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Department  
Community Safety and Transport Management  
North West Provincial Government  
REPUBLIC OF SOUTH AFRICA



# WELLNESS MANAGEMENT POLICY

**POLICY NO : HR2021/001**  
**NAME OF POLICY : WELLNESS MANAGEMENT**  
**EFFECTIVE DATE : FEBRUARY 2022**  
**DATE OF REVIEW : FEBRUARY 2025**

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## **1. PREAMBLE**

The North West Department of Community Safety and Transport Management through its broader Employee Health and Wellness Programmes acknowledges the need to provide its employees with integrated policy measures in line with National Wellness Management Policy for the Public Service. The provision of the management of Employee Wellness is an integration into core mandate of the Department and to ensure the organisational productivity reach its allocated outcomes and constitutional mandate.

The World Health Organisation's Global Plan of Action on Workers Health Plan contains strategic lines of action, and specific objectives and indicators aimed at protecting workers'1 lives and promoting their health and well-being, with emphasis on workers in inequitable conditions of employment and those exposed to hazardous working conditions. It seeks to reduce occupational risks2 and non-communicable diseases, targeting actions in certain critical economic sectors, as well as to address access to health and universal health coverage and the social determinants related to workers' health.

Work is central to people's wellbeing, in recognition to providing income; work can pave the way for broader social and economic advancement, strengthening individuals, their families and communities. The Public Service seeks to contribute to ILO Decent Work Agenda for Africa 2007 – 2015 to achieve sustainable development that is centered on people. Decent Work is a key element to build fair, equitable and inclusive societies being based around the principle of employment creation, workers' rights, equality between women and men, social protection and social dialog.

This Agenda addresses the four priority areas of tackling unemployment. Under employment and poverty; the role of social protection in poverty-reducing development; social exclusion and effects of HIV & AIDS in the world of work.

Both personal and workplace factors influence overall wellness and employee performance. Individual wellness is the promotion of physical, social, emotional, occupational, spiritual, financial, and intellectual wellness of individuals. This is attained by creating an organisational climate and culture that is conducive to wellness and comprehensive identification of psycho-social health risk.

This development is a radical departure from Employee Assistance Programme which was limited in scope and practice and was more reactive than proactive. The Wellness Management programme is largely preventative in nature focusing on both primary (avoid the risk or condition) and secondary (minimise the effect of condition) prevention. This is against the analysis done by epidemiological and health information and medical aid cost driver trend reports like the Key Health Trends from the Government Employee Medical Scheme (GEMS) and other medical aid schemes. It confirm the trends of psychosocial problems organisational climate assessment of hostile working physically and psychosocial working environments.

## **2. PURPOSE AND OBJECTIVES**

This policy is developed to improve the health and wellbeing of employees as that directly impacts on the productivity of the entire organisation. Employees are the life-blood of the organisation and it is vital to help them perform at their optimum levels. The policy seeks to strengthen and improve the efficiency of existing services, programmes and infrastructure and introduce additional interventions based on recent advances in knowledge.

This policy seek to operationalize the National Employee Health and Wellness Strategic Framework (EH&WSF) for Public Service with integrated data from the domains of health promotions, diseases prevention, care management, occupational health, disability management, and organizational dynamics.

## **3. SCOPE AND APPLICATION**

- 3.1 This policy will apply to all employees appointed in the Department of Community Safety and Transport Management, whether employed on permanent, fixed terms contract or on temporary basis
- 3.2 Focus on all levels of employment senior and executive management, middle managers, operational and technical staff as well as employees of the lowest of the organizational occupational ladder.
- 3.3 Respond to the needs of designated groups such as women, older persons, people living with disability and people infected affected by HIV and AIDS, TB and Coronavirus.

