



# asknelson



**kaelolifestyle**  
AskNelson

**AskNelson is  
here to help you**





AskNelson is a programme dedicated to assist employees and their immediate family members (except in the case of AskNelson Student Support) with valuable psychological, legal and financial support to best assist them in coping with life, work or school challenges that may be affecting their well-being.

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This is a confidential programme.

Even though your employer or school pays for the services, everything you discuss with the AskNelson team remains confidential, unless we're worried about you, that you may hurt yourself, or someone else or damage property then we have a responsibility to reach out for support to protect and assist you. If child abuse is disclosed, we are obligated by law to report it.

Other than these instances, all engagement with the AskNelson team is confidential.

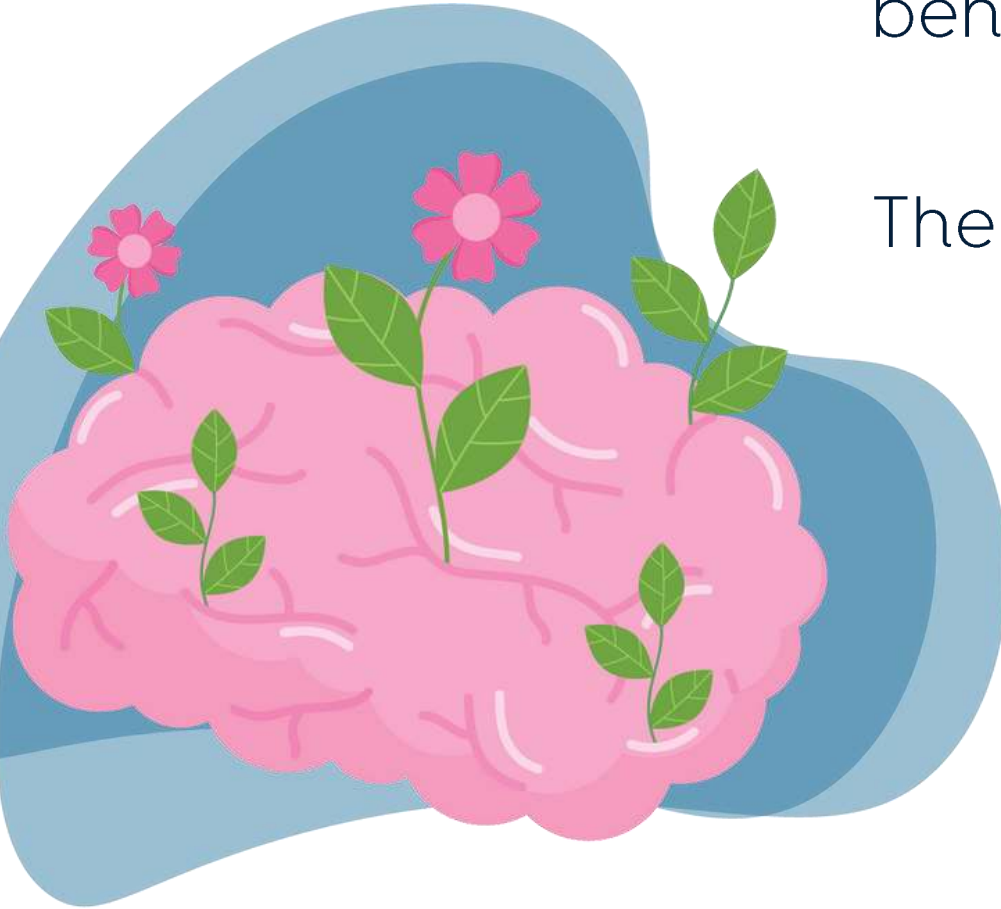


**Confidentiality  
Guaranteed**



To help members and their immediate family members navigate through their various life challenges, we have designed a unique benefit stack to assist, guide and empower them.

