EMPLOYEE ASSISTANCE PROFESSIONALS ASSOCIATION OF SOUTH AFRICA

(EAPA-SA)

GUIDE FOR EMPLOYEE ASSISTANCE PROGRAMME SERVICE PROVIDER MEMBERSHIP

August 2025

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GLOSSARY OF TERMS

(The following should not be read as definitions, but rather as descriptions)

AFFILIATE: Any individual EAP provider in self-employed practice. This can be a psychologist, social worker or nurse that has their own practice and affiliate to EAP providers to offer their clinical expertise.

ASSOCIATE: These are independent professional companies or organizations that deliver EAP related services but whose core mandate is not EAP e.g. financial institutions that deliver financial wellness programmes, responsible gambling, addiction treatment centres, health screening services, biokineticist etc.

BBBEE: Broad-based Black Economic Empowerment

CPD: Continuous Professional Development

EAP: Employee Assistance Programme

EAPA-SA: Employee Assistance Professionals Association of South Africa

EMPLOYEE: Any person excluding an independent contractor, who works for another person or for the state and who receives, or is entitled to receive, any remuneration;or who assists in conducting the business of an employer.

MULTIDISCIPLINARY SERVICE DELIVERY MODEL: a multidisciplinary staff complement involves taking a holistic approach to the delivery of counselling services by drawing on models such as the biopsychosocial model.

SERVICE PROVIDER: An agency providing professional services to a client.

ABOUT THIS GUIDE

The guide for Employee Assistance Programme Service Provider Membership is published for informational and reference purposes only and is provided without any warranty or guarantee. Certification requirements are changing continually, certification seekers should therefore always contact the sponsoring organisation, i.e. Employee Assistance Professionals Association of South Africa, to verify requirements and obtain the most current information. Most certifications require an application and assessment fees.

BACKGROUND

The Employee Assistance Professionals Association of South Africa (herein referred to as (EAPA-SA) was founded in 1997 with the intention to provide standards and ethics in the practice of EA services. This document provides guidance in assessing service providers who fulfill the criteria of being recognized as eligible for membership with EAPA-SA. Furthermore, EAPA-SA recognizes the need for ongoing coaching and mentoring of inexperienced new members and other service providers who render EAP related services in order to advance the BBBEE scorecard.

THE VALUE OF MEMBERSHIP and ACCREDITATION

The reality today is that EAPs operate in a dynamic environment where the needs of communities grow, where technologies are rapidly changing and where the demands on professionals have become increasingly complex. All these global trends have heightened the demand for Employee Assistance Service Providers who possess advanced skills and resources and have demonstrated their expertise and commitment to helping organizations prevent and cope with workplace violence, trauma, and other emergency response situations. Even though EAPs are mainly aimed at work-related issues, there are a variety of programs that can assist with problems outside of the workplace. EAPs have grown in popularity over the years and are more desirable economically and socially. By offering membership to Service Providers, EAPA-SA aims to enhance the quality of Employee Assistance Service delivery.

BENEFITS TO WORK ORGANIZATIONS

- An established resource base of vetted service providers
- To offer a classification of service providers for procurement of services

BENEFITS TO EA INDIVIDUAL MEMBERS WITHIN AN ORGANIZATION

The following benefits are applicable for EA Individual Members:

- CPD
- References for business
- Networking opportunities

BENEFITS TO THE EMPLOYEE ASSISTANCE INDUSTRY

The following benefits are applicable for Service Providers:

- Guarantee of standards of practice
- CPD for employees
- Platform to identify skilled and reputable affiliates and EA resources
- Recognition of the business standard of practice – Awards at Annual Conference
- Round table breakfasts – Business meets thought leaders, topical issues, how to support executives and business leaders
- Networking opportunities at EAPA-SA business stakeholders' meetings

SERVICE PROVIDER MEMBERSHIP - DEFINITION

The service provider is defined in this document as a company, charity organisation, or a public sector organisation that offers EA services to an organization (employer/employer groups) in exchange for payment.

