

# kaelo lifestyle

Changing lives and improving business



## Confidential Counselling Support

Adversity does not discriminate. Everyone has moments where they struggle with life's challenges. With unlimited access to professional, qualified counsellors, employees and their dependants have access to a platform that helps them navigate life's challenges.



## Coaching

Access to professional coaches helps members and dependents unlock their potential.



## Legal Advice & Financial Coaching

Get Legal Advice & Financial Coaching from qualified professionals on a variety of issues including criminal law, civil law, family law, debt management, tax advice and estate planning.



**asknelson**  
**BROCHURE**

## What is AskNelson?

Kaelo Lifestyle through our AskNelson programme provides valuable psychological, legal and financial support to employees and their families to best assist them in coping with life, work, or school challenges that may be affecting their well-being

## WHAT IS THE PURPOSE OF ASKNELSON?

The South African workforce find themselves in the midst of the mental health pandemic. Mental disorders result in massive amounts of lost productivity each year and it is estimated that employee absenteeism on account of depression alone, costs the South African economy approximately **R19-billion** annually.

Not only is the impact seen in absenteeism and presenteeism but with the existence of heightened overall stress and additional adversities faced by employees we now see trends such as 'quiet quitting' emerging. The AskNelson programme supports employees and their immediate family members with mental health and life challenges.

## WHY CHOOSE ASKNELSON?

AskNelson plays a vital role in promoting the mental and emotional health of employees. In the unique benefit stack, AskNelson provides employees and their dependants access to a wide range of services that aims to encourage positive mental health. Providing employees with access to these services can lead to improved well-being, reduced stress and increased productivity.

## WHAT DOES ASKNELSON INCLUDE?



**Counselling Support for Individuals, Couples & Families**



**Leadership Coaching**



**Financial Coaching & Legal Advice**



**Workplace Trauma Support**



**Kaelo Money**



**Family Law Mediation Support**






## DETAILED BENEFITS


This brochure should be read together with your Rules document as it forms part of your agreement with Kaelo Simply Healthcare (Pty) Ltd. Please ensure that you familiarise yourself with all the terms and conditions contained in all the documents you have received.

\*All services in this brochure extend to employees and their dependants.

Benefit Name	Benefit	Limit
<b>Counselling - Individual, Couple and Family Counselling Support</b>		
Telephonic Counselling	Unlimited access to counselling support and guidance. Support is available in all of South Africa's <b>11 official</b> languages from qualified counsellors and is available <b>24/7/365</b> .	✓
Virtual Face-to-Face Counselling	Unlimited access to virtual counselling support and guidance via video conferencing technology.	✓
Offsite Face-to-Face Counselling	Referrals to qualified treatment professionals when the Support Line counsellor has determined that the individual is in need of further treatment. Unlimited sessions are available per employee, per incident, per year.	✓
Children & Teenagers Support	Support for children and teenagers who struggle to deal with the challenges they face in their lives. Support for children and teenagers include telephonic, virtual, or offsite referrals.	✓
<b>Counselling - Workplace Counselling Support</b>		
Onsite Counselling Support (Face-to-Face)	For clients with sites of <b>200 or more employees</b> , a counsellor can be made available on-site once per month for <b>two (1)</b> hours to provide face-to-face counselling.	✓
Onsite Counselling Support (Virtual)	For clients with <b>less than 200 employees onsite</b> , virtual on-site face-to-face counselling can be arranged.	✓
<b>Coaching - Workplace Coaching Support</b>		
Managerial & Leadership Support Services	Coaching support and guidance for managers and leaders including AskNelson Manager Connect Sessions.	✓
Manager Mastery Series	A dedicated 4-part leadership coaching journey designed for both new and experienced managers who want to take their leadership to the next level.	✓
<b>Coaching - Individual Coaching Support</b>		
Life Coaching	This benefit aims to support employees and dependants to identify goals and develop an actionable plan to achieve these goals.	✓
Parent Coaching	Confidential support to help parents navigate the challenges of successful parenting.	✓
Career Guidance	Career guidance helps employees and dependants to plan occupational goals and take actionable steps.	✓
Leadership Coaching	This benefit aims to support individuals to maximise their leadership abilities.	✓
Fitness Coaching	Fitness coaching through the programme offers confidential, personalised support to help employees build healthier habits around movement. The focus is on practical guidance, realistic goals, and sustainable lifestyle change—supporting overall well-being at a pace that suits each individual.	✓
Nutrition Coaching	Nutrition coaching offers confidential, personalised support to help employees build healthier habits around nutrition. The focus is on practical guidance, realistic goals, and sustainable lifestyle change—supporting overall well-being at a pace that suits each individual.	✓
<b>Care</b>		
Workplace Trauma Intervention	The Workplace Trauma Intervention benefit provides support to employees in the event of a work-related traumatic incident or loss, such as injury on duty, the death of a colleague, an armed robbery etc.	✓
AskNelson Digital and AskNelson Student Support Trauma Intervention Support	This benefit provides telephonic and/or virtual (via video conferencing technology) support to employees or students who experienced traumatic incidents or loss in the event of a work-place, school or university traumatic incident.	✓
<b>Support</b>		
Financial Coaching	Financial coaching provides guidance on managing money, investing wisely and planning for the future. This benefit aims to help employees and their immediate family members make informed decisions to achieve their financial goals. A qualified financial coach will offer personalised strategies, risk assessments and ongoing support, enhancing financial well-being.	✓
Kaelo Money	Kaelo Money is a comprehensive money management solution that forms part of the Kaelo Lifestyle programme. It provides employees with access to an affordable Emergency Wallet, an Earned Wage Access platform as well as a discounted Marketplace. Kaelo Money is focused on financial wellness and psychosocial well-being through financial coaching and other financial wellness tools.	✓
Legal Advice	Legal advice offers individuals insights and guidance on navigating civil, criminal and family law issues. It helps people understand their rights, responsibilities and potential course of action in various situations.	✓

Benefit Name	Benefit	Limit
<b>Support</b>		
<b>Family Law Mediation Support</b>	Mediation provides a structured, neutral environment for parties in conflict to work towards mutually agreeable solutions. Family law mediation supports individuals with matters related to divorce, post-divorce arrangements, parenting plans and maintenance.	✓
<b>Road Accident Cover</b>	Assistance for employees and their dependants with legitimate claims against the Road Accident Fund.	✓
<b>Workman's Compensation Support</b>	Assistance for employees and their dependants with legitimate injury on duty claims.	✓
<b>Support - Fee-for-Service</b>		
<b>Retrenchment Support</b>	Individual and group counselling and support for individuals impacted by retrenchments including support for those who remain in the workplace.	✓
<b>Specialised Training</b>	Selection of specialised training workshops aimed at supporting employees' and students' mental well-being.	✓
<b>Buy-Up</b>		
<b>High-Stress Workplace Debriefing</b>	The High-Stress Workplace Group Debriefing benefit is aimed at supporting employees who are exposed to higher levels of stress and trauma as part of the requirements of their daily tasks.	<b>Buy-Up Available</b>

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 Send a **'please call me'**  
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 Standard call rates apply.

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Kaelo Lifestyle is administered by Kaelo Simply Healthcare (Pty) Ltd, registration number 2004/009584/07. Please note that this is a summary of the products and highlights key benefits, features and limits. Please read this in conjunction with all associated product documents.