

kaelolifestyle

Changing lives and improving business



Digital Mental Health Support

Anonymous access to mental health support through live audio talks, mental health assessments and a library of self-guided mental health tools via the Panda Mental Health App.



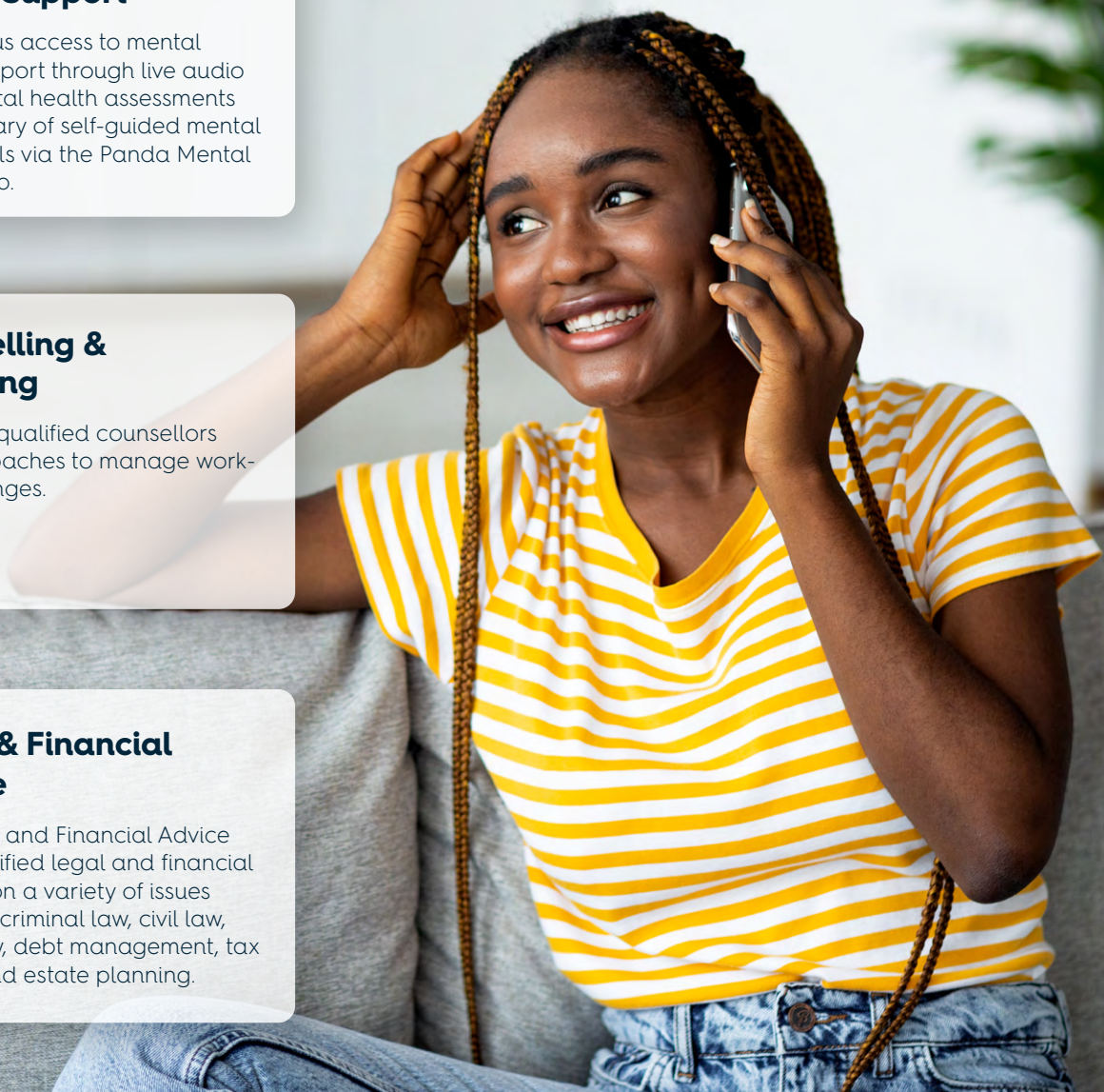
Counselling & Coaching

Access to qualified counsellors and life coaches to manage work-life challenges.