TYPES OF MEMBERSHIP

1. **Internal Service Provider**

- The EAP services are rendered in-house by employees of the organization
- It can be a division of a limited company (EA Service Provider) or a charity (registered with the relevant Statutory Body) or a public sector organisation.

- Employs at least one member of staff who is an accredited/registered member of the SACSSP, HPCSA, SAASWIPP, SASOHN, etc., and that such individual monitors his or her employer's provision of EAP services and has the authority to stop the unsatisfactory practice. If this role is provided by a consultant, signed written evidence must be provided by the consultant that he/she has regular contact with casework in the organisation and has the authority to stop malpractice. This should also include the consultant's professional body details and membership number confirming the validity. Both employees and consultants in this category should be aware that issues of malpractice within their oversight could be reported to their professional body and could impact their professional standing.
- Has adequate professional indemnity and public liability and a certificate of employer liability insurance.
- Provides all employed counselling staff with regular supervision from a senior counsellor trained in supervision to the level recommended by the relevant Statutory Body.
- Complies with the Code of Ethics of any professional body of which it is a member.
- Complies with the International EAPA and EAPA-SA Codes of Ethics.
- Employs at least one manager having a minimum of five years' experience of direct EAP provision and has a ratio of full-time counsellors to its other staff of not less than 1:500.
- Operates established clinical systems for the effective and safe handling of suicidal and other at-risk clients.
- Has a satisfactory confidentiality policy which is made available to employees.
- Operates a satisfactory 24-hour access facility for crisis support manned by qualified and registered EAP members.

2. External Service Provider

An external service provider is a separate legal entity from the organization being provided with EAP services.

In the case of an applicant for Registered External Provider membership, that applicant:

- It can be a division of a limited company (EA Service Provider) or a charity (registered with the relevant Statutory Body) or a public sector organisation.
- Has adequate professional indemnity and public liability and a certificate of employer liability insurance.

- Is either an organisational member of a counselling/counselling related professional body (e.g. SACSSP, HPCSA, SAASWIPP, SASOHN, etc.) or has at least one executive director who is a member of such a body.
- Employs at least one member of staff who is an accredited/registered member of the SACSSP, HPCSA, SAASWIPP, SASOHN, etc., and that such individual monitors his or her employer's provision of EAP services and has the authority to stop the unsatisfactory practice. If this role is provided by a consultant, signed written evidence must be provided by the consultant that he/she has regular contact with casework in the organisation and has the authority to stop malpractice. This should also include the consultant's professional body details and membership number confirming the validity. Both employees and consultants in this category should be aware that issues of malpractice within their oversight could be reported to their professional body and could impact their professional standing
- Has at least one member of the management team having a minimum of five years' experience of direct EAP provision.
- Operates established clinical systems for the effective and safe handling of suicidal and other at-risk clients.
- Provides all employed counselling staff with regular supervision from a senior counsellor trained in supervision to the level recommended by the relevant Statutory Body.
- Complies with the Code of Ethics of any professional body of which it is a member.
- Complies with the International EAPA and EAPA-SA Code of Ethics.
- Has a satisfactory confidentiality policy which is made available to employees.
- Operates a satisfactory 24-hour access facility for crisis support manned by qualified and registered EA members.
- In the case of an applicant which provides EAP services through a network of affiliate counsellors / advisors, the applicant has an established selection and recruitment process which details all relevant criteria including acceptable levels of supervision requirements and adherence to Code of Ethics.

