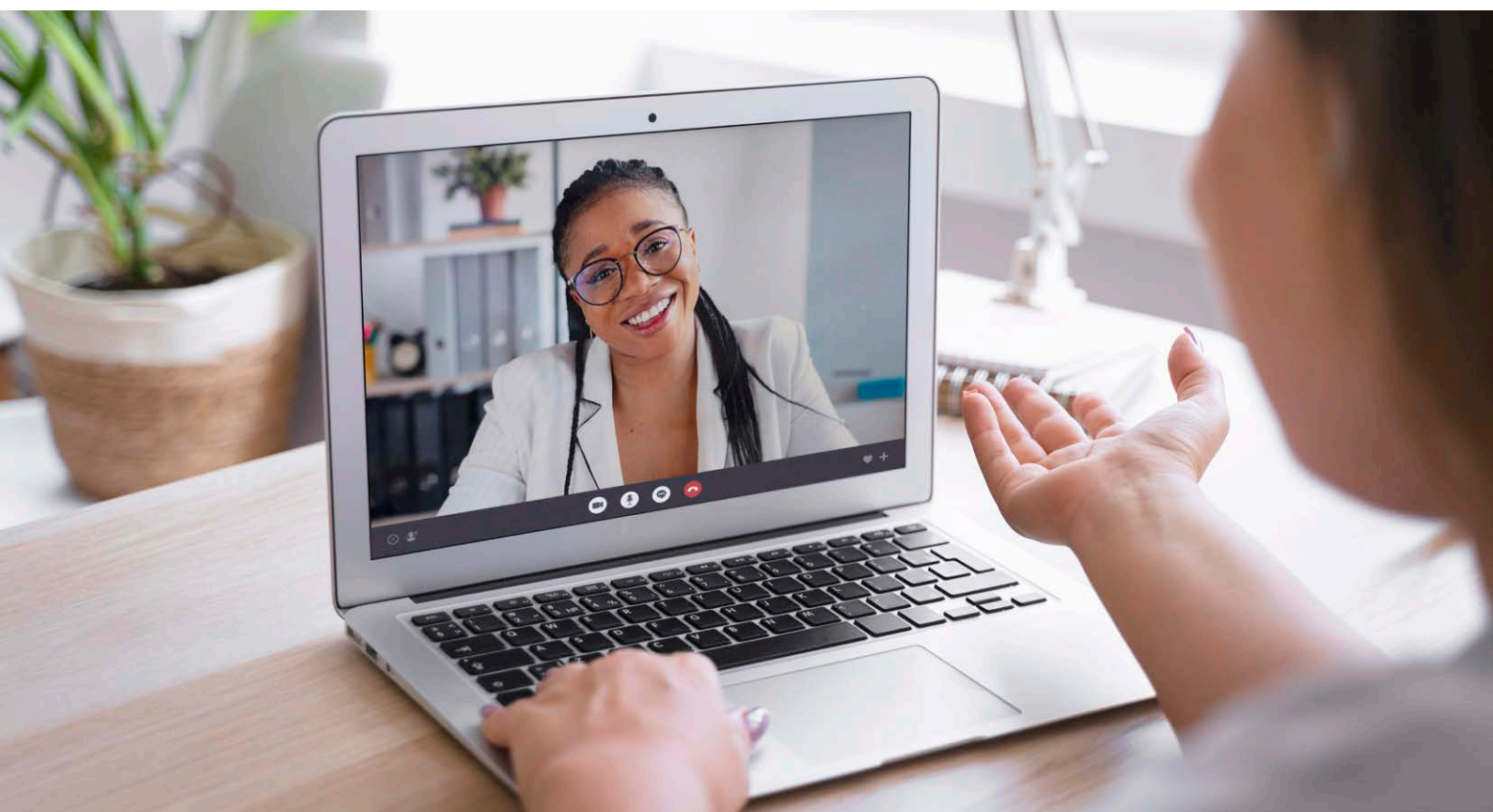
Headspace's Virtual Counselling service provides employees with unlimited access to professional emotional and psychological support.

Whether someone is facing personal struggles, workplace pressure, or simply needs a safe space to talk, help is just a video call away. Virtual counselling offers the same therapeutic benefits as in-person therapy, with the added flexibility, comfort, and convenience of remote access – making it easier than ever for employees to prioritize their mental health.

