



kaelolifestyle

asknelson Brochure 2023
Student Support

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.

What is AskNelson Student Support?

AskNelson Student Support provides 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 12 to 24 years of age.



What is the Purpose of AskNelson Student Support

AskNelson Student Support aims to provide teenagers and students with guidance, counselling and support in order to successfully navigate the unique life challenges they face.

Why choose Kaelo Lifestyle Student Support?

Through the rich benefit structure teenagers and student are empowered and supported in clinically sound ways, allowing them to become fully engaged in their lives.

*All services in this brochure extends to Members.



[What is AskNelson Student Support?](#)

[What is the Purpose of AskNelson Student Support?](#)

[Why Choose AskNelson Student Support?](#)

[What Does Kaelo AskNelson Student Support Include?](#)

[How to Download the AskNelson App](#)

[Benefits](#)

[Contact Information](#)

What Does AskNelson Student Support Include?



Counselling

- Telephonic and Virtual Counselling



- Financial Advice
- Legal Advice
- Road Accident Fund
- Career Guidance (fee-for-service)
- Training (fee-for-service)

Support



Care

- Trauma Intevension

How to Download the AskNelson App


1



Look for Kaelo Lifestyle on your App store, Google Play, or AppGallery

Visit your App store and click download

2



Enter details

3



Navigate through App and enjoy the tools available

Enjoy!



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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 Members.

Counselling		
Lifestyle Services	Benefit	Limit
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	Unlimited virtual counselling available Monday - Friday from 08:00 - 19:00. Appointments for virtual counselling are managed by appointment only.	✓
On-site Counselling	On-site virtual counselling can be arranged in certain instances. Plan rules apply.	✓
Care		
Trauma Intervention - Groups	The trauma intervention benefit provides telephonic and virtual support to members who experienced traumatic incidents in event of a school or university trauma - related incident.	✓
Support		
Financial Advice	This benefit is in partnership with a financial services provider and provides comprehensive online financial support and guidance. Plan rules apply.	✓
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 students with legitimate claims against the Road Accident Fund. Plan rules apply.	✓
Fee-for-service		
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.	✓
Training	Selection of workshops aimed at supporting Members emotional well-being.	✓



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