

2021

kaelolifestyle



Student Support

What is Kaelo Lifestyle | Student Support?

The Student Support Programme, powered by Kaelo Lifestyle, provides valuable support to students to protect both their physical and psychological wellbeing and assists them to cope with problems they may encounter in their lives. The age limitations for this product are between 13 to 24 years of age.

Benefits:

Counselling

Support



**Confidentiality
Guaranteed**

We are continuously improving our communications and content. The latest version of this document is available on www.kaelo.co.za. Any material changes once your Rules Document has been issued will be communicated.

Access your Kaelo Lifestyle App today.



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.



www.kaelo.co.za

kaelo

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Kaelo undertakes to provide the following services for the duration of the agreement period.

Counselling

| Service | Benefit Summary |
|---|--|
| Counselling | <p>Unlimited Telephonic Counselling is available to assist with issues such as stress, anxiety, depression, addictions, relationship problems, abuse, rape, trauma, bullying, subject and career choices.</p> <p>Kaelo Lifestyle Student Support Members are guaranteed privacy and confidentiality, enabling them to deal openly with problems affecting their lives. The Kaelo Lifestyle Programme is a trusted and independent Health Provider.</p> |
| Telephonic Counselling | <p>Our Counselling benefit provides unlimited telephonic access to Counselling, health information and education from registered health professionals. This psychosocial service is available 24 hours per day, seven days a week, 365 days a year and in all 11 official languages.</p> <p>The Kaelo Lifestyle Student Support Counsellor will treat and keep all information confidential and will not, without the disclosing party's written consent, directly or indirectly communicate or disclose (whether in writing or orally or in any other manner) confidential information to any other person other than in accordance with the terms of this Agreement or the spirit thereof. Confidentiality is never breached through the Kaelo Lifestyle Programme unless there is reasonable evidence of:</p> <ul style="list-style-type: none"> • Risk to self (suicide) • Risk to others (homicide) • Risk to the health and safety of a child • Damage to property. <p>A release of information without the consent of the Member is typically permitted in these instances, provided it is reasonable in the circumstances.</p> |
| Virtual Face-to-Face Counselling | <p>Members have access to unlimited Virtual Counselling.</p> <p>Appointments for Virtual Counselling are available Monday - Friday from 08:00 - 19:00.</p> <p>Virtual Counselling is Managed by appointment only.</p> |
| Virtual On-site Face-to-Face Counselling | <p>Virtual On-site Face-to-Face Counselling can be arranged by the funder of your programme in certain instances.</p> |

Care

| Service | Benefit Summary |
|----------------------------|---|
| Trauma Intervention | <p>The Trauma Intervention Benefit provides telephonic and virtual support to Members who experienced traumatic incidents in event of a work, school or university trauma - related incident.</p> <p>To access this Benefit, client contacts are expected to provide the Clinical Support team with the names and contact details of all members impacted by the traumatic incident. Upon receipt of the Member details, the Kaelo Lifestyle support team will:</p> <ul style="list-style-type: none"> • Conduct telephonic containment sessions with each employee immediately up-to 24 hours after the incident. • Provide a formal trauma intervention either telephonically or virtually within 72 hours of the incident. <p>Any high risk members will receive continued telephonic or virtual support.</p> |

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Student Support

Support

| Service | Benefit Summary |
|----------------------------|--|
| Financial Advice | <p>The Financial Advice benefit, in partnership with a financial services provider, provides education, guidance and support around how to manage their finances successfully:</p> <ul style="list-style-type: none"> • Learn how to set up a budget and manage your finances • How to register for a tax number • Short-Term Insurance • Personal Assessment and Financial Health Ratings. <p>These services are available Monday to Friday between 08:00 - 17:00.</p> |
| Legal Advice | <p>Legal Support: The Legal Advice benefit, in partnership with a legal services provider, aims to provide support to Kaelo Lifestyle Student Support members around elements such as:</p> <ul style="list-style-type: none"> • Understanding the impact of signing contracts (for example a new cell phone contract and what the legal implications thereof) • As a single father what are your rights? • As a single mother, what can you do to receive maintenance from the father? <p>Legal Advice is available Monday - Friday from 08:00 - 17:00. Emergency legal advice for bail applications are available 24 hours a day, seven days a week.</p> |
| Road Accident Cover | <p>Assistance for Members with legitimate claims against the Road Accident Fund. This service is only available for events that occurred after the commencement date. The Member can submit a claim to Road Accident Fund (RAF) via our service provider in their personal capacity for compensation and reimbursement of related medical expenses. This is applicable to students and not scholars.</p> |

Support - Fee-for-Service Offerings

| Service | Benefit Summary |
|------------------------|---|
| Career Guidance | <p>Guidance to individuals to help them acquire the knowledge, information, skills and experience necessary to identify career options, and narrow them down to make a Career decision. Career Coaching is done telephonically or virtually by qualified Coaches in the Clinical Consultant team, no Off-site referrals will be facilitated for any Coaching elements of the programme.</p> |

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