#### 4. LEGISLATIVE FRAMEWORK

4.1 Constitution of the Republic of South Africa Act, 1996

4.2 Public Service Act, 1994 as amended

4.3 Public Service Regulation of 1996 as amended

4.4 Basic Condition of Employment Act, 1997 (No. 75 of 1997)

4.5 Employment Equity Act, 1998 (No. 55 of 1998 and No.4 of 1999)

4.6 Labour Relation Act, 1995 (No. 66 of 1995)

4.7 Compensation for Occupational Injuries and Diseases Act, 1993 (No.130 of 1993)

4.8 Occupational Health and Safety Act, 1993 (No. 85 of 1993)

4.9 Mental Health Care Act, 2002 (No. 17 of 2002)

4.10 Disaster Management Act, 2002 (No. 57 of 2002)

4.11 Promotion of Equality and Prevention of Unfair Discrimination Act, 2000 (No. 4 of 2000)

#### 5. ABBREVIATIONS

<b>DoH</b>	" means Department of Health";
<b>DPSA</b>	"means the Department of the Public Service and Administration
<b>HOD</b>	"means the Head of Department or his/her delegated authority or his/her designated office responsible for leave related matters and/or investigations
<b>SMS</b>	"means Senior Management Services";
<b>MMS</b>	"means Middle Management Services";
<b>EHWSP</b>	"means Employee Health and Wellness Strategic Plan";
<b>EH&amp;W</b>	"means Employee Health and Wellness";
<b>NDP</b>	"means National Development Plan";
<b>HRM</b>	"means Human Resource Management";
<b>HRD</b>	"means Human Resource Development";
<b>OD</b>	"means Organisational Development";

<b>PSCBC</b>	"means Public Service Co-ordinating Bargaining Council";
<b>AU</b>	"means African Union";
<b>GEMS</b>	"means Government Employees Medical Scheme";
<b>HIV</b>	"means Human Immune Deficiency Virus";
<b>STI</b>	"means Sexual Transmitted Infections";
<b>PILIR</b>	"means Policy on Incapacity Leave and Ill-Health Retirement";
<b>SHERQ</b>	"means Safety, Health, Environment, Risk and Quality
<b>AIDS</b>	" means Acquired Immune Deficiency Syndrome"
<b>QWL</b>	"means Quality of Work Life"
<b>ILO</b>	" means International Labour Organisation

## 6. DEFINITIONS

- 6.1 **Department** "means Department of Community Safety and Transport Management:"
- 6.2 **Head of Department** "means the incumbent of post mentioned in the second column of schedule 1, 2 and 3 of PSA;"
- 6.3 **Employer** "means the Head of Department or hi/her designated office which will be responsible for handling and investigating of incapacity leave applications and ill-health retirement applications;"
- 6.4 **Employee** "means all employees of the Department employed in terms of the Public Service Act of 1994, the Basic Conditions of Employment Act of 1998, as amended and includes contract workers, interns, volunteers and prospective employees;"
- 6.5 **Employee Health and Wellness** is a programme intended to enhance productivity of the employees and which hinges upon four pillars i.e. HIV, TB and STIs, Health and Productivity Management, Safety, Health, Environment, Risk and Quality, and Wellness Management.
- 6.6 **Wellness** "means an active process through which organisations became aware of; and make choices towards a more successful existence. For both the individual and organisation, the concept of wellness is one where active steps can be taken to reduce chronic diseases and mitigate its debilitating impact on personal lives and organisational productivity (World Economic Forum)

- 6.7 **Wellness Coordinator** “means an employee tasked with the responsibility to coordinate the implementation of health and wellness programme;”
- 6.8 **Disease Management** “means a concern with the common chronic illnesses and reduction of future complications associated with diseases. It increase knowledge of diseases, promotes essential attitude change, reduces stigma and discrimination against certain illness and promotes care and support for vulnerable employees”.
- 6.9 **Chronic Illness** “means a group of health conditions that last a long time and can be genetic;”
- 6.10 **Mental Health** “means a basic component of positive health and wellbeing. It is necessary to help management of life successfully, and provides emotional and spiritual resilience to allow enjoyment of life in dealing with distress and disappointment.;
- 6.11 **Occupational Injuries** “means an injury sustained by an employee in the course of his/her employment or job function;”
- 6.12 **Occupational Diseases** “means is a disease contracted by an employee in the course of his / her job function his/her employment;”
- 6.13 **Remuneration** “means the employee’s annual basic salary”;
- 6.14 **Reasonable Accommodation** “means any modification to a job or the work environment that will enable a qualified applicant or employee with a disability (temporary or permanent) to participate in the application process or perform essential job function”.
- 6.15 **Health and Safety Committee** “means a committee that initiates, develops, promotes, maintains and reviews measures to ensure the health and safety of employees at workplace. The employer shall in respect of each workplace where two or more health and safety representatives have been designated, establish on or more health and safety committee (s)”
- 6.16 **Peer Educators** “means an employee who is trained in working with his her peers, sharing information and guiding a discussion using his / her peer experience.