### What's Included

This service provides unlimited counselling sessions to validated employees and their immediate family (spouse and children), subject to company-wide utilization terms. Our qualified professionals assist with:

Stress & Burnout	Anxiety & Depression	Relationship Issues	Grief & Loss	Anger Management
Substance Abuse Support	Self-Esteem & Confidence	Trauma	PTSD	Workplace Challenges



## How It Works

- 1.** **Reach Out:** The employee contacts their Headspace account manager and submits a short consultation form.
- 2.** **Direct Scheduling:** A qualified counsellor contacts the employee to arrange a suitable session time.
- 3.** **Private Virtual Session:** The session takes place via WhatsApp video call – private, professional, and deeply supportive.

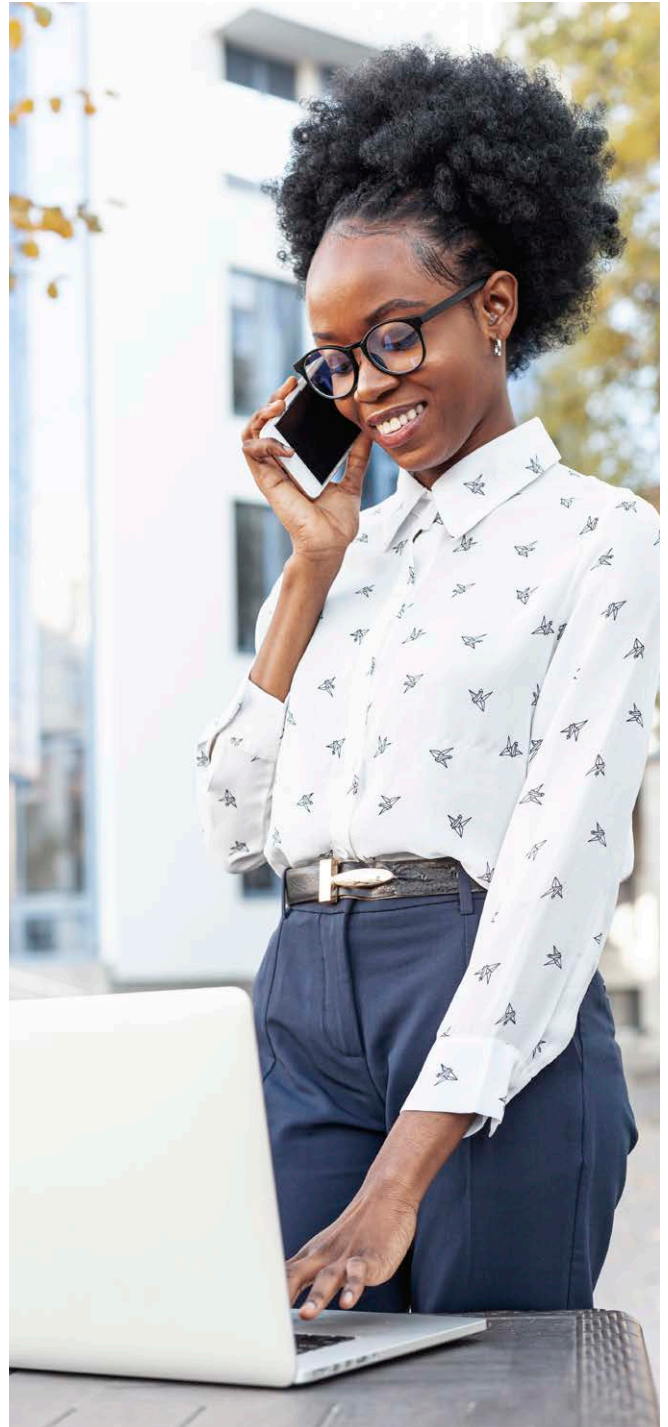
### Real-World Example:

Lerato, a senior sales executive, starts experiencing anxiety due to mounting work pressures and family stress. She reaches out to Headspace and is scheduled with a counsellor the next day.

Over the following weeks, she uses the unlimited session offering to work through her anxiety, learn coping techniques, and rebuild confidence – all without taking time off work.