The benefits of the AskNelson programme include:



DIGITAL MENTAL HEALTH AND TEXT BASED CHAT SUPPORT



TRAUMA RESPONSE



COUNSELLING



FINANCIAL ADVICE



COACHING SERVICES



LEGAL ADVICE



CHILD AND TEENAGER BENEFITS



LIVE WEBINARS



## **AskNelson aims**



- To encourage the use of counselling to help manage personal and work-related issues
- To reduce stress, accidents and other psychosocial risks
- To support and improve individual performance and productivity
- To reduce absenteeism and increase presenteeism
- To assist leaders in supporting their individual team members
- To increase team member morale (feel supported by employer)
- To facilitate lifestyle changes and promote well-being

# Counselling





## **What can you expect?**

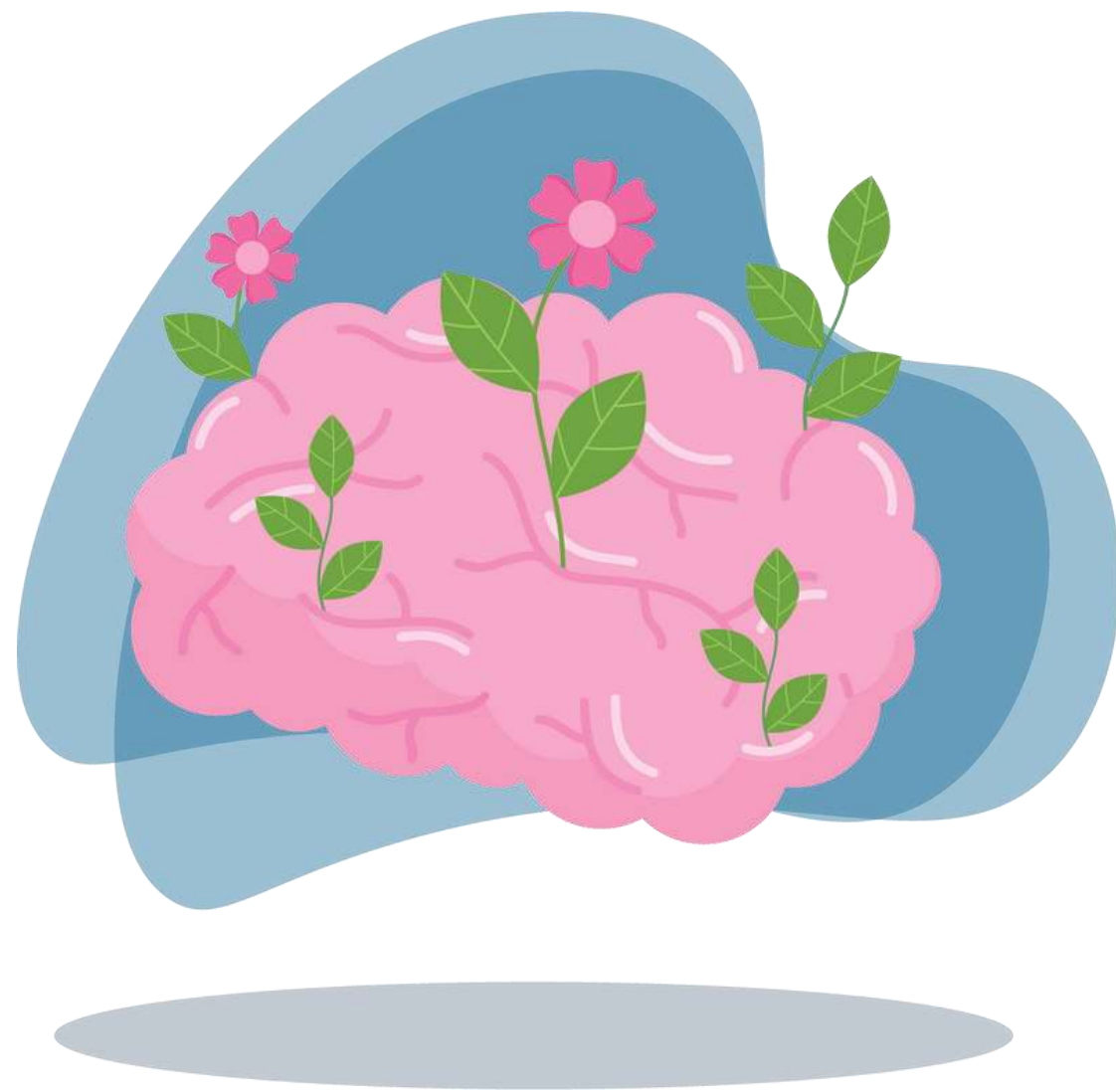
This is your time to talk about:

- What you want to get out of therapy
- Set boundaries and expectations
- What has or hasn't worked in the past
- What is lacking or missing from your life



## **Your counsellor may ask you about:**

- How do you spend your time or what you do for a living
- Your overall health
- Your goals for therapy and life
- How you want your future sessions to go
- Who is your most authentic self



## The AskNelson Team and Therapeutic Focus

- The AskNelson counselling team is made up of qualified psychologists, registered counsellors and social workers. It is important to remember that when you reach the AskNelson support line that you get to speak to a qualified mental health professional right away!



