



My health
for life 

Group program

Frequently asked questions

These frequently asked questions will help provide you with a better understanding of the program and what is involved if you have decided it is the right fit for you.

1. How do I join a group program in my area?

To find out if the program is the right fit for you, you will need to complete our health check. You can do this [online](#), or over the phone with a *My health for life* team member. If you qualify for the program our team will be in contact to enroll you in the program and provide more information about programs running in your area.

2. What happens after I have completed a health check and enrolled in the program?

- Following enrollment, you will receive a welcome email that provides more information about the times, dates and location of your group sessions. Please keep these for your reference.
- Your group facilitator will then contact you to arrange your first one-on-one appointment.
- If you have any questions in the meantime please call the *My health for life* team on 13 74 75.

2) How do I contact my facilitator

When your facilitator contacts you to arrange your first appointment, they will provide their contact details. In the interim, you are welcome to contact the *My health for life* team on 13 74 75.

3) Can I do the program online?

The *My health for life* program is currently delivered in small group sessions in local areas, via video conference, or over the phone with a health coach in structured sessions. Program participants also have access to the *My health for life* online portal which contains additional resources and information.

4) Can I combine the telephone and group program?

No. However, if you decide part way through the program you would like to change to telephone coaching please call the *My health for life* team on 13 74 75.

5) I work full time. Can this program accommodate me?

Some *My health for life* facilitators offer face-to-face or video group sessions on weekends or after-hours to accommodate people working full time. If a group program presents barriers to you attending the telephone health coaching program may be a better option for you.

6) Do I need a referral from my doctor to participate in the program?

Some participants may need consent from their doctor to join the program based on their health status. If this is something you are concerned about please speak to your health coach at your first appointment.

HEALTHIER QUEENSLAND ALLIANCE



Queensland
Government

7) What do I need to bring to my first session

Bring your diary to confirm your availability for the rest of the program - it is important to make sure you can attend all sessions.

8) How many people will be in my group?

Group sizes vary, but can range from six to 15 plus your health coach.

9) Can I bring someone with me to the group sessions?

You are welcome to bring a support person to your group sessions. They can be anyone of your choice, as long as they are 18 years or over.

10) How many group sessions are there and how long does each session go for?

There are five group sessions following your initial one-on-one appointment. The group sessions are two hours duration and held fortnightly. You will have a four week gap between session five and your final session.

11) Can I swap groups if I am not comfortable in the group?

Please contact the *My health for life* team on 13 74 75 if you would like to move groups. They will do their best to place you in a different group. Or alternatively, refer you to our telephone coaching program.

12) What qualifications do the health coaches have?

All *My health for life* health coaches are qualified health professionals whose backgrounds include dietetics, physiotherapy, exercise physiology and nursing.

13) Do I have to attend every session?

Yes. The information covered and the work you do in each session is progressive and builds on what you worked on in previous sessions. If you have trouble attending a session, please notify your health coach as soon as possible. They will discuss options with you to ensure you keep up with the program content.

14) Will my health information be kept private?

Yes. We will not disclose your personal information to any other person unless you have given your consent. For more information on the *My health for life* privacy policy please visit our website: <https://www.myhealthforlife.com.au/privacy>

15) Do we do exercise during the group sessions?

My health for life is not an exercise program. It is a holistic healthy lifestyle program covering a range of topics including physical activity. The program looks at the benefits of leading a healthy lifestyle, and how you can incorporate movement into everyday life. If this is something that supports your health goal, you can build a plan around increasing physical activity.

16) What do we cover in each session, e.g. what will we talk about?

Your health coach will lead discussion and provide information on a different topic at each group session. Topics covered include factors that contribute to the risk of developing a chronic disease, nutrition, physical activity, stress, sleep, smoking, alcohol consumption, gaining support and managing setbacks along the way.

You will work toward setting a personal health goal and develop an action plan to help you achieve your goal. Together with your health coach and group participants, you will work on strategies to overcome hurdles and setbacks and continually reflect on how you are tracking.

HEALTHIER QUEENSLAND ALLIANCE



**Queensland
Government**

17) I'm not overweight, so how can I be at high risk?

Weight is not the only factor that contributes to the risk of developing chronic conditions such as type 2 diabetes, heart disease and stroke. Some factors that contribute to risk such as age, gender, ethnicity, family history and genetics cannot be changed. Other risk factors such as waist circumference can be influenced by our lifestyle choices such as what and how much we eat, physical activity and alcohol consumption, which are all things we can modify to reduce risk and improve health.

18) How do you tailor the program to individuals in a group setting?

One of the great things about *My health for life* is that we don't take a one size fits all approach. You work with your facilitator and group members to develop an individual goal and plan that suits *your* lifestyle. Your facilitator will provide the group with tools, information and support to help you live a healthier life, whatever change you would like to make.

19) Can I repeat the program once finished?

Yes. If you feel you would like more support you can choose to do the program again.