## 7. PRINCIPLES

### **This policy is underpinned by the following principles**

- 7.1 **Confidentiality** , the employer shall in accordance with the constitutional rights to privacy, the Code of Conduct in the Public Service Regulations treat at all times any information regarding the medical condition of an employee with the necessary respect and confidentiality. Such information may therefore not be disclosed to any other person(s) not authorized to receive such information.



If an employee discloses such confidential information of one employee to any other unauthorized person, it must be viewed in a serious light and disciplinary steps against the transgressing employee should be taken.

- 7.2 **Human dignity**, autonomy, development and empowerment
- 7.3 **Respond** to the needs of designated groups such as women, older persons, people with disability and people living with HIV.
- 7.4 **Timely Intervention**, efforts shall be made to ensure early identification and treatment of problems thus facilitating good prognosis. Leadership (referred herein as Managers, Supervisors and Organized Labour) of the department shall be involved to ensure timely problem identification, referral and assessment.
- 7.5 **Employee's participation in the programme**, shall not jeopardize the employee's security or chances for promotion or other benefits. Section 9(3) of the Constitution of the Republic of South Africa provides that "that state may not discriminate directly or indirectly against anyone" Further that national legislation was enacted to demolish any prospect of unfair discrimination in the workplace.
- 7.6 **Equal Treatment**, Employee who use Wellness Management services shall receive the same considerations as those with medical problems. No employee shall receive preferential or adverse treatment due to his/her participation in the programme.
- 7.7 **Prevention of abuse**, the programme shall not be used for any other purpose than those expressed in the policy, This means that the employee has the right to expect compliance of the employer/ employee relationship, confidentially and its ethical duties.
- 7.8 **Balance Programme**, there shall be a balance between reactive and proactive interventions as well as the developments of employees within the Department of Community Safety and Transport Management.
- 7.9 **Responding to the Needs of the Designated Employees**, the needs of woman and persons with disabilities shall be considered when designing wellness proactive and reactive intervention programmes. Re-integration services shall be provided to employees who were on maternity leave and those who undergone any rehabilitation as result of disability or substance abuse. The Department of Community Safety and Transport Management shall discourage any kind of stigma directed to employees who were referred to Employee Wellness Programme.

## **8. POLICY STATEMENT**

The Department of Community Safety and Transport Management in responding to Wellness Management Services depends on the degree to which Management and Employees support the implementation and maintenance of the principle underpinning the programme.

This policy seeks to strengthen and improve the efficiency of the existing services and infrastructure by mitigating the impact of diseases, ensure that the reduction of barriers to diseases management remains a strategic priority within all level of occupations among the employees, and their families

## **9. POLICY PROVISIONS**

- 9.1 Professional counselling services shall be provided free of charge to employees and their immediate families.
- 9.2 Time-off for professional-counselling sessions shall be provided to all employees and that shall be done within the vicinity of the employee workplace so as to allow the employee to return to work afterwards.
- 9.3 The Department shall encourage employees with personal problems to take early advantage of the professional services provided through Integrated Employee Health and Wellness Programme. This will be for the sake of both the employee's wellbeing and the effectiveness of the Department / organisation as far the employee's duties are concerned.
- 9.4 All employees who voluntary seek assistance through or accept referral to the Integrated Employee Health and Wellness Programme, are expected to comply with the recommended action plans. Compliance from both parties should be upheld.
- 9.5 Utilisation of Employee Health and Wellness Programmes shall be on voluntary basis even if referred by Management.
- 9.6 The decision to seek or accept assistance through Employee Wellness Programme does not way relieve the employee of the responsibility to meet acceptable work performance and attendance standards.
- 9.7 Time off and the necessary treatment referrals shall be provided to eligible employees immediate family members, consistent with the current policy on leave of absence applicable medical aid coverage.
- 9.8 The Wellness Management Services shall provide assistance within the broad range of personal concerns including:
  - Marital, family and relationship problems.