## What type of counselling do we do?

- Relationship challenges
- Behavioural concerns
- Parent-child concerns
- Stress and pressure
- Burnout
- Managerial support
- Child and Teenager support
- Many more

# Counselling Journey

Evaluate and close

Continued Counselling to fulfill the goals of the treatment plan



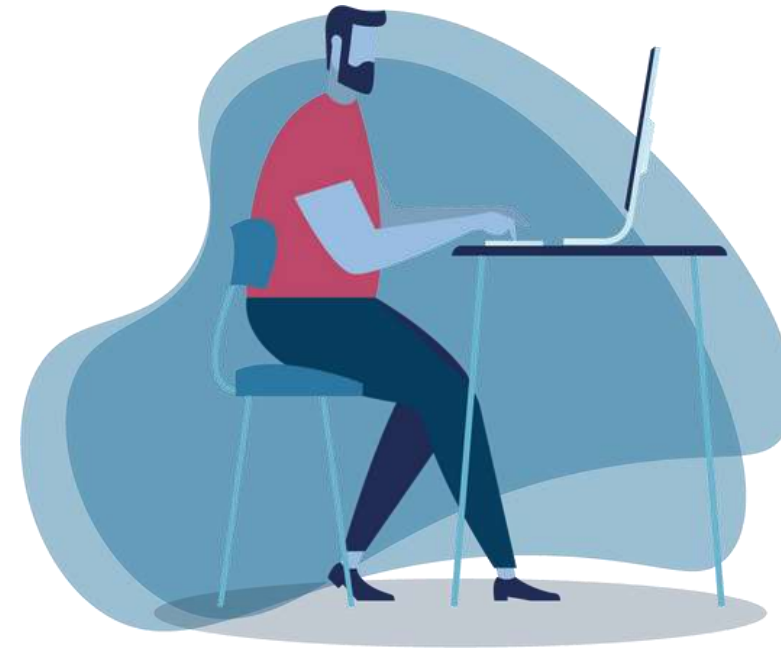
Based on the assessment, decide together on a suitable treatment plan

Reach out to the AskNelson Team through one of the various touch points

Speak to a Counsellor who will do a full clinical assessment

## Mediums through which counselling is available:

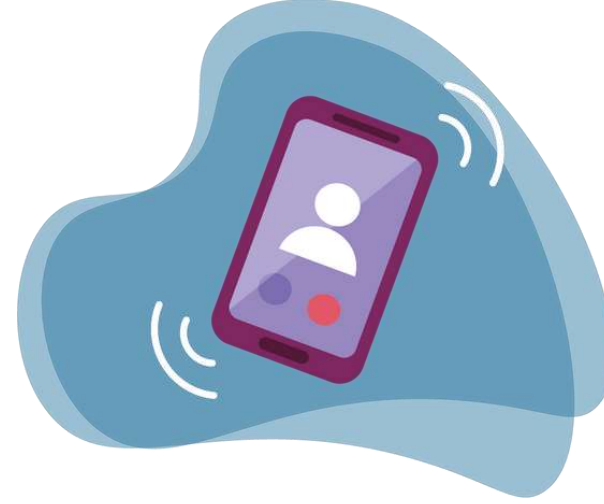
- Digital Mental Health Support
- Telephonic
- Virtual
- Offsite Face-to-Face
- Onsite Face-to-Face



## Touch points

- Call 0861 635 766
- Email
- USSD Request
- Virtual appointment request form on website

Counselling is available 24/7 in all official languages



- Toll-free number for ease of access into the programme - 0800 635 766



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# Coaching



An illustration of a man and a woman shaking hands. The man is on the left, wearing a light blue sweater and dark pants, holding a red briefcase. The woman is on the right, wearing a white top and dark pants, with a red bag. They are standing in front of a large, light blue, abstract shape. The background features stylized green leaves and blue circular shapes.

## What is coaching?

Coaching will push you to identify your goals, hold you accountable and encourage you throughout your journey to becoming a better version of yourself.