## Service Terms

- Available Monday to Friday, 08:00–18:00
- Not available on weekends or public holidays
- Access limited to validated employees and their immediate families
- Unlimited sessions, guided by contractual utilization agreements





## Trauma, Assault & HIV Support Benefit

*A Culturally Relevant, Insurance-Backed Response to Trauma in South Africa*

### **Because Trauma in South Africa Is Not Abstract – It's Personal. It's Daily. It's Real.**

South Africans face trauma at levels unlike most parts of the world – from hijackings and armed robberies to domestic violence, rape, and the lasting impact of HIV exposure.

The emotional toll of these realities doesn't stay at home. It follows people to work – affecting their focus, their energy, their productivity, and ultimately, their hope.

That's why Headspace is proud to be the only Employee Assistance Programme (EAP) in South Africa to include a trauma and HIV support insurance benefit.

This is more than counselling – it's real, responsive, culturally relevant care, backed by funding that ensures employees can get help when they need it most.

### **Why This Matters in the Workplace**

Unaddressed trauma undermines every aspect of employee performance – from memory and learning to communication, stress tolerance, and emotional regulation.

It increases the risk of absenteeism, burnout, depression, and substance abuse – two of the costliest health risks for employers today.

With this benefit, your organisation is not only supporting employees, but protecting productivity, morale, and retention.



## What's Included

Employees who experience qualifying traumatic events may access the following insurance-backed support services:



### Face-to-Face Trauma Counselling

- Up to R5 000 per person, or R10 000 per family per year
- Covers in person face-to-face counselling with a psychologist



### Physical Assault Benefit

- Up to R5 000 per person for medical treatment related to bodily injury due to assault
- R10 000 family cap per year



### HIV Exposure Protection

- 24/7 access to trauma counsellors
- Up to 3 in-person consultations per incident
- 3 x HIV tests (immediate, 6-week, and 3-month follow-up)
- If HIV-negative at time of exposure, benefit includes:
  - Antiretrovirals (ARVs)
  - STI medication
  - Emergency contraception (morning-after pill)
  - On-going trauma counselling

## Covered Traumatic Incidents

This benefit applies to the following events:

Rape or sexual assault	Hijacking	Child abuse	Domestic violence
Armed robbery or assault	Suicide or death of a close family member		Kidnapping or abduction

## How It Works

1.	Employee contacts the Headspace 24-Hour Toll-Free Line
2.	Claim forms and required documentation (ID, police case number, receipts) are sent to the employee
3.	Counselling and treatment begin – either through a referred provider or the employee's choice
4.	Reimbursement is made to the client or provider, depending on arrangement

## Terms at a Glance

- Up to R5 000 per incident / R10 000 family limit per year
- Must be reported within 30 days
- 6-month authorisation window for treatment
- Service is structured as pay and claim, with provider invoice options available
- Employees may choose their own psychologist/counsellor or request a referral from Headspace

### Real-World Example:

Ayanda, a call centre agent, was a victim of domestic abuse and feared possible HIV exposure. After calling the Headspace emergency line, she was connected to a trauma counsellor that same night.

Over the following days, she received ARV medication, underwent 3 HIV tests, and was provided with face-to-face counselling – all funded through the Headspace trauma benefit.

Her employer never needed to intervene. She returned to work emotionally supported and physically protected.

## More Than Support – It's Protection That Respects Our Reality

Trauma in South Africa is complex and deeply rooted. Headspace understands this. Our trauma, assault, and HIV benefit isn't just a support mechanism – it's a lifeline.

It's cultural relevance backed by financial resources. It's proof that your company cares – and is prepared to act.





## 24-Hour Nurse Support Line

*Unlimited Medical Guidance – Anytime, Anywhere*

### Because Health Questions Don't Keep Office Hours

When an employee is uncertain about their symptoms, medication, or health concerns – immediate, trusted guidance can make all the difference.

With Headspace's 24-Hour Nurse Support Line, employees have unlimited telephonic access to qualified nurses who provide expert advice, emotional support, and health education – 24 hours a day, 7 days a week.

Whether it's a sudden illness, managing a chronic condition, or understanding a diagnosis – help is just one call away.