EXTERNAL SERVICE PROVIDER CATEGORIES

CATEGORY 1 - New Membership (companies under 3 years old)

These providers must:

- Have the capacity/capability to deliver all 6 core technologies

- Have a full EAP Service delivery model which includes the standard core services (some of the below like legal and financial can be done through partners):
    - 24/7/365 Call Centre
    - National Network of Affiliates for face to face counselling
    - All affiliates and internal clinical staff must be registered with relevant statutory bodies (no lay counsellors)
    - Telephonic Legal Advice
    - Telephonic Financial Advice
    - Online Capability
    - Reporting
    - Marketing
    - Account Management
- No start up clients required
- Must possess and be able to provide certain EAP and clinical protocols (e.g. suicide protocol, children, trauma protocol and managerial consultancy referral and proceses)
- Between 5 - 50 employees and affiliates combined.
- At least 1 member of senior management with a minimum of 5 years experience of clinical work in the EA Field
- All clinical staff must be registered with EAPA-SA

This category must then agree to mentorship from EAPA with 6 monthly check-ins for the first 2 years. During this time, at least 4 Chapter Events must be attended per annum.

See annexure 3 for mentorship process

CATEGORY 2:

- ✔ Delivers all core technologies (6) * refer to Annexure 2
- ✔ Multi-disciplinary service delivery model
- ✔ 3-10 clients from inception
- ✔ 51 -100 employees and affiliates combined
- ✔ 3 years of experience in the field of EA
- ✔ National footprint
- ✔ Contribution to EAP field

    - Research

    - CPD / chapter attendance

- Publication
- Sponsorship to EAP industry
- 2 Chapter meetings
- 100% of clinical and clinical support staff registered with EAPA-SA

CATEGORY 3:

- ✔ Delivers all core technologies (6) *
- ✔ Multi-disciplinary service delivery model
- ✔ 11-50 clients from inception
- ✔ 101-150 employees and affiliates combined
- ✔ 5 years of experience
- ✔ National footprint
- ✔ Contribution to EAP field

- Research
- CPD / chapter attendance
- Publication
- Sponsorship to EAP industry
- 2 Chapter meetings
- 100% of clinical and clinical support staff registered with EAPA-SA

CATEGORY 4:

- ✔ All core technologies (6) *
- ✔ Multi-disciplinary service delivery model
- ✔ 51 - 100 clients from inception
- ✔ 151-200 employees and affiliates
- ✔ 10 -14 years of experience
- ✔ National footprint
- ✔ Contribution to EAP field

- Research
- CPD / chapter attendance
- Publication

- Sponsorship to EAP industry
- 2 Chapter meetings
- 100% of clinical and clinical support staff registered with EAPA-SA.

CATEGORY 5:

- ✔ All core technologies (6) *
- ✔ Multi-disciplinary service delivery model
- ✔ More than 100 clients from inception
- ✔ More than 200 employees and affiliates combined
- ✔ 15 years of experience
- ✔ National footprint
- ✔ Contribution to EAP field
    - Research
    - CPD / chapter attendance
    - Publication
    - Sponsorship to EAP industry
    - 2 Chapter meetings
    - 100% of clinical and clinical support staff registered with EAPA-SA.

