



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 the telephone coaching initiative?

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 in the initiative.

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

- Once you've spoken to a My health for life team member and set a time and date for your first appointment with your Health Coach, you will receive an email confirming these details.
- You will then receive a reminder email 48 hours prior to your first session. You will also receive a SMS 24 hours before your appointment.
- Your Health Coach will call you at the scheduled date and time for your first appointment.
- Following your first appointment, you will receive a My health for life Wellbeing Book along with a Health Coaching Workbook in the mail.

3 How do I contact my Health Coach?

You can get in contact with your Health Coach between appointments by calling 13 74 75.

4 Can I do the initiative online?

The My health for life initiative is currently delivered in small group sessions in local areas, via video conferencing, or over the phone with a Health Coach in structured sessions. As a telephone health coaching participant, you will be invited to join a private Facebook group, and will also have access to the My health for life online portal which contains additional resources and information.

5 Do I need a referral from my doctor to participate in the initiative?

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.

6 Do I need to have anything with me for my first appointment?

During your first appointment, your Health Coach will explore what you would like to gain from the initiative. They will also complete a health questionnaire with you to collect your height, weight and waist measurements - if possible, please have these ready before the appointment.

7 How many appointments are there and how long does each appointment go for?

The My health for life initiative consists of six appointments that run for approximately one hour each. The first five appointments are scheduled fortnightly, and you will have a four week gap between session five and your final session.

8 What do I do if I need to reschedule my appointment?

Please provide 48 hours' notice if you need to reschedule by calling 13 74 75. The information covered, and the work you do at each appointment is progressive and builds on what you worked on in previous appointments, so it is important you make time for all six appointments.

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9 I work full-time. Can this initiative accommodate me?

One of the benefits of completing the initiative via telephone is increased flexibility with appointment times. We offer early morning and evening appointments.

10 Can I swap from telephone to group-based health coaching?

If you would like to move from one-to-one telephone to group-based health coaching in your local area, please call 13 74 75 and speak with one of our My health for life team members, and our team will look at group availability in your area.

11 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.

12 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

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

Your Health Coach will work with you and provide information on a different topic at each appointment. We'll explore factors that contribute to the risk of developing chronic conditions, including mental health, nutrition, physical activity, stress, sleep, smoking, alcohol consumption and gaining support with a focus on the aspects most relevant to you.

You will work together with your Health Coach and co-design a plan to help you achieve your goal. Together you will work on strategies to overcome hurdles and setbacks and continually reflect on how you are tracking.

14 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.

15 When I finish the initiative, can I do it again?

Yes. If you feel you would benefit from participating in the initiative again, this option is open to you.

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