### What's Included

Employees and their immediate families enjoy unlimited access, 24/7, to professional nurses who assist with:

- Emergency Medical Advice & Symptom Assessment
- Medication & Test Result Explanations
- Chronic Disease Management Support
- Mental Health Support for Stress, Depression & Suicide Risk
- Home Care Remedies & Scheduled Follow-Ups (if needed)
- Access to South Africa's Trusted Drug & Poison Database
- Pre-Recorded Audio Health Library Covering Medical Topics

### How It Works

1. **Call the Toll-Free Number:** Available 24/7, including weekends and public holidays.
2. **Speak with a Qualified Nurse:** Get direct support, guidance, or referral to the appropriate healthcare provider.
3. **Ongoing Support (if needed):** Follow-up calls may be arranged to monitor progress or provide additional guidance.

#### Real-World Example:

Thabo, a warehouse team leader, experiences sharp abdominal pain late at night. Concerned but unsure of the severity, he contacts the Headspace Nurse Line. After a thorough symptom check, the nurse confidently advises that it's likely indigestion and recommends at-home remedies, while clearly explaining when to escalate. Thabo avoids the stress and cost of an unnecessary ER visit – and gains peace of mind from expert support.

## Support Tailored to Every Stage of Life

Health needs change throughout life — and our 24-Hour Nurse Support Line is designed to meet those needs with compassion and expertise.

Whether it's a new parent seeking advice, a teenager facing emotional pressure, or an older adult managing chronic illness, our nurses provide specialised guidance, reassurance, and referrals when needed.

Below are just a few of the ways we offer targeted support across different life stages:

### Men's Health Support

Men can speak confidentially to a nurse about sensitive issues such as prostate health, erectile dysfunction, stress, chronic fatigue, and preventative screenings.

*Example: Siphon, age 46, experiences difficulty sleeping and low energy. He calls the Nurse Line and is guided on possible causes, lifestyle adjustments, and advised on when to see a GP.*

### Women's Health Support

Support for menstrual health, hormonal concerns, pregnancy advice, menopause, mental well-being, and reproductive health.

*Example: Nomisa, age 38, misses a period and feels anxious. A nurse calmly guides her on early pregnancy symptoms and discusses safe next steps for testing and care.*

### Baby & Childcare Support

Guidance for new parents on breastfeeding, fevers, rashes, sleep routines, and developmental milestones.

*Example: Thandi's 6-month-old has a persistent cough. She calls the nurse at 10 PM and receives immediate advice on home care, and symptoms to monitor before seeking in-person care.*

### Teen Health & Emotional Support

Support for mental health, body changes, school-related stress, substance experimentation, or peer pressure.

*Example: Kamo, a 16-year-old feeling overwhelmed by school and exams, speaks to a nurse who listens, offers support strategies, and encourages speaking to a counsellor if stress persists.*

### Elderly Care Support

Assistance for caregivers and older employees dealing with age-related conditions, medication management, memory concerns, or mobility challenges.

*Example: John's elderly mother is showing signs of confusion and medication resistance. He calls for advice and receives clarity on possible side effects and how to engage further support.*

## Why It Matters

This service empowers employees to make informed decisions about their health, reduces absenteeism and medical costs, and supports staff even beyond traditional working hours — all while reducing pressure on HR and management.





## Legal Assistance

*Practical Legal Support – Just a Phone Call Away*

### Because Life Doesn't Pause for Legal Problems

Legal issues can be confusing, overwhelming, and expensive – but your employees don't have to face them alone.

With Headspace's Legal Assistance Line, they have unlimited access to qualified in-house attorneys, ready to assist with everyday legal concerns quickly, confidentially, and professionally – available during office hours.

*Whether it's a civil dispute, a family issue, or a traffic fine, help is just one call away.*



### What's Included

Employees and their immediate family (spouse and children) receive expert guidance on a wide range of legal topics, including:

- Criminal Offences
- Debt & Fines
- Contracts & Consumer Rights
- Motor Vehicle Accidents
- Divorce, Maintenance & Family Law

Additional value-added benefits include:

- Unlimited Telephonic Legal Support During Normal Office Hours
- One Free 30-Minute Legal Consultation per case
- One Free Letter of Demand
- Access to Standard Legal Documents

## Standard Legal Documents Available

To further support your employees, Headspace provides access to useful legal templates that may be requested and adapted as needed:

- Lease Agreement Templates
- Acknowledgement of Debt
- Power of Attorney
- Maintenance Claim Forms
- Resignation Letters
- Affidavit Templates

## How It Works

1. Call the Headspace Contact Centre
2. Select “Legal Assistance” from the options available
3. Speak with a Qualified Attorney

*Receive personalised advice, legal templates, or arrange in-person follow-up as needed.*

### Real-World Example:

Peter, a warehouse employee, receives a letter threatening legal action over a traffic fine he didn't know about. He contacts the Legal Assistance Line and speaks with an attorney who explains his rights, sends a template letter of response, and helps him resolve the issue – saving him time, legal costs, and unnecessary stress.