Legal & Financial Advice

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



asknelson Brochure 2024

What is AskNelson?

Kaelo Lifestyle through our AskNelson programme provides valuable psychological, legal and financial support to Members 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 and families



Digital workplace **trauma** support



Digital manager orientation



Kaelo **Money**



Financial & Legal advice



Family Law Mediation Support

Digital Mental Health Support App

To meet the challenge of creating an enhanced solution to address the mental health crises faced by South African employees, Kaelo has added essential capabilities that will improve access,



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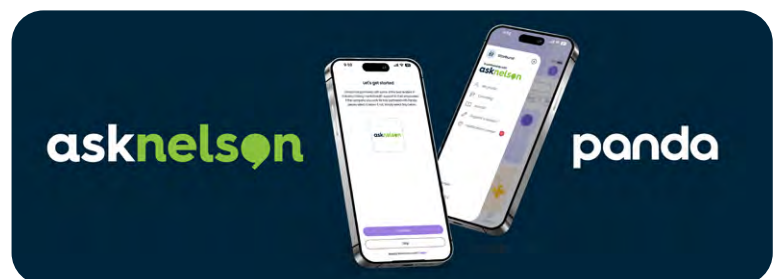
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Digital Mental Health Support App

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engagement and outcomes. In line with our vision to reach more people in more scalable ways, we are introducing technology to improve our clients' mental well-being journeys.



Make your Mental Health a Priority!

To access AskNelson's digital mental health support, download the Join Panda app then scan the QR code and sign up under AskNelson.



Download the Join Panda app from your app store today!

*All services in this brochure extend to Members and their Dependants.



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 Members and their Dependants.



Benefit Name	Benefit	Limit
Counselling - Individual, Couple and Family Counselling Support		
Digital Mental Health Support	Anonymous access to mental health support through live audio talks, mental health assessments and a library of self-guided mental health tools as part of the Panda Mental Health App.	✓
Text-Based Chat Support	Access to live text-based chat support with an AskNelson counsellor in the Panda Mental Health App. Available 24/7/365	✓
Telephonic Counselling	Unlimited access to counselling support and guidance. Support is available in all of South Africa's 11 official languages from qualified counsellors and is available 24/7/365	✓
Virtual Face-to-Face Counselling	Unlimited access to virtual counselling support and guidance via video conferencing technology. Plan rules apply.	✓
Offsite Face-to-Face Counselling	Referrals to qualified treatment professionals when the Support Line EAP counsellor has determined that the individual is in need of further treatment. Unlimited sessions per employee per incident per year. Plan rules apply.	✓
Children and 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. Plan rules apply.	✓
Counselling - Workplace Counselling Support		
Onsite Counselling Support (Face-to-Face)	For clients with sites of 200 or more employees, a counsellor can be made available on-site once per month for two hours to provide face-to-face counselling. Subject to a minimum of two scheduled appointments. Plan rules apply.	✓
Onsite Counselling Support (Virtual)	For clients with less than 200 employees onsite, virtual on-site face-to-face counselling can be arranged. Plan rules apply.	✓
Coaching - Workplace Coaching Support		
Managerial and Leadership Support Services	Coaching support and guidance for managers and leaders including Manager Orientation sessions. Plan rules apply.	✓
Soft Skills Knowledge	This benefit provides managers with soft skills coaching and training to manage interpersonal work conflict, career goals and work-life balance. Plan rules apply.	✓
Coaching - Individual Coaching Support		
Life Coaching	This benefit aims at supporting Members and Dependants to identify goals and develop an actionable plan to achieve these goals. Plan rules apply.	✓
Parent Coaching	Confidential support to help parents navigate the challenges of successful parenting. Plan rules apply.	✓
Career Guidance	Career guidance helps Members and Dependants to plan occupational goals and take actionable steps.	✓
Leadership Coaching	This benefit aims to support individuals to maximize their leadership abilities. Plan rules apply.	✓
Care		
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, death of a colleague, armed robbery etc. Plan rules apply.	✓
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. Plan rules apply	✓