## What is an AskNelson Coach?

AskNelson Coaches will help you clarify your goals, identify the obstacles holding you back, and then help you come up with strategies for overcoming each obstacle.

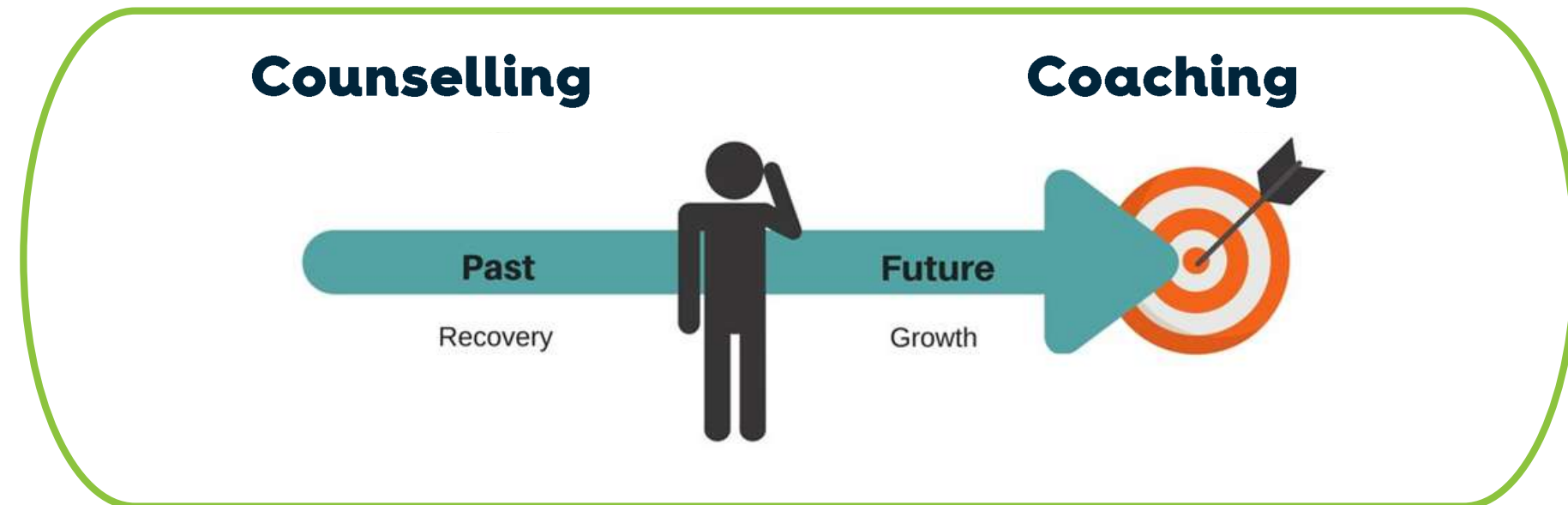


# The Difference Between Counselling and Coaching



## Coaching

- Helps to set and achieve goals
- Focuses exclusively on the present and future
- Support to progress in life