## Service Terms

- Available during normal office hours to validated employees and their immediate family
- Includes one free consultation & letter of demand
- Access to legal document templates
- Labour law matters excluded to avoid conflict with employer-provided benefit
- All advice is confidential and impartial

## Legal Peace of Mind – Without the Legal Fees

With Headspace Legal Assistance, your employees gain access to everyday legal support that empowers and protects – at no extra cost to them.





## Tax & Financial Support

*Helping Your Employees Navigate Life's Financial Maze – One Call at a Time*

### Because Financial Stress Doesn't Stay at Home

Debt, tax confusion, and financial instability are among the leading causes of workplace stress and reduced productivity.

With the Headspace Tax & Financial Support Line, your employees gain immediate, real-time access to expert advice – helping them take control of their finances, plan for the future, and reduce day-to-day money worries.

When employees feel financially secure, they show up better – more focused, more engaged, and more resilient.

### What's Included

Employees and their immediate family (spouse and children) receive unlimited access during office hours to qualified tax and financial consultants who offer personalised, confidential advice.

#### *Tax Guidance Includes:*

- Assistance completing income tax returns
- Calculating taxes payable and claiming deductions
- Advice on estate taxes and retirement planning
- Help with navigating SARS processes and new amendments

#### *Financial Planning Includes:*

- Budgeting for all life stages – from first job to retirement
- Understanding bank statements, debit orders, and interest
- Debt assessments and referrals to debt counselling
- Post-retrenchment financial advice
- Estate planning and will drafting
- Help interpreting funeral policies and navigating documentation for repatriation or death certificates

### How It Works

1. Call the Toll-Free Headspace Line
2. Choose "Tax & Financial Support" from the menu
3. Speak directly with a qualified consultant for immediate assistance



*No waiting, no extra cost, no financial jargon – just practical, real-world advice when it's needed most.*

#### Real-World Example:

Lebo, a sales assistant, is stressed after receiving a tax notice from SARS. She calls the Headspace line, selects the financial support option, and is immediately connected to a consultant. Within minutes, she understands what to do, what forms she needs, and how to avoid penalties – reducing stress and improving her confidence.

### Why It Matters

Financially empowered employees are more productive, less distracted, and better equipped to meet their obligations – both at work and at home. This low-cost, high-impact service shows that your company cares about real-life challenges, not just workplace performance.

### Accessing the Benefit

- Available to validated employees and their immediate family
- Unlimited telephonic support during office hours
- Guidance is free; any further services or in-person consultations are at the employee's own cost





## PROCATIVE RISK MANAGEMENT SUITE

**Early intervention. Smarter support.  
Better outcomes.**

The Proactive Risk Management Suite forms part of the Headspace EAP Core Service Offering – designed to empower HR and managers with structured, compassionate tools to support employees facing emotional, behavioural, or performance challenges. From trauma follow-ups and performance referrals to conflict resolution and reintegration support, this suite enables early intervention before issues escalate. It's a vital component for maintaining workforce wellbeing, preventing costly fallout, and promoting a culture of care and accountability.

## PROCATIVE RISK MANAGEMENT SUITE

### Workplace Crisis Intervention

*Responding when your people need you most.*



After a traumatic incident in the workplace — such as violence, injury, or death — employees need immediate support to process and stabilise. This service ensures fast, professional group debriefing and counselling to restore emotional safety and minimise long-term disruption. It's a vital part of protecting people and productivity.

### Conflict Resolution & Mediation

*Unresolved conflict costs more than you think — we help defuse it early.*



Tension between employees, teams, or even between staff and management can quietly erode trust, morale, and productivity. This service provides professional, impartial mediation and conflict resolution support — helping resolve disputes before they escalate. By addressing conflict constructively, your organisation protects culture, reduces absenteeism, and promotes a more respectful, cohesive working environment.