- Health problems including HIV and AIDS
- Financial, spiritual, psychological, social, intellectual and physical management problems
- Substance abuse (alcohol, drugs and prescription medication) and other addictive behaviour such as gambling.
- Workplace violence/sexual harassment and other work-related conflicts, trauma debriefing, counselling and bereavement support.
- Workplace discrimination or victimization (discrimination against people with disability or from designated group)
- Retirement and elder care management
- Absenteeism interventions and any other related matters.
- Physical exercise, managing lifestyle disease, promoting good nutrition and regular medical check-up.

## **10 REFERRAL OF OTHER RELATED MATTERS: INTERNAL AND EXTERNAL REFERRALS**

### **Referral shall be done in three (3) ways**

- 10.1 **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.
- 10.2 **Informal referral:** The employee may receive a recommendation from other people such as managers, friends, colleagues, union representative to consult the Employee Health and Wellness Practitioner. No documents are necessary.
- 10.3 **Formal referral:** A supervisor may personally or in writing refer the employee with the latter's consent to the Employee Health and Wellness Programme unit for assistance. This shall be done if the supervisor's efforts to resolve the problem have failed. The supervisor or employee may arrange an appointment with Employee Health and Wellness practitioner.

## **11. CONSULTATION**

During initial consultation, the Employee Health and Wellness practitioner shall be responsible for assessment of employee's problem and determination of appropriate action plan. The action plan shall include where necessary referral to external health service provider such as Psychologist, social worker, physiotherapist, psychiatrist, priest for further investigation.

- a. Certain external service providers offer services free of charge or at a fee. Most Medical Aid Schemes cover cost that may result from the use of external service provider. Therefore all employees are encouraged to belong to a Medical Aid.

- b. When the employee is referred to an external service provider, it is the responsibility of both the employee and Employee Health and Wellness practitioner to inform the supervisor without compromising confidentiality of the consultation process. The employee in question shall give the dual consent to enable the Employee Health and Wellness practitioner to render follow-up services effectively.
- c. Record-keeping is essential; as a result the Employee Health and Wellness practitioner shall keep reports of all consultations with the client or other role players strictly confidential. Records shall be kept for a period not exceeding five (5) years before being destroyed.
- d. Affected employees who require specialized services/ treatment shall be referred to external service providers or government rehabilitation canters/ agencies. Those who require treatment at private institutions shall pay for their treatment expenses.

## **12. ROLES AND RESPONSIBILITIES**

### **a. The Head of Department is responsible to:-**

- i. Establish wellness management programme in the workplace which will encompass the prevention and management of chronic diseases, infectious diseases, occupational injuries, disability and occupational diseases so as to reduce the burden of disease by early entry into disease management programs in order to enhance productivity in the Department
- ii. Mental health in the workplace is address by providing support options which are confidential and non-stigmatization;
- iii. A review employment practice to ensure that staff with a history of mental health problems is not excluded.
- iv. Injuries on duty, occupational diseases, incapacitated employee and ill-health retirement are managed within the legislative prescripts.
- v. Managers ensure that targeted employees must attend training on Wellness Management training programme.
- vi. Systems/procedures/ delegations are adapted to establish a fertile environment for implementation and the management of Wellness Management programmes.
- vii. Support should be provided to employees who truly need such support through Health and Wellness programmes i.e. to take action where necessary e.g. to adapt an incapacitated employee's work when so advised.
- viii. The management of health programmes is changed to promote both employee's health and to enhance work performance and the Return on Investment.

- ix. Appoint a designated senior manager to champion Wellness Management programmes in the workplace.
- x. Allocate human and financial resource to ensure successful implementation of the policy and programmes.
- xi. Ensure management of health programmes promotes both employees health to enhance productivity.

**b. The Designated Senior Manager (Director: HRM) is responsible to:-**

**Develop capacity building programmes**

- i) Promote competence development of practitioners
- ii) Improve capacity development of auxiliary functions (Organizational Development, HR, International Relations, Skills Development and Change Management etc.).
- iii) Assist with Wellness promotion at an organisational level

**Form organisational support initiative**

- i) Establish an appropriate organisational structure for Wellness Management
- ii) Ensure Human Resource planning and management system.
- iii) Develop integrated Wellness information management system
- iv) Provide physical resources and facilities.
- v) Ensure financial planning and budgeting
- vi) Mobilize management support.

**Development Governance and Institutional Initiative**

- i) Establish an Integrated Employee Health and Wellness steering Committee
- ii. Obtain Stakeholder commitment and development.
- iii. Develop and implement an ethical framework for Wellness Management
- iv. Develop and maintain an effective communication systems
- v. Develop and implement management standards for Wellness Management
- vi. Develop and implement a system for monitoring, evaluation, and impact analysis.