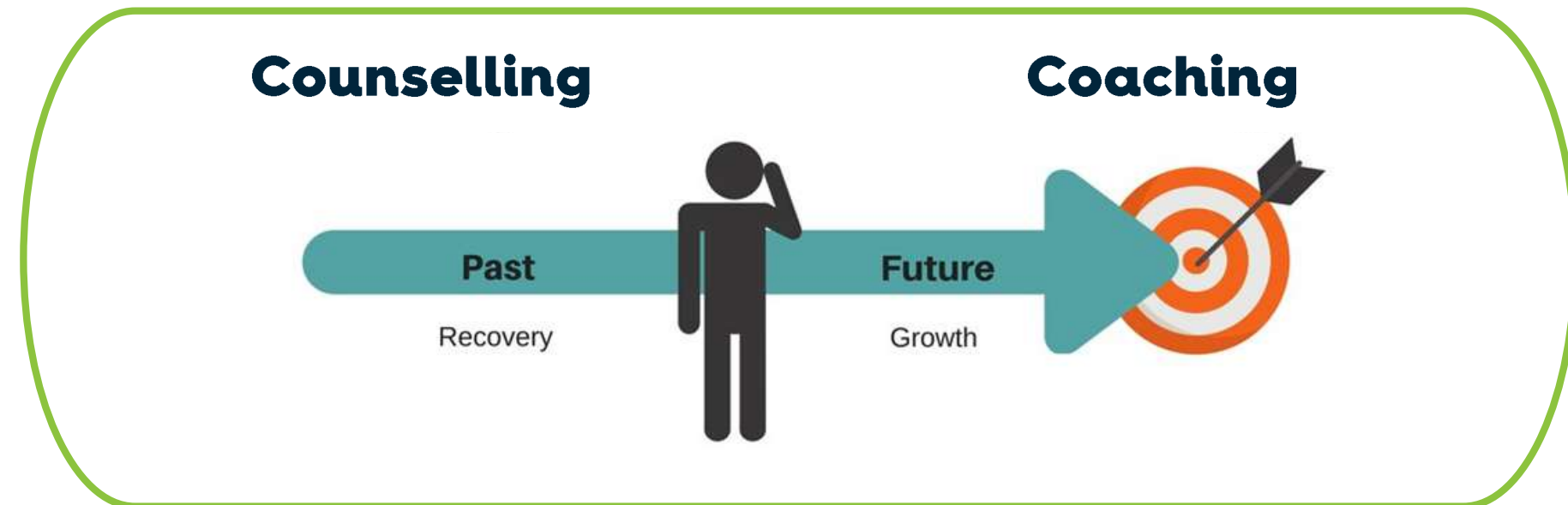


# The Difference Between Counselling and Coaching



## Counselling

- Helps you recognise and solve problems in life
- Focuses mostly on the present and the past
- Developing, family dynamics, sexuality, and mental health conditions





High stress or anxiety

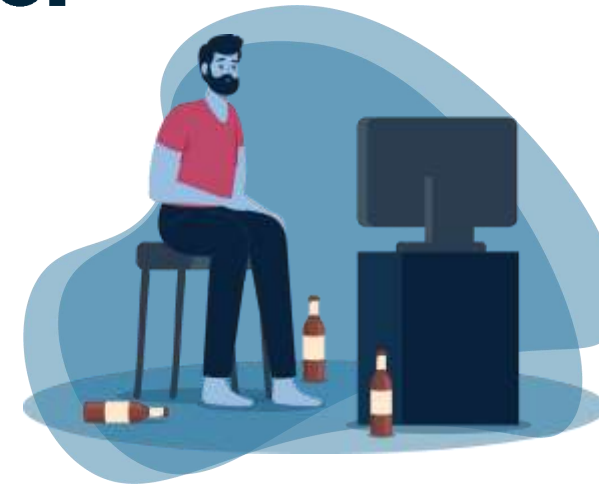


Blocked creativity

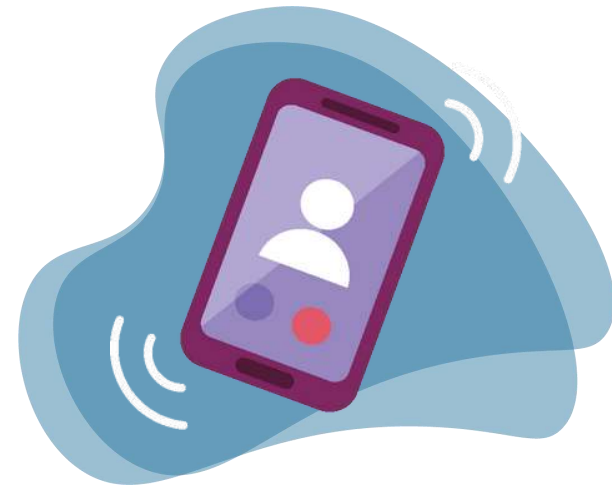


Persistent irritability

## Signs you should consider a coach



Inability to break bad habits



Lack of contentment with social life



Dissatisfaction at work



## Types of Coaching

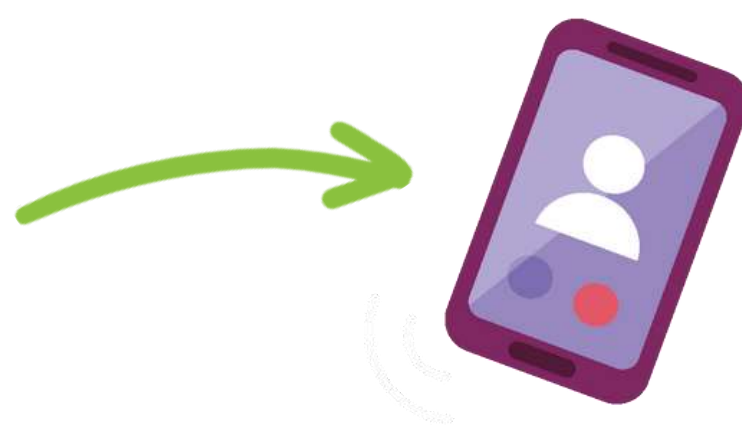
- Life coaching
- Parent coaching
- Career guidance
- Leadership coaching



