

Your PSSPF Funeral Wellness Programme gives you access to the following mental health and mediation support services:

- 24-hour Emergency Call Centre **086 010 2555**
- 24-hour ListenUp platform with unlimited individual in-person support conversations WhatsApp **021 518 1120** or scan the QR Code below
- 3 x 1-hour mental health and/or mediation sessions. FACE-TO-FACE sessions are only available in main CBD areas. During the festive season, all sessions are online ONLY.
- Access your sessions - Call Centre on **086 010 2555** or send a WhatsApp on **021 518 1120**.



MENTAL HEALTH & EDUCATION

Mental Health focuses on preventing and treating the causes and symptoms of your stress and trauma related to crime, violence, illness, job losses, relationship stress and grief.

Your counselling and support include:

- **Wellness and Family Counselling** is when you or your family is struggling with the effects of stress, depression, anxiety, trauma, or death of a loved one, a colleague or someone you know. You have support for you and your family.
- **Trauma Debriefing and Counselling** when you have been involved in a traumatic event.
- **Parenting Support** offers a service to parents to help identify and manage any behavioural and or developmental problems and or challenges your children face.

MEDIATION & LEGAL COACHING

Mediation is a voluntary process where individuals involved in a dispute come together with a neutral and impartial mediator. The mediator facilitates and guides the discussions, helping the parties negotiate and find common ground to resolve their differences.

- **Legal Coaching** is coaching to assist you in understanding your legal rights and help you to make an informed decision.
- **Divorce and Family Mediation** is when a mediator facilitates a divorce settlement, parenting plan, maintenance issue, or a family matter without you having to go to court.
- **Workplace Mediation** is a legal alternative to resolve work or labour conflicts without having to go to the CCMA or court.



African Unity
Excellence. Together.

Your 24-hour confidential one-on-one WhatsApp support service for your mental health and conflict situations immediately connects you with a team of professionals. Allowing you to talk about anything in confidentiality. You talk to a professional human. **Real Humans. Real Support**