3. Associate Member

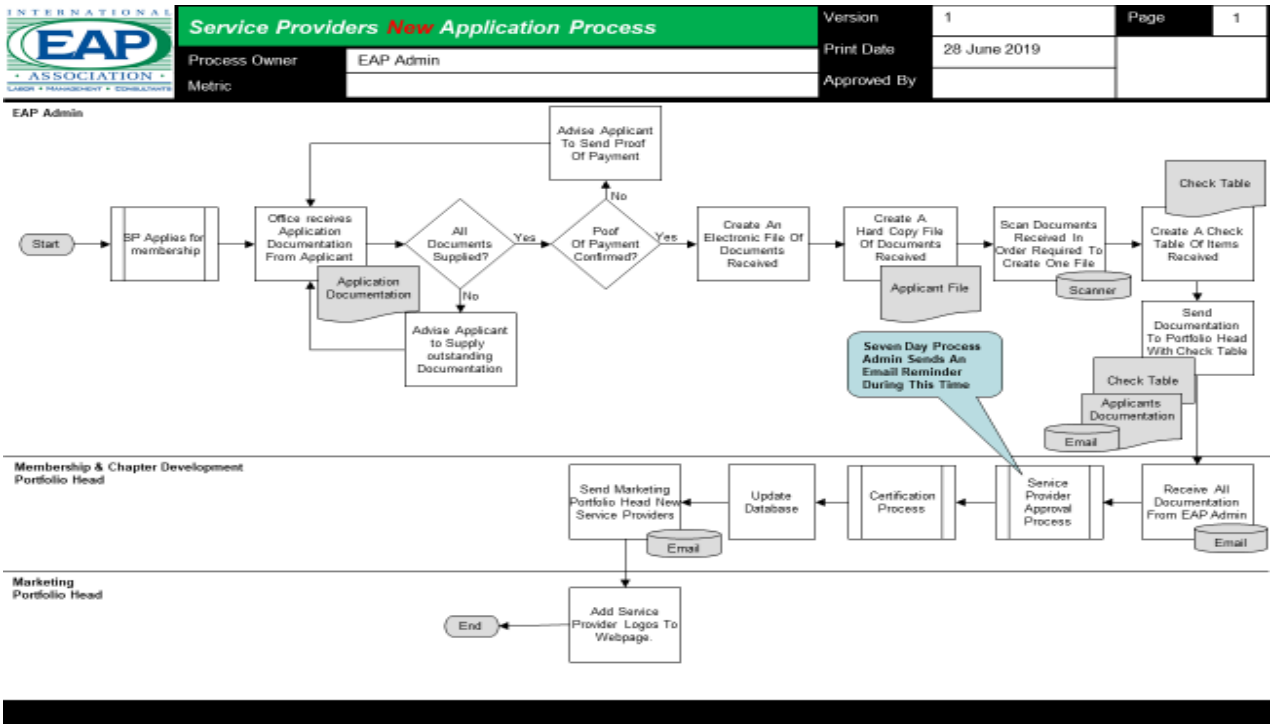
These are independent professional companies or organizations that deliver EAP related services but whose core mandate is not EAP e.g. financial institutions that deliver financial wellness programmes, responsible gambling, addiction treatment centres, health screening services, biokineticist etc.

4. Private Practice Affiliates

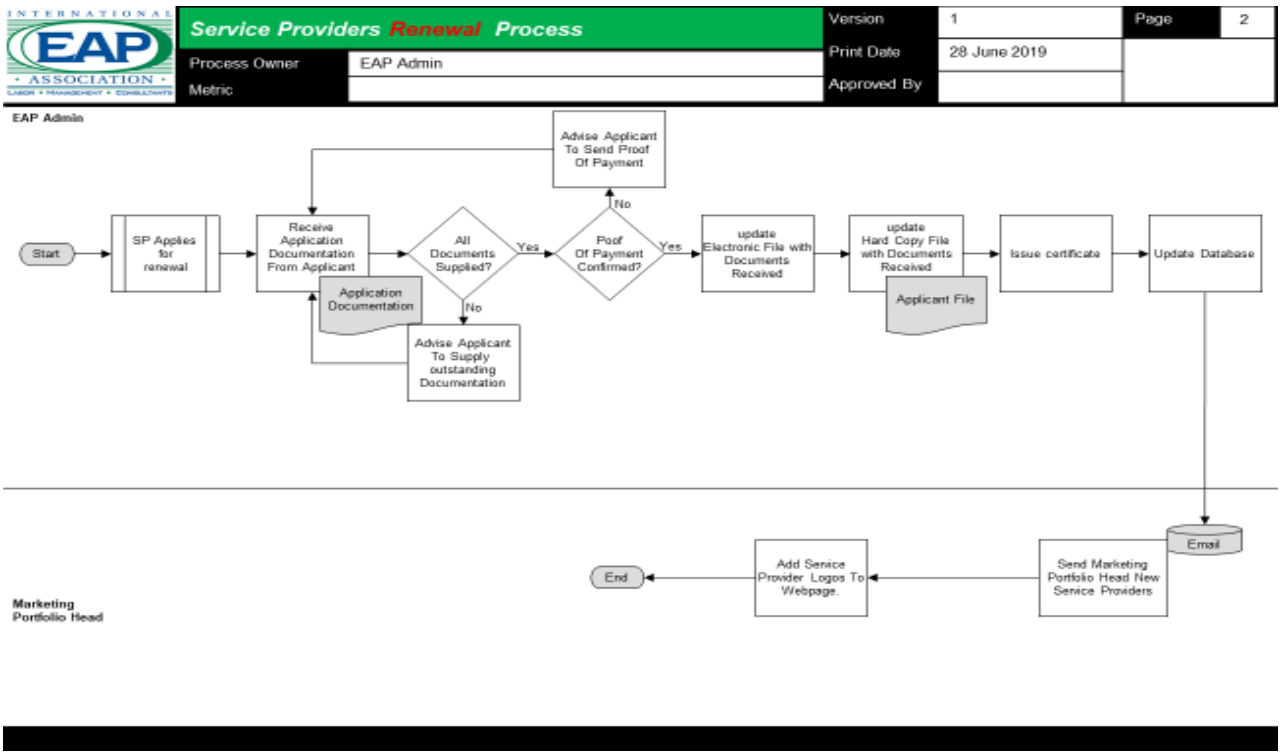
Any EAP provider in self-employed practice. This can be a psychologist, social worker or nurse that has their own practice and affiliate to EAP providers to offer their clinical expertise.