### HR & Managerial Tools

*Real support for HR teams — because wellness shouldn't add to your workload.*



HR leaders are expected to manage everything from crisis referrals to wellness planning — often without the resources to execute effectively. Headspace equips your team with practical, professional tools: from trauma referrals and manager consultations to nationwide wellness day coordination, surveys, and activations. Whether you're rolling out campaigns or managing complex employee challenges, we take care of the heavy lifting — so you can focus on building a resilient, high-performing culture.

### Performance Referrals

*Struggling employees need support — not just discipline.*



When performance drops or behaviour shifts, there's often more going on than meets the eye. Headspace Performance Referrals offer HR and managers a structured, compassionate pathway to intervene early — helping employees address personal or emotional challenges that may be affecting their work. It's a smarter, more humane alternative to disciplinary action, aimed at recovery, not removal.

### Critical Care Calls

*Follow-up that prevents disengagement — and shows you genuinely care.*



After trauma, illness, or bereavement, employees often return to work carrying unseen emotional burdens. The Critical Care Call Service provides structured, compassionate follow-ups from a Headspace wellness counsellor — helping ensure safe reintegration, early intervention, and emotional support. It's a simple, high-impact way to reduce absenteeism, prevent long-term fallout, and demonstrate your organisation's commitment to real care.



## Workplace Crisis Intervention

*A vital component of the Headspace EAP service offering*

### Support When It's Needed Most

Trauma in the workplace can have a ripple effect on employee morale, productivity, and overall well-being. The Workplace Crisis Intervention service provides immediate psychological support and containment following a traumatic incident – helping your team process, recover, and return to stability.

### What's Included

#### Group Crisis Intervention

Structured group support following critical incidents such as workplace accidents, violence, or the loss of a colleague.

#### Onsite Debriefing & Containment

A Headspace trauma specialist is deployed to your location to facilitate a guided conversation and provide emotional support.

#### Group Counselling Sessions

Two (2) one-hour group counselling sessions per year are included in your EAP package.

#### High-Risk Referral Pathway

Individuals showing signs of deeper trauma or distress may be referred for one-on-one trauma counselling at no additional cost.

### How It Works

- 1. Report a Workplace Incident:** HR or management contacts Headspace immediately following a traumatic event.
- 2. Rapid Response:** A qualified trauma professional is deployed to your site or arranges a virtual session, depending on urgency and location.
- 3. Group Debrief & Containment:** A supportive group space is created to process the event and restore emotional safety.
- 4. Referral for Additional Support:** High-risk individuals are flagged and offered ongoing counselling.

### Why It Matters

Early intervention after trauma reduces long-term emotional distress, absenteeism, and the risk of burnout or resignation. Your organisation shows care and responsibility by proactively supporting your team when it matters most.



## Conflict Resolution & Mediation

*Restore Workplace Harmony. Resolve Tension Before It Escalates.*

### Why This Matters

Conflicts in the workplace often stem from miscommunication, workload pressure, cultural misunderstandings, or unresolved personal stress.

When left unchecked, they can erode morale, disrupt teams, and create ongoing HR challenges. Headspace's Conflict Resolution & Mediation Service offers a structured, neutral, and solution-focused way to bring employees back into alignment.

### What Headspace Offers

- Independent, Neutral Facilitation by trained professionals.
- Safe, Confidential Space for respectful, blame-free conversation.
- Structured, Solutions-Focused Dialogue with forward-looking outcomes.
- Onsite or Virtual Mediation Options based on team needs.
- Post-Mediation Follow-Up to assess sustainability and provide further support.

### When to Use It

Persistent tension between employees	Manager-employee conflict	Cultural or communication breakdowns	Reintegration after trauma or absenteeism	Early signs of team dysfunction
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#### Real-World Example:

A senior team member and junior staffer were clashing over tone in emails. Rather than escalating to formal HR action, Headspace facilitated a joint virtual mediation. Within 48 hours, both parties had shared their perspectives and agreed on new communication guidelines. The issue was resolved, and the team dynamic recovered without disciplinary procedures.