**Develop Economic Growth and Development Initiatives**

- i) Mitigate the impact of Diseases on the economy
- ii) Ensure responsiveness to Government's Programme of Action.
- iv) Ensure responsiveness to Millennium Development Goals.
- v) Integrating NEPAD, AU and Global programmes for the economic sector.

**c. Wellness Management Coordinator is responsible to:-**

- i. Coordinate the implementation of Wellness Policy, projects and interventions;
- ii. Manage Employee Assistance Programme (EAP) according to strategies and policies

- iii. Identify personal development needs for individual employees and make provision for counselling for them and their family members.
- iv. Promote work-life balance and provide information regarding nutrition.
- v. Oversee the functioning of gymnasium and other physical and recreational activities in the workplace.
- vi. Planning, monitoring and manage Departmental Wellness activities according to strategies and policies.
- vii. Analyse and evaluate data and communicate information, statistics and result to relevant stakeholders
- viii. Ensure implementation of the allocated budget is utilized within the supply chain management procurement process.
- ix. Act as spokesperson for Wellness Management

**d. Wellness Management Practitioners will be responsible to:-**

- i. Implement of wellness policy, projects and interventions
- ii. Coordinate Departmental wellness events within the legislative, procedures SPO and applicable Regulations.
- iii. Coordinate the employees registration to the planned Disease Management Programme

**e. Employee Health and Wellness Committee is responsible to:-**

- i. making inputs regarding Policy matters and implementation procedures;
- ii. Make recommendations to the employer regarding policy matters and implementation procedures, including any matter affecting the wellness of employees.
- iii. Discuss any incident or condition at the workplace which might have negative impact on the wellbeing of employees
- iv. Serve as a vehicle of communication to promote wellness initiatives within the workplace.
- v. Ensure adherence to standards as set by legislation, regulations and ISO

**f. Supervisor is responsible to:-**

- i. ensure that employees adherence to the policy
- ii. Providing an enabling environment with open communication channels concerning Employee Health and Wellness Management Programme.
- iii. Attend and encourage employees to participate in the activities related to Employee Health and Wellness Management programmes in the workplace.



**g. Employee should**

- i. Make use of wellness facilities and services provided in the workplace.
- ii. Take reasonable care for the health and safety of him / herself and of other persons who may be affected by his / her acts or omissions.
- iii. Ensure that he/she follows nutritional balance diet and maintain his / her body mass within a healthy range.
- iv. Apply his/her knowledge, motivation, commitment, behaviour, self-management, attitude and skills towards achieving personal fitness and health through preventative and curative measures
- v. Comply with standards as set by legislation, regulations and ISO

**h. The Labour Union Representative**

- i. Represent employees in the workplace.
- ii. Ensure that employer fulfil the mandate of wellness legislation in order to optimize health and productivity in the workplace.
- iii. Sit in on health and wellness steering committee meetings.
- iv. Make representation to the employer on agreed issues affecting the wellbeing of employees in the workplace.

**i. The Peer Educator shall / Wellness Buddy shall**

- i. Act as focal point for distribution of evidence-based and generic health and wellness promotional materials at the workplace.
- ii. Take initiative to implement awareness activities, or to communicate health and wellness information at the workplace.
- iii. Obtain and make condoms and femidoms available at the workplace and advocate the usage thereof.

**13. MONITORING AND EVALUATION**

The Policy will be monitored and evaluated to assess the appropriateness of the implementation, impact and result-based on the employee's wellbeing, performance and productivity.

**14. POLICY REVIEW**

The reviews shall be conducted annually through departmental reports. These reviews will inform implementation, monitoring and evaluate and future planning. This policy will then be reviewed and amended as a when a need arises to ensure that it is aligned to the prevailing legislations.

### **15. RELATED POLICIES**

Effective implementation of this policy requires that it should be read together with other Departmental Policies.

### **16. COMMENCEMENT OF THE POLICY**

This policy shall be implemented by the Department with effect from the date of approval and signed by the HOD.

**APPROVED / NOT APPROVED**



**MR MOLEFI MORULE  
ACTING HEAD OF DEPARTMENT**

**15/11/22**  
**DATE**