



kaelolifestyle

asknelson Comparison Brochure 2023

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 highlight key benefits, features and limits.
Please read in conjunction with all associated product documents.

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 extends to Member and their Dependants.

Counselling					
Lifestyle Services	Benefit	AskNelson	AskNelson Africa	AskNelson Student	AskNelson Digital
Telephonic Counselling	The AskNelson support line provides unlimited telephonic counselling and guidance 24/7/365 from our registered health professionals. Support is available in all 11 official languages.	✓	✓	✓	✓
Virtual Counselling	Members and their Dependants have access to unlimited virtual counselling, via appointment only.	✓	✓	✓	✓
Offsite Face-to-Face Counselling	Upon a comprehensive clinical and risk assessment, there may be a referral for face-to-face counselling with a Treatment Professional. Plan rules apply.	✓	✗	✗	✗
On-site Counselling	On-site face-to-face or virtual counselling can be arranged by your Employer in certain instances. Plan rules apply	✓	✓	✓	✓
Children and Teenagers Support	Counselling support with the use of age appropriate therapeutic tools and techniques for children and teenagers to help them better cope with the life challenges they may encounter. Plan rules apply.	✓	✗	✗	✗
Coaching					
Managerial and Leadership Support Services	Coaching support and guidance for managers and leaders including manager orientation sessions. Plan rules apply.	✓	✓	✗	✓
Soft Skills Knowledge	Soft-skills coaching and knowledge for managers to manage interpersonal work conflict, career goals and work/life balance. This may include either a face-to-face session, an interactive webinar or a pre-recorded online video.	✓	✓	✗	✓
Life Coaching	Life coaching helps Members and Dependents to identify goals and develop an actionable plan to achieve them. Plan rules apply.	✓	✓	✗	✗
Parent Coaching	Confidential support to help parents navigate the challenges of successful parenting. Plan rules apply.	✓	✓	✗	✗
Career Guidance	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. Plan rules apply.	✓	✓	✗	✗
Leadership Coaching	This benefit assists in personalised developmental coaching to help leaders achieve their goals as an effective leader. Building high-performance teams and personalised with a specific purpose. This benefit is provided 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.	✓	✓	✗	✗
Care					
Workplace Trauma Intervention	The trauma intervention benefit provides support to Members in the event of a work-related trauma incident such as injury on duty, death, assault, suicide, armed robbery etc. Plan rules apply.	✓	✓	✓	✓
Support					
Financial Advice	This benefit is in partnership with a financial services provider and provides comprehensive online financial support and guidance. Plan rules apply.	✓	✓	✓	✓
Kaelo Money	This benefit offers responsible lending.	✓	✗	✗	✓
Legal Advice	This Legal Advice benefit, in partnership with a legal services provider, provides comprehensive support. Plan rules apply.	✓	✗	✓	✓
Road Accident Fund Cover	In partnership with a third party provider, this benefit assists Members with legitimate claims against the Road Accident Fund. Plan rules apply.	✓	✗	✓	✓
Fee-for-service					
Workman's Compensation Cover	In partnership with a third party provider, advice for injury on duty claims. Plan rules apply.	✓	✗	✗	✗
Retrenchment Support	Group Interventions supporting those impacted by retrenchment and those left behind after retrenchments.	✓	✓	✗	✓
Training	Selection of workshops aimed at supporting Members emotional well-being, including trauma management workshops, dealing with grief workshops and retrenchment workshops.	✓	✓	✓	✓

Contact Information



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www.kaelo.co.za/kaelolifestyle

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