### Benefits to HR & Leadership

- Prevents formal grievances and disciplinary action
- Preserves working relationships
- Reduces absenteeism and workplace tension
- Empowers managers with outside support
- Strengthens a culture of fairness and resolution

### Included in Your EAP

Conflict Resolution & Mediation is part of the Headspace Proactive Risk Management Suite. Available via HR referral, line manager request, or employee self-referral with HR consent.

### *Let's Bring Your Team Back Into Alignment*

When communication breaks down, don't wait for it to escalate.

Let Headspace help you restore harmony – through human-centered, result-driven mediation.



## HR Support & Wellness Activation

*Practical Support That Lightens the Load for HR – and Helps Managers Take Action with Confidence.*

### Why It Matters

HR and team leaders are constantly juggling reactive issues, proactive planning, and team morale – often without adequate support. Headspace provides the tools, referrals, and wellness coordination services HR teams need to stay ahead, reduce admin strain, and build healthier, happier workplaces.

### What Headspace Provides

- Easy Referral Pathways for trauma, performance, and high-risk employees
- Manager Consultations for sensitive situations or early interventions
- Nationwide Wellness Day Coordination using our trusted provider network
- Team Building Activations to support cohesion and morale
- Scheduling and rollout of Talks, Workshops, and Campaigns (fee-for-service)
- Employee Satisfaction Surveys and Insights Reporting (fee-for-service)
- Dedicated Account Coordinator to support rollout and execution

### When to Use These Tools

- Planning quarterly or annual wellness initiatives
- Rolling out national wellness days across multiple sites
- Responding to trauma or conflict with structured referrals
- Organizing motivational talks, webinars, or mental health campaigns
- Facilitating surveys to assess team engagement or post-incident feedback

#### Real-World Example:

A national company wanted to run Wellness Days in five provinces during Mental Health Awareness Month. Headspace handled everything – from provider booking to logistics, talks, and feedback forms. HR was able to focus on internal communication while we managed the end-to-end activation with full impact reporting.

### Benefits to HR & Managers

- Save time and admin effort on planning wellness activities
- Gain a trusted wellness partner with national reach
- Ensure referrals are handled quickly and professionally
- Provide managers with expert backup for employee care
- Build a culture of proactive wellness without added pressure

### Included in Your EAP

Referral pathways, manager consultations, and support guidance are included in your EAP. All wellness days, talks, team builds, and surveys are available on a fee-for-service basis – tailored to your needs and budget.

### *Take the Pressure Off. Get Wellness Done – Without the Admin Overload.*

Let Headspace coordinate, activate, and support your workplace wellness while you focus on strategy. We're here to make HR's life easier – and wellness real.



## Performance Referrals

*Support Struggling Employees. Resolve Issues with Compassion – Not Conflict.*

### Why It Matters

When performance drops or behaviour shifts, it's easy to assume the worst – but often, there's a personal, emotional, or health-related cause beneath the surface.

Performance Referrals give your HR and management teams a structured, professional pathway to offer help before resorting to discipline or dismissal.

### What Headspace Provides

- A formal pathway for HR or line managers to refer employees for confidential support
- Professional assessment and counselling from trained wellness practitioners
- Regular feedback to HR (with employee consent) to guide next steps
- Support with emotional, psychological, and behavioural challenges impacting work
- Documentation and guidance for follow-up where necessary

### When to Use a Performance Referral

- When an employee's productivity suddenly declines
- When a staff member becomes withdrawn, disruptive, or aggressive
- When absenteeism or lateness becomes a pattern
- When workplace conflict is affecting performance
- When HR or managers suspect underlying emotional strain or burnout

#### Real-World Example:

A frontline staff member begins arriving late and missing deadlines. Her manager refers her to Headspace under the Performance Referral process. In counselling, it becomes clear she's under financial and emotional pressure due to a family crisis. With support and coping tools, her behaviour and performance improve within weeks – without the need for formal HR action.

### Benefits to HR & Leadership

- Reduce formal disciplinary processes
- Retain valuable team members who may be struggling silently
- De-escalate team tension and rebuild morale
- Empower managers with proactive, compassionate tools
- Create a culture of care and accountability

### Included in Your EAP

Performance Referrals are a standard part of the Headspace Proactive Risk Management Suite. Referrals can be made by HR or line managers, with employee consent, and are handled with full confidentiality and professionalism.

### Turn Struggling Employees into Success Stories

Disciplinary action shouldn't be your first or only option. Let Headspace help you intervene early – and make support part of your performance strategy.



