

AskNelson and Kaelo Lifestyle International Frequently Asked Questions (FAQs)

FAQ	Explanation
What is AskNelson?	AskNelson is an employee assistance programme that provides valuable psychological, legal and financial support to employees and their families to best assist them in coping with life, work or school challenges that may be affecting their well-being.
What is Kaelo Lifestyle International?	Kaelo Lifestyle International is an employee assistance programme supporting employees based outside South African borders . The programme provides valuable psychological and financial support to employees and their families to best assist them in coping with life, work or school challenges that may be affecting their well-being.
Who can use the services?	AskNelson and Kaelo Lifestyle International are available to employees of organisations that have partnered with us. Services also extend to dependents.
Who is seen as dependents?	Dependents are defined as any family member of the employee who resides in the same household or any immediate family member that is financially dependent on the employee.
How do I access AskNelson and Kaelo Lifestyle International?	<p>You can access AskNelson through the following channels:</p> <ul style="list-style-type: none"> • Call our toll-free number 0800 635 766 for direct access to an AskNelson counsellor • Email asknelson@kaelo.co.za • Send a USSD to *134*928# • Send a "Please call me" to *140*0726205699# • Request a virtual session on https://www.kaelo.co.za/book-a-virtual-counselling-session/ • Send a "Hello" to +27 66 433 6768 (WhatsApp Bot) <p>You can access Kaelo Lifestyle International through the following channels:</p> <ul style="list-style-type: none"> • Call +27 11 759 9609 for direct access to Kaelo Lifestyle International counsellors • Email lifestyle@kaelo.co.za • Request a virtual session on https://www.kaelo.co.za/book-a-virtual-counselling-session/ • Send a "Hello" to +27 66 433 6768 (WhatsApp Bot)
What type of counselling services are available	<p>We offer confidential support from qualified counsellors for a range of concerns, including, but not limited to:</p> <p><i>Stress, anxiety, and depression; relationship and family issues; trauma and grief support; work-related challenges; substance abuse concerns.</i></p>



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What is the counselling philosophy?	<p>At Kaelo we follow a Short-Term Solution Focused Brief Therapy model.</p> <p><i>Solution-Focused Brief Therapy is a short-term goal focused evidence-based therapeutic approach, which incorporates positive psychology principles and practices, and which helps clients change by constructing solutions rather than focusing on problems.</i></p>
Are counselling sessions confidential?	<p>Yes. Our counselling team will treat and keep all information as confidential and will not without the disclosing party's written consent, directly or indirectly communicate or disclose confidential information to any other person. Confidentiality is never breached through the Clinical Support Team unless there is evidence of:</p> <ol style="list-style-type: none"> (1) Risk to self (suicide) (2) Risk to others (homicide) (3) Risk to the health and safety of a child (4) Damage to property <p>A release of information without consent of the employee or dependent is typically permitted in these instances.</p>
How many counselling sessions do I get?	Counselling support is unlimited and managed in line with ethical and clinically sound protocols.
Can I request a specific counsellor?	Yes, if you have a preferred counsellor and they are available, we will do our best to accommodate your request.
Can I be referred offsite without an assessment?	No. You are required to complete a telephonic or virtual assessment. This allows a counsellor to determine any risk and recommend the best treatment plan without putting you at risk.
Can a counsellor come see me at my home?	No. Counselling takes place telephonically or virtually and, in the event, where you are referred to a professional offsite, you will be required to meet them at their offices.
How old must my child be to engage in counselling?	Professionals specialising in play therapy will start seeing children from around 4-years of age. And this is dependent on the child's ability to converse effectively.
Is virtual counselling available 24/7/365?	No. Virtual counselling is available by appointment, Monday – Friday from 08:00 – 19:00.

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<p>What coaching services are available?</p>	<p>AskNelson and Kaelo Lifestyle International provides professional coaching to help individuals develop skills and achieve personal and professional growth. Coaching is available in areas such as:</p> <ul style="list-style-type: none"> • Leadership Coaching: support for managers and executives to enhance leadership effectiveness. • Life Coaching: support and guidance to unlock potential. • Career Guidance: guidance on career development, transitions and goal setting. • Parental Guidance: guidance and support on effective parenting.
<p>How is coaching different from counselling?</p>	<ul style="list-style-type: none"> • Counselling focuses on emotional support, mental health, and resolving personal challenges. • Coaching is forward-focused, aiming to develop skills, set goals and enhance performance.
<p>Are coaching sessions confidential?</p>	<p>Yes, coaching sessions are private and handled with the same level of confidentiality as counselling.</p>
<p>Can I access coaching services 24/7?</p>	<p>No. Coaching appointments are available Monday – Friday between 08:00 – 19:00.</p>
<p>How do I book a coaching session?</p>	<p>Coaching sessions can be booked by calling the support line number(s), sending an email or requesting assistance via the website.</p>
<p>What is the Financial Advice Benefit?</p>	<p>Financial advice provides guidance on managing money, investing wisely and planning for the future. This benefit aims to help employees and their immediate family members to make informed decisions to achieve their financial goals.</p> <p>A qualified financial advisor will offer personalised strategies, risk assessments and ongoing support enhancing financial well-being.</p>
<p>Is there a cost when accessing the Financial Advice Benefit?</p>	<p>Some elements of the service, such as debt counselling and tax submission may attract a fee for which the employee or dependent will be responsible.</p>



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FAQ

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AskNelson Financial Advice Benefit

Financial services include:

- Guidance on how to budget better
- Debt management
- Access to your credit report
- Financial goal setting
- Home buying guidance
- Vehicle financing
- Personal lending guidance
- Protection elements
- Personal tax queries
- Saving guidance
- Retirement planning
- Wills and Estate planning

What Financial Advice is provided?