MEMBERSHIP APPLICATION PROCESS

New Application Process



Membership Renewal Process



REQUIREMENTS FOR MEMBERSHIP

Category 1

Requirements

- Proof of capacity to service
- 2 CVs, ID copies and qualifications of the leaders with relevant degree
- Proof of how individual is linked to the company, eg contract or MOU
- Relevant statutory registrations
- Tax clearance certificate
- Company registration documents and profile
- EAP Certificate Course

EAPA-SA EMERGING BUSINESS DEVELOPMENT PROGRAMME

- Compulsory EAP Certificate Course through identified institutions
- At least one director to attend certified EAP Course
- Desktop Assessments (Policies, service offering and operational clinical protocols) or
- Site Visit
- Continuous Professional Development through chapters

Category 2 - SP's with up to 51-100 employees and 5-10 clients

Requirements

- 2 letters of reference from EAP clients
- 2 CVs, ID copies and qualifications of the leaders with relevant degree
- Proof of how individual is linked to the company eg contract or MOU
- Proof of services rendered
  Reference letters should state the services that are provided, to how many employees and the duration. Provide both a historical client letter - 3 years old as well as a current one
- Relevant statutory registrations
- Tax clearance certificate
- Company registration documents and profile

Category 3 - SP's with 101 -150 employees and 11 - 20 clients

Requirements

- 4 letters of reference from clients
- 2 CVs, ID's and qualifications of the leaders with relevant degree
- Proof of how individual is linked to the company eg contract or MOU
- Proof of services rendered
- Company Profile
- Relevant statutory registrations
- 100% of clinical and clinical support staff registered with EAPA-SA
- Tax clearance certificate

Category 4 - SP's with 151 to 200 employees and 21 - 40 clients

Requirements

- 6 letters of reference from clients
- 2 CVs, ID's and qualifications of the leaders with relevant degree
- Proof of how individual is linked to the company eg contract or MOU
- Proof of services rendered
- Company registration documents and Profile
- Relevant statutory registrations
- 100% of clinical and clinical support staff registered with EAPA-SA
- Tax clearance certificate
- Proof of Financial standing from auditor or accountant.

