

Best You by Benestar FAQ

The Best You Program provides employees and their immediate family members with access to free, confidential counselling and support to improve their mental and physical health and wellbeing.

What services do I have access to?

Through the Best You Program you and your immediate family members have access to the following services:

- **MyCoach for Individuals:** Short-term solution focussed coaching and support to improve your relationships, mental health, work-life-balance and more. Be supported by our team of psychologists and social workers via face-to-face, telephone, video or LiveChat using the BeneHub portal and app.
- **MyCoach for People Leaders:** Telephone support from senior clinicians and organisational psychologists, to support you in your role as a leader.
- **MyCoach for Nutrition:** Telephone support from one of our accredited, practising dietitians for coaching and support across all nutrition related areas from weight loss and healthy eating to disease prevention and treatment of conditions.
- **MyCoach for Money:** Telephone support from one of our accredited financial counsellors to support you with spending habits, budgeting and more.
- **MyCoach for Legal:** One-off telephone conversation with a lawyer regarding non-work related legal matters.

Will my employer or my manager know I am accessing services through Benestar?

Absolutely not. This is a completely private and confidential service which means the only way someone will know if you've accessed support is if you tell them.

How can I book an appointment with one of the clinicians?

Simply call [1300 779 999](tel:1300779999) and one of our Wellbeing Support Officers can book your appointment at a time and location that suits you. Standard booking enquiries can be made between 7:00 am – 9:00 pm (AEST) Monday to Friday excluding national public holidays.

How and when are these services available?

Our core business hours for calling to make an appointment are from 7:30 am – 7:30 pm (AEST), however Benestar’s Contact Centre operates 24/7/365 for urgent matters only.

MyCoach for Individuals

- Face-to-face: 8.30 am – 5.30 pm (your local time)
- Telephone: 8.30 am – 5.30 pm (your local time)
- LiveChat: 7.30 am – 7.30 pm (AEST) (via BeneHub portal and App)

MyCoach for People Leaders

- Telephone: 8.30 am – 5.30 pm (your local time)

MyCoach for Nutrition, Money and Legal

- Telephone: 9.00 am – 5.30 pm (AEST)

Benestar’s Contact Centre operates 24/7/365 for urgent matters.

What if my matter is urgent?

If you require immediate support our Wellbeing Support Officers will put you in contact with our earliest available clinician. If your matter is urgent, please ensure that you make this clear to the Wellbeing Support Officer. Urgent support can be provided 24/7/365. If you or someone you know is at risk of harm, please call Emergency Services. **Please note** our Wellbeing Support Officers are **not** clinicians.

What can you expect when you call Benestar’s Contact Centre?

Benestar’s number is the one stop to access all Benestar services. You will first be greeted by a recorded message, asking what service you would like to access through Benestar. Once you have chosen a service, you will be put through to one of our Wellbeing Support Officers, who will be able to assist you with booking, rescheduling or cancelling your appointment.

Where are Benestar’s offices?

Benestar has offices across the whole of Australia. If you still live or work too far away, an appointment can be arranged with one of our associate practices. Appointments with associate offices are often confirmed while you’re on the call but can sometimes take up to 48 hours. The associate practice will contact you directly to confirm your appointment. If you live in a remote area, and one of our associate practices are still not within a suitable distance, phone and video counselling is available to help support you.

HAVE MORE QUESTIONS?

Please contact:

Or log into Benestar’s App and Online Portal ‘BeneHub’

COMPANY ID:

TOKEN: