

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 for students 16-years and older



Counselling

Access to qualified counsellors to help manage various 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 Student Support Brochure 2024

What is AskNelson Student Support?

AskNelson Student Support provides support to students to protect both their physical and psychological well-being 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. AskNelson Student Support does not extend to dependants.

What is the Purpose of AskNelson Student Support?

Research by UNICEF revealed that 73% of South African children and youth they interviewed felt they needed mental health support over the past year, of which more than half, 38 percent, actively sought help. This translates to 3 out of 4 children who struggle with mental health challenges.

AskNelson Student Support provides a platform for children and young adults, aged 12 - 24 to engage with a programme that helps them navigate the unique life challenges they face.

Why choose AskNelson Student Support?

AskNelson Student Support plays a vital role in promoting the mental and emotional health of teenagers and students. In the unique benefit stack, AskNelson Student Support provides access to a wide range of services that aims to encourage positive mental health.

What Does AskNelson Student Support Include?



Counselling



Career Guidance



Financial & Legal Advice

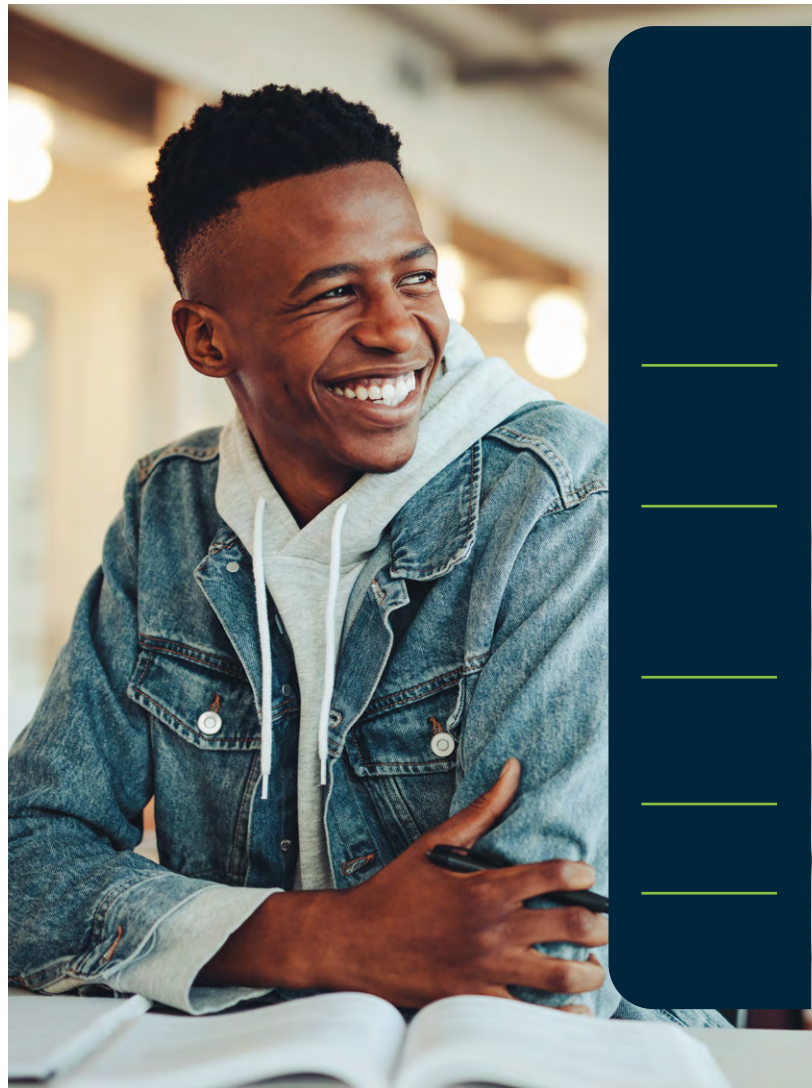


Confidentiality

Digital Mental Health Support App

To meet the challenge of creating an enhanced solution to address the mental health crises faced by students, Kaelo has added essential capabilities that will improve access, engagement and outcomes. In line with our vision of reaching more people in more scalable ways, we are introducing technology to improve our clients' mental well-being journeys.

