



These frequently asked questions will help provide a better understanding of telephone health coaching and what is involved to help you decide if it is the right fit for you.

## 1 How do I join telephone health coaching?

To find out if telephone health coaching is the right fit for you, you will need to complete the free online [Health Check](#) or call our team on 1800 00MH4L (6445). If you are eligible, our team will be in contact to enrol you.

## 2 What happens after I complete the Health Check and enrol?

Once you have spoken to one of our team members and set a time and date for your first session with your Health Coach, you will receive an email confirming these details. You will then receive a reminder email 48 hours before and a SMS 24 hours prior to your first session. Your Health Coach will call you at the scheduled time for your first session. Following your first session, you will receive a Wellbeing Book and a Health Coaching Workbook in the mail.

## 3 How do I contact my Health Coach?

You can contact your Health Coach between sessions by calling 1800 00MH4L (6445).

## 4 Can I do health coaching online?

Health coaching 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 our online portal which contains additional resources and information.

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

Some people may need consent from their doctor to participate based on their health status. If this is something you are concerned about, please speak to your Health Coach at your first session.

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

During your first session, your Health Coach will explore what you would like to gain from My health for life. 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 session.

## 7 How many sessions are there and how long does each session 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 session?

Please provide 48 hours' notice if you need to reschedule by calling 1800 00MH4L (6445). The information covered, and the work you do at each session, is progressive and builds on what you worked on in previous sessions. It is important you make time for all six sessions.

## 9 I work full-time. Can My health for life accommodate this?

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

**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 1800 00MH4L (6445) and speak with one of our team members. They will look at group availability in your area.

**11 What qualifications do the Health Coaches have?**

All Health Coaches are qualified health professionals whose backgrounds include dietetics, physiotherapy, exercise physiology, and nursing.

**12 Will my personal 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, please read our Privacy Policy, at [www.myhealthforlife.com.au/privacy-policy](http://www.myhealthforlife.com.au/privacy-policy)

**13 What do we cover in each session?**

Your Health Coach will work with you and provide information on a different topic each session. You will explore topics such as 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 Can I do the initiative again?**

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