## Critical Care Call Service

*Follow-Up That Shows You Care – and Keeps Employees from Falling Through the Cracks.*

### Why It Matters

When employees go through trauma, hospitalisation, grief, or long-term leave, returning to work can be isolating, overwhelming, or emotionally challenging. Without structured follow-up, vulnerable employees may disengage completely – leading to resignations, absenteeism, or ongoing mental health issues. Headspace’s Critical Care Call Service helps you stay connected at the right time, with the right tone, through professional, trauma-informed follow-up calls.

### What Headspace Provides

- Three structured follow-up calls from a Headspace wellness counsellor
- 1st Call: Within 72 hours after trauma, hospitalisation, or event
- 2nd Call: Just before return to work (or two weeks post-event)
- 3rd Call: Two weeks after return – to check reintegration progress
- Emotional screening and service referral, where needed
- Summary report to HR (with employee consent)

### When to Use It

- After a workplace or personal trauma
- Following hospitalisation or extended sick leave
- When a staff member returns after bereavement
- After a high-risk or distressing incident
- When reintegration is sensitive or complex

#### Real-World Example:

An employee takes three weeks of medical leave after surgery. HR refers them for Critical Care Follow-Up. Within 72 hours, a Headspace counsellor calls to check on recovery. A second call happens the day before the employee returns. The final call, two weeks later, confirms they’ve reintegrated smoothly – and the counsellor provides additional tips for managing fatigue and stress.

### Benefits to HR & Leadership

- Reduce post-leave absenteeism and resignations
- Improve reintegration and psychological readiness
- Show employees they’re truly supported – not forgotten
- Shift from reactive to proactive wellness management
- Give HR visibility into recovery and reintegration status

### Included in Your EAP

The Critical Care Call Service is part of Headspace’s Proactive Risk Management Suite. Follow-ups are coordinated through HR or directly via line manager referral and handled with professionalism, compassion, and confidentiality.

### *Don’t Let Your People Slip Through the Cracks*

A simple check-in can make the difference between disconnection and recovery. Let Headspace help you follow through – with structure, empathy, and care.

## Proudly Registered with EAPA-SA

When it comes to employee  
wellbeing, credibility isn't optional  
— it's essential.

We are proudly registered with the Employee Assistance Professionals Association of South Africa (EAPA-SA) — the governing body of the EAP industry, representing over 3,500 individuals and organisations across 40 countries.



**EAPA-SA**

## Proudly Registered with EAPA-SA

As HR and leadership, you're not just investing in employee wellness — you're choosing a partner to safeguard lives, protect performance, and elevate company culture. With Headspace, you're not only choosing a best-in-class service — you're choosing a provider that meets the highest national and international standards.

### The Trust Factor: Why EAPA-SA Registration Matters to You

In a crowded market of wellness providers, EAPA-SA registration is a mark of:

- **Credibility** — You're backed by a formally recognised and accountable partner.
- **Compliance** — We operate under a regulated code of conduct and industry best practices.
- **Clinical Excellence** — Services are delivered with proper oversight, ethical standards, and trauma-informed frameworks.
- **Consistency** — Employees receive structured, high-quality support that's measurable, reportable, and aligned to real outcomes.
- **Reputational Risk Management** — You can trust your wellness partner to protect your brand and your people.

### What Is EAPA-SA?

The Employee Assistance Professionals Association of South Africa is the country's most respected professional body for EAP service providers. It's part of the global EAPA network — the largest and oldest EAP organisation in the world, setting the gold standard in workplace wellness and employee support.

EAPA-SA ensures that all registered providers meet rigorous professional criteria, from service quality to confidentiality, clinical supervision, and ongoing professional development.

### Why This Gives You an Edge

Partnering with Headspace means choosing more than just a wellness provider — it means choosing a verified, regulated, and professional EAP solution. In an era where employee mental health, trauma, and performance risk are top of mind, our EAPA-SA status sets your company apart as one that truly walks the talk on employee wellbeing.

### Headspace Is Ready to Deliver — With Professional Backing You Can Trust

Let us help you implement a culturally relevant, ethically sound, and professionally governed EAP that your HR team can rely on — and your employees can believe in.





# HEADSPACE

specialists in employee wellness



## CONTACT US

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