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Benefit Name	Benefit	Limit
Support		
Financial Advice	Financial advice provides guidance on managing money, investing wisely and planning for the future. This benefit aims to help members and their immediate family members make informed decisions to achieve their financial goals. A qualified financial advisor will offer personalised strategies, risk assessments and ongoing support enhancing financial well-being. Plan rules apply.	✓
Kaelo Money	Responsible lending solution.	✓
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. Plan rules apply.	✓
Family Law Mediation Support	Mediation provides a structured, neutral environment for parties in conflict to work towards mutually agreeable solutions. Family law mediation support aims at supporting individuals with matters related to divorce, after-divorce, parenting plans and maintenance.	✓
Road Accident Cover	Assistance for members and their dependants with legitimate claims against the Road Accident Fund.	✓
Workman's Compensation Support	Assistance for members and their dependants with legitimate injury on duty claims.	✓
Support - Fee-for-Service		
Retrenchment Support	Individual and group counselling and support for individuals impacted by retrenchments including those who are left behind.	✓
Specialised Training	Selection of specialised training workshops aimed at supporting employees' and students' mental well-being.	✓
Buy-Up		
High-Stress Workplace Debriefing	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.	Buy-Up Available



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Text-based chat via the **App**



0800 635 766 or dial ***134*928#** Send a *'please call me'* to **072 620 5699**

Standard call rates apply.



asknelson@kaelo.co.za



www.kaelo.co.za/kaelolifestyle



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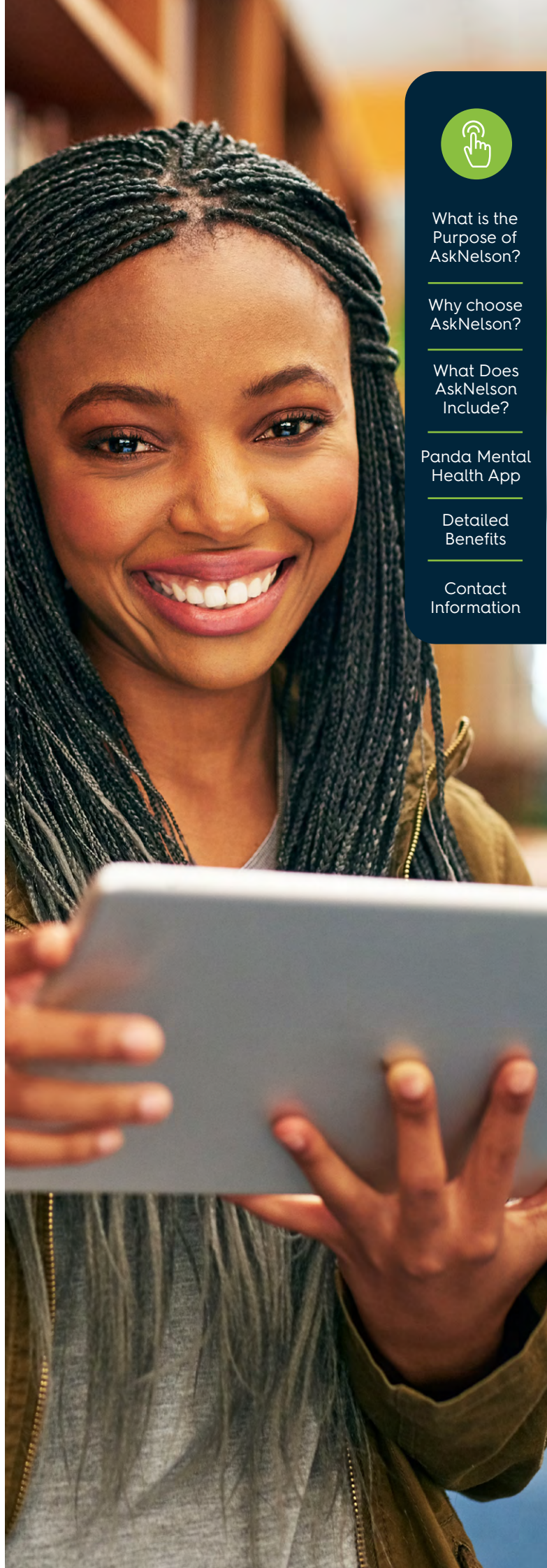
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Kaelo Lifestyle is administered by Kaelo Simply Healthcare (Pty) Ltd, registration number 2004/009584/07. Please note that this is a summary of the products and highlights key benefits, features and limits. Please read in conjunction with all associated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