# Coaching Journey



Evaluate and close



Request an appointment for coaching



First coaching appointment and goal setting



Follow-ups based on goals set out for the coaching process

Evaluate goals and process



## **Mediums through which coaching is available:**

- Telephonic
- Virtual



Schedule your coaching session by calling AskNelson on 0861 635 766 or send an email to [asknelson@kaelo.co.za](mailto:asknelson@kaelo.co.za)

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# Financial Advice





## Did you know?

Money is among the most common sources of stress. The utilisation of financial services through the AskNelson programme grew by 67% from 2020 to 2021 as proof of this. Initially, the issues often present themselves as relationship issues, anxiety or abuse. However, as our counsellors engage with employees, financial stress is often at the heart of many of these issues.

## Financial Stress

To assist our members with the challenges they face as a result of financial stress, the Financial Advice Benefit provides telephonic support through a third-party provider on issues such as:

- General financial advice and support
- Setting up a budget and following through on it
- Personal financial assessments and financial health ratings
- Debt management and debt counselling
- Tax advice
- Asset-based financing
- Asset sourcing
- Short-term insurance support
- Wills and estate planning



**Financial advice is available  
Monday – Friday from 08:00 – 17:00  
by calling the AskNelson support  
line.**

# Legal Advice



## Legal Advice

In partnership with a legal services provider, legal advice is provided.



- Criminal law (bail applications, drunk driving, assault, theft, fraud, etc.)
- Civil law (breach of a contract, accidents, damage claims and property issues)
- Family law (divorce, maintenance, family violence, interdicts, custody and access matters)
- Estate planning (administration of deceased estates, advice on drafting wills and estate planning)
- Referrals to an attorney from the National Panel of Attorneys for a free 30-minute consultation will be made available if required



## **Family Law Mediation Support**

In partnership with The South African Association for Mediators, provide assistance for mediation matters related to divorce, after-divorce, parenting plans and maintenance. Plan rules apply





## **Legal Advice**

Legal Advice is available Monday – Friday  
from 08:00 – 17:00.

Emergency legal advice for bail applications is  
available 24 hours a day, seven days a week.

## Did you Know?



AskNelson can assist you with a personalised standard Will.



# Workplace Trauma Intervention - Group



## Workplace Trauma Support Benefit

According to the Substance Abuse and Mental Health Services Administration, 61% of men and 51% of women report at least one traumatic event in their lifetime.

At AskNelson we recognise the impact of traumatic events, not just through individual counselling support, but also where traumatic events and loss occur in the workplace (school or university).

Trauma and loss in the workplace include:

- Armed robbery
- Injury on duty
- Suicide
- Death of a colleague
- Assault





Notification of the trauma and/or loss to the AskNelson team



Immediate and up to 24 hours telephonic containment and support to those affected



Formal trauma intervention 72 hours after the traumatic incident and/or loss



Identification of any high-risk employees for further individual support



# Support



## Road Accident Fund

In partnership with a third-party provider, assist Members with legitimate claims against the Road Accident Fund.

The Member can submit a claim to the Road Accident Fund (RAF) via our service provider in their personal capacity for compensation and reimbursement of related medical expenses





## **Workman's Compensation**

In partnership with a third-party provider,  
assistance with legitimate injury on duty claims

AskNelson aims to equip and guide managers to deal with issues such as:

- Learning to communicate effectively
- Becoming more assertive
- Dealing with different personalities in the team
- Dealing with difficult employees
- Motivating others and themselves

Reach out to an AskNelson Specialised Managerial Consultant and elevate your managerial skills!



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# Access Points



Toll-free number for ease of access into the programme - 0800 635 766



Call us on 0861 635 766



USSD \*134\*928#  
Turnaround time of 4 hours



email [asknelson@kaelo.co.za](mailto:asknelson@kaelo.co.za)  
Turnaround time of 8 hours



[www.kaelo.co.za](http://www.kaelo.co.za)

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