



Supporting your wellbeing

Accessing the helpline service

The helpline service is available 24 hours a day, 7 days a week, 365 days a year for ICAS members and non-CA employees of our Evolve members firms. CiC provides mental health, legal and wellbeing support. This is a global service, and you will be able to access it outside of the UK by using the global number below.

Contact details:

Global phone number: +44 (0)20 7938 0963

Managerial adviceline: 0800 085 3805

Email address: assist@cicwellbeing.com

When contacting the advice line, you will be asked to confirm whether you are a student, associate, member or employee, and this information is logged accordingly. Employees at Evolve firms who are not members of ICAS also have access to the service.

Counselling service

There can be times when additional support is needed. CiC's counselling will give you someone to talk to — someone to share your problems with and help you work through them. You can receive six counselling sessions per case per life.

This means:

- Each person can receive six sessions per case, enabling support for multiple conditions or life events.
- Example: An individual can access six counselling sessions for neurodiversity support and another six for a separate condition, such as bereavement.

Wellbeing portal

Ele is a Netflix-style platform offering a wealth of resources including self-help videos, podcasts and tools.

You'll find interviews with big names chatting about big issues like resilience and depression, along with great wellbeing offers and discount. You'll also find themed collections of safe and reliable information covering 15 major wellbeing areas, including mental wellbeing, financial wellbeing, grief, menopause, personal development and stress.

You will require the below login credentials to access the wellbeing portal:

Digital platform and app: <https://icas.elewellbeing.co.uk>

Username: ele@icas.co.uk

Password: icaswellbeing

Key facts

Who can use the service?

The service is available to anyone in an Evolve practice firm including Partner/Principals and all staff, whether they are CAs or not.

When can I contact CiC?

The Evolve member wellbeing helpline is available 24 hours a day, seven days a week, 365 days a year – so help is always available, at a time that suits you.

What will happen when I call the helpline?

A qualified counsellor or adviser will answer. They'll ask the name of your membership body, and you simply quote 'ICAS' and provide some contact details to get you set up on the system. You will be asked if you are an ICAS member, student, apprentice or employee. You should say you are a member (even if you are not a CA). Then you will answer some questions about what your call relates to, to get you the right support.

Why are my details taken?

Counsellors/advisers ask for a few details such as name, address, contact number and date of birth. This allows CiC to provide ongoing support if you need or want it, so you receive consistency and the best service. They will also ask if it's okay to leave a voicemail or send you an SMS. You can say no to these.

Will CiC contact ICAS or my firm?

The service offered by CiC is confidential and your data will not be shared with ICAS or your firm.

[icas.com/evolve-wellbeing](https://www.icas.com/evolve-wellbeing)