Category 5 - SP's with more than 200 employees with 40 plus clients

Requirements

- 8 letters of reference from clients
- 3 CVs and qualifications of the leaders
- Proof of how individual is linked to the company eg contract or MOU
- ID copies of director and 2 employees
- Company profile
- Proof of services rendered
- Relevant statutory registrations
- 100% of clinical and clinical support staff registered with EAPA-SA
- Tax clearance certificate

- Proof of Financial standing from auditor or accountant.

Internal Service Provider Member

Requirements

- I.D copies, CVs and qualifications - applicant and employees
- Company registration documents and profile
- 2 letters of reference from EAP clients
- Tax clearance certificate
- Relevant statutory registrations
- Proof of payment
- Proof of attendance of at least 2 Chapter events *(Renewals Only)*
- Proof of 4 CPD

Associate Member

Requirements

- I.D copies, CVs and qualifications - applicant and employees
- Company registration documents and profile
- 2 letters of reference from clients for EAP related services
- Tax clearance certificate
- Relevant statutory registrations
- Proof of payment
- Proof of attendance of at least 2 Chapter events *(Renewals Only)*
- Proof of 4 CPD Points

Private Practice Member

Requirements

- I.D copies, CVs and qualifications - applicant
- Company registration documents and profile
- 2 letters of reference from clients for EAP related services
- Tax clearance certificate
- Relevant statutory registrations
- Proof of payment

- Proof of attendance of at least 2 Chapter events *(Renewals Only)*
- Proof of 4 CPD Points

CRITERIA FOR MEMBERSHIP CONSIDERATION:

- Core Mandate
- Scope of services linked to EAPA-SA Core Technologies and Standards
- Service Delivery Model
- Turnover
- No of lives served
- No of client organisations served
- Size and spread of affiliate network
- Age of company

MEMBERSHIP PERIOD AND PENALTIES

Membership Period: One (1) Year - from 1 January to 31 December of the year under review.

All renewals must be done by the 31st of January annually in order to avoid a penalty fee that is equal to the membership fee.

A minimum of 4 CPD points is a prerequisite for all renewals and new membership requests.

Upon renewal, where service providers require a review of their membership category, a written application must be submitted for consideration.

Penalties:

Renewal must be done annually to remain in good standing with the association. A penalty equal to the membership fee on top of the fee for the year of application will be charged for every year skipped.

FEE STRUCTURE

Category	**Amount**
Internal Service Provider	R2000.00
External Provider	**Amount**
Category 1	R2200.00
Category 2	R2500.00
Category 3	R3000.00
Category 4	R3500.00
Category 5	R4000.00
Associate member	R2500.00
Private Practice Member	R2000.00

TASK TEAM

The EAPA-SA Guide for Service Provider Membership Guide was formulated by the following task team members:

Ms. R Vandayar: EAPA-SA President

Dr. M Borcherds: EAPA-SA President-Elect

Mrs. LK Nkambule: EAPA-SA Membership Portfolio

Ms. T Govender: EAPA-SA Immediate President

Ms. N Naidoo: EAPA-SA Education Portfolio

Ms. L Douglas: EAPA-SA NMB Chapter Chairperson

Ms. R Elliot : EAPA-SA Western Cape Chapter Chair

Ms Nomkhosi Simelane: EAPA-SA Marketing

10. Revision History

The Guideline for Service Provider membership will be reviewed every 3 years, aligned to the EAPA-SA Board term when required.

POLICY NUMBER	POLICY OWNER	CREATION DATE	NEXT REVISION DATE
Version 1	Ms. Andiswa Lefakane	28 February 2018	
Version 2	Ms. Lucricia Nkambule	August 2025	August 2027

ANNEXURE 1

EAPA-SA SERVICE PROVIDER MEMBERSHIP APPLICATION FORM

SERVICE / RELATED PROVIDER MEMBERSHIP APPLICATION FORM

Information required in order to process registration as a Service Provider or Related Service Provider with EAPA-SA

Membership Period: ONE (1) Year from 1 January to 31 December

Membership Fee:

PLEASE NOTE: **Acceptance of this membership form implies membership of EAPA-SA as well as the EAPA-SA Chapter of your choice. Payment does not guarantee membership.**

This is a company membership and individuals are required to apply for Individual Membership.

