



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

## 1 How do I join group-based health coaching in my area?

To find out if the initiative 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 by calling 13 74 75. If you qualify for the initiative, our team will be in contact to enrol you and provide more information about health coaching sessions running in your area.

## 2 What happens after I have completed a Health Check and enrolled in the initiative?

- Following enrolment, you will receive a welcome email that provides more information about the times, dates and location of your group-based coaching sessions. Please keep these for your reference.
- Your Health Coach 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.

## 3 How do I contact my Health Coach?

When your Health Coach 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.

## 4 Can I complete the initiative online?

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

## 5 Can I combine the telephone and group-based sessions?

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

## 6 I work full-time. Can My health for life accommodate me?

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

## 7 Do I need a referral from my doctor to participate?

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

## 8 What do I need to bring to my first session?

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

## 9 How many people will be in my group?

Group sizes vary, but can range from six to 15 plus your Health Coach.

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**10 Can I bring someone with me to the group-based sessions?**

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

**11 How many group-based sessions are there and how long does each session go for?**

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

**12 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. Alternatively, they will refer you to telephone-based coaching.

**13 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.

**14 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 content.

**15 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: [www.myhealthforlife.com.au/privacy-policy](http://www.myhealthforlife.com.au/privacy-policy)

**16 Do we do exercise during the group-based sessions?**

My health for life is not an exercise regime. It is a holistic healthy lifestyle initiative covering a range of topics including physical activity. The initiative 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.

**17 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 condition, nutrition, physical activity, stress, sleep, smoking, alcohol consumption, gaining support and managing setbacks along the way.

You will work together to set 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.

**18 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 include age, gender, ethnicity, family history and genetics, which 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.

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**19 How do you tailor the initiative 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 Health Coach and group members to develop a personal goal and plan that suits your lifestyle. Your Health Coach will provide the group with tools, information and support to help you live a healthier life, whatever change you would like to make.

**20 Can I repeat My health for life?**

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

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