

# RULES OF ENGAGEMENT: RESPONSIBLE UTILISATION



LifeAssist.

engaging people

## **TOGETHER WE CAN ENSURE SUCCESS & SATISFACTION**

*You play a critical role in ensuring the success of the EWP.  
The outcome is improved when you participate in the process.*

### **MAKING APPOINTMENTS**

If you require counselling and advice, you are welcome to contact the Care Centre by phone, SMS, fax, email or even through E-Support on this website. Refer to the contact details provided under ENGAGING PEOPLE.

Tell us how we can help you so that we can arrange for you to receive the most appropriate assistance – by phone, email or face-to-face.

### **CONFIRMING APPOINTMENTS**

As you know, confidentiality is critical and we want to protect your privacy.

We need to keep in touch with you to confirm appointments, provide tele-counselling or advice and to give feedback. Please tell us how you would like us to contact you and when it is convenient. It is best to give us your personal phone number where we can leave a voicemail or SMS message if you are not available to take the call. We will NOT leave messages with other people, especially not at your workplace. We will also not identify LifeAssist in the message we leave. (If you only have a work number, please understand that we cannot leave messages the best is for you to phone us back to confirm your appointment.)

Email and SMS is really useful if you would like us to call you. To ensure that we get through to you directly, please can you make sure that the following detail are provided:

- Your name.
- Company or business unit.
- Time and date for us to call you.
- Your contact number.

Example: Jo Blogs. Company. Please call me 2 – 4 pm. Monday 31 Jan 2014. 082 222 2222.

We will automatically reply by email or SMS unless you ask us not to.

We undertake to get back to you within 24 hours, during which time we will make two attempts to reach you to provide feedback. It would be really helpful if you would return our calls ASAP. If we don't hear from you after the two attempts, we need to assume that you no longer require our assistance. If by some chance you don't hear from us within 24-hours, please contact us again (messages have been known to get lost in cyberspace).

### **KEEPING APPOINTMENTS**

If you can't keep an appointment (face-to-face or telephone session), please call your counsellor to cancel or postpone the session. The sooner the better – preferably the day before, as the time can be used to help someone else. If you don't arrive, it is considered a FTA (Failure to Attend). If you don't keep an appointment, you are responsible for payment.

**Please take this message home to your family\***

**\*Life Partner and the children who are financially dependent on you.**

**Be Well! Stay Well!**