The Digital Mental Health Support App is available for students from the age of 16.



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 Dependents.



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.	For students 16 years and older
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	For students 16 years and older
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.	✓
Counselling - Workplace Counselling Support		
Onsite Counselling Support (Virtual)	For clients with less than 200 employees onsite, virtual or on-site face-to-face counselling can be arranged. Plan rules apply.	✓
Coaching - Individual Coaching Support		
Career Guidance	Career guidance helps Members and Dependants to plan occupational goals and take actionable steps.	Fee-for-service
Care		
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.	✓
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.	✓
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.	✓
Road Accident Cover	Assistance for members and their dependants with legitimate claims against the Road Accident Fund.	Students Only
Support - Fee-for-Service		
Specialised Training	Selection of specialised training workshops aimed at supporting employees' and students' mental well-being	✓

Contact Information



Text-based chat via the **App**



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

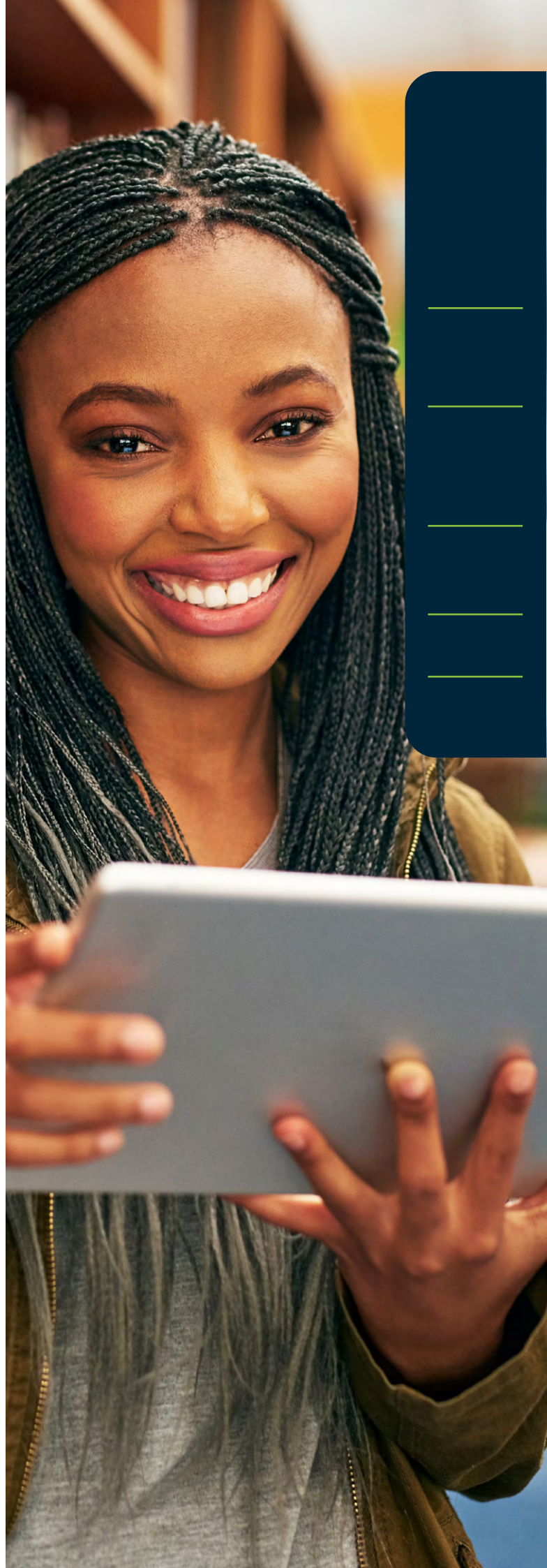
Standard call rates apply.



asknelson@kaelo.co.za



www.kaelo.co.za/kaelolifestyle



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.