Please tick where appropriate	**New Membership Application**	Yes	No	**Membership Number:**
	Renewal of Membership	Yes	No	

Personal Details of MD

Title:		Full Name:	
Highest Qualification:			

Reason for applying**:**

Company Details

Company Name:	

Business Address:_____ _____ _____ Postal code: _____	Postal Address:_____ _____ _____ Postal code: _____

Phone Number:	( )	Cell phone Number:	( )
Fax Number:	( )	E-mail Address:	

Registration with Statutory or Comparable Bodies

SACSSP		Membership No.		HPCSA	Membership No.	
SANCO		Membership No.		Other:	Membership No.	

Chapter where business is located (Please tick next to your choice):

Egoli (Johannesburg)		Nelson Mandela Bay	
Free State		Mpumalanga (Place of the Rising Sun)	
Ikhala (East London)		Northern Cape	
Jacaranda (Pretoria/Tshwane)		North West (Platinum)	
Kwazulu-Natal		Western Cape	
Limpopo		NB: Northern Cape does not have a chapter as yet	

EAPA-SA Bank Details

Bank: FNB

Account Number: 50841238807

Branch Code: 252145

Preferred Payment Methods:

Electronic Payment

Bank Deposit

IMPORTANT: Please pay the exact amount (per Service Provider Category) and quote your company details in the reference field of the deposit slip or transfer form.

E-mail your deposit slip to: admin@eapasa.co.za for attention: Administrator EAPA-SA

Processing of your registration/order will commence as soon as we receive your payment. You will be notified within 14 working days after receipt of ALL supporting documentation whether you have satisfied the criteria for membership.

All renewals must be done by the 31st of January annually to avoid a penalty fee. Renewal must be done annually to remain in good standing with the association. A penalty will be charged for every year skipped.

EAPA-SA RESERVES THE RIGHT TO GRANT or DENY MEMBERSHIP.

Declaration and Return Details

EAPA SA reserves the right to register applicants as members of the Association.

ANNEXURE 2*

EAP CORE TECHNOLOGIES

The specific core technologies or functions of EAPs entail the following:

1.1 Training and Development The training and development of, and assistance for work organisation stakeholders (managers, supervisors, and unions) seeking to effectively manage the employee who is experiencing behavioural, emotional, or wellness issues; enhancing the work environment; and improving employees' job performance.

1.2 Marketing The promotion of EAP services (availability and guarantees, i.e. confidentiality) to managers, supervisors, unions, employees, and their family members.

1.3 Case management Confidential and timely risk identification, assessment, motivation, short-term intervention, referral, monitoring, follow-up, reintegration, and aftercare services for employees with personal and work-related concerns that may affect job performance.

1.4 Consultation with work organisations: Consultation with work organisations to proactively address inherent trends resulting from personal or organizational issues.

1.5 Stakeholder management: Stakeholder management to establish and maintain effective relations with internal and external role-players and service providers.

1.6 Monitoring and evaluation Monitoring and evaluation of the value/success/impact of EAP services relating to the work organisation and individual job performance.

ANNEXURE 3

ONBOARDING OF NEW MEMBERS

- Compulsory EAP training by EAPA-SA
- EAPA-SA will provide coaching and counselling to all new members at a cost
- Annual compliance audit by EAPA-SA

New Entrant Mentorship Process:

- There will be a templated form for mentorship plan
- EAPA-SA office to schedule meetings upfront
- EAPA-SA Office to add the review report to Membership committee meetings to be reviewed.

CONSEQUENCES OF NON-COMPLIANCE

- opportunity granted to rectify within timelines - refer to bylaws
- Downgrade category
- Suspension of membership
- Termination