Kaelo Lifestyle International Financial Advice Benefit

For our international employees and their family members, access to virtual financial coaching supports you in the following way:

- Guidance on how to budget better
- Debt management
- Financial goal setting
- Saving guidance
- Positive financial habits

The Legal Advice Benefit encompasses 4 pillars:

What is included in the Legal Advice Benefit?

1. Legal Advice
2. Legal Drafting
3. Referrals to Panel of Attorneys
4. After-hours Bail Support

Is the Legal Advice Benefit included for Kaelo Lifestyle International?

No unfortunately not.

The Legal Advice Benefit is only accessible to employees and dependents with access to the AskNelson plan type as assistance is provided in respect of all matters linked to South African law.



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<p>What is included in the Legal Advice Benefit</p>	<p>Telephonic legal advice is provided by fully qualified and experienced attorneys.</p> <p>Telephonic legal advice is available Monday – Friday from 08:00 – 17:00</p> <p>The legal advice benefit extends to advice in the following areas:</p> <ul style="list-style-type: none"> • Civil • Child custody • Criminal • Divorce • Family • Litigation • Maintenance • Protection order • Harassment • Wills and estates
<p>Can I get Labour Law Advice?</p>	<p>No.</p> <p>The Legal Advice Benefit is only related to legal matters and issues arising out of the employee or dependent’s personal lives. It does not extend to advice or services related to the business and commercial affairs of the employees or dependent.</p>
<p>What is included in the Legal Drafting Benefit?</p>	<p>Affordable drafting of legal agreements through automation are provided. Legal agreements offer individuals essential protection in everyday life.</p> <p>The following legal contracts and documents are included in the drafting benefit:</p> <ul style="list-style-type: none"> • Last will and testament • Antenuptial contract • Residential lease agreement • Loan agreement • Independent contractor agreement • Acknowledgement of debt • General power of attorney • Domestic employment agreement • Commercial lease agreement • Sale of property agreement • Deed of suretyship • Trust deed • Sale of motor vehicle agreement.



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How does a referral to an attorney work?	For matters that require legal representation, a referral can be made to an attorney on the panel.
Will there be a cost to seeing an attorney?	The first 30-minutes of the face-to-face consultation is free of charge. However, the panel attorney shall charge the employee or dependent his/her ordinary market-related rates for the time spent on the matter beyond the initial 30-minute consultation.
How do I access emergency bail support?	<p>In the event that the employee and/or dependent is arrested, or requires emergency legal advice, he/she will have access to telephonic legal support.</p> <p>In the event where the employee and/or dependent requires the assistance of an attorney, the ordinary attorney referral process shall apply.</p> <p>Some attorneys have agreed to pre-negotiated, fixed discounted rate for the first bail hearing. Any legal steps outside of the aforementioned will be for the account of the employee and/or dependent.</p>
What is Family Law Mediation?	Family law mediation is a structured process where a neutral third-party mediator helps families resolve disputes. In partnership with the South African Association for Mediators assistance for mediation matters related to divorce, after-divorce, parenting plans and maintenance is provided.
Why would people choose mediation over litigation?	<p>Mediation is often preferred because it:</p> <ul style="list-style-type: none"> • Is less costly than going to court. • Encourages co-operative decision-making. • Reduces conflict and emotional stress. • Helps maintain better long-term family relationships.
Is mediation legally binding?	Once an agreement is reached, it can be formalised into a legally binding document with the assistance of a legal professional.
Is there a cost associated to the Family Law Mediation Benefit?	<p>The first 30-minutes of the first mediation appointment is free of charge.</p> <p>The cost for further mediation sessions will be for the employee and/or dependent.</p>
How do I access mediation services?	Reach out to the AskNelson support line or send an email.



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What can I expect when I access the Road Accident Fund Cover Benefit and the Workman's Compensation Support Benefit	<p>Employees and dependents on the AskNelson plan type will be connected to a dedicated service provider who will assist them in managing their queries.</p> <p>This service is only connecting the employee and/or dependent to the service provider. No other support is included here.</p>
How does AskNelson and Kaelo Lifestyle International support managers?	<p>We provide:</p> <ul style="list-style-type: none">• Managerial coaching for handling workplace challenges.• Guidance on supporting employees in distress.• Support for formally referring employees into the programme.
Can I cancel or reschedule a counselling or coaching appointment?	<p>Yes, but we request at least 24-hour notice if you need to reschedule or cancel.</p>
Are there online resources available?	<p>Yes, our website, social media pages and YouTube channel provides various self-help toolkits, articles, monthly webinars and short video guides for managers.</p>
What should I do in an emergency?	<p>For immediate crises, always call our 24/7 support line.</p> <p>If there is a life-threatening situation, please contact emergency services.</p>

