



A guide to becoming  
your best you

**Benestar**   
Be your best you

## Best You by Benestar®

The person who can have the biggest impact on your health and wellbeing is ... well, you! But, with so much information available, it's hard to know what is reliable or where to begin. That's where we come in.

Best You is professional, confidential coaching and support, which is free for you and your eligible family members!

Good health is not just about getting help when you have a problem – it's about proactively looking after all aspects of your life, for life.

### What you can access

#### MyCoach

Now you can take your health into your own hands while being supported by our specialist coaches. Our team are trained to assist you with everything from mental health to relationships to exercise and sleep. All with the utmost confidence.

MyCoach support is available for individuals, people leaders and executives. You can have a MyCoach session face-to-face or over the phone. You can also access MyCoach via LiveChat or online through our health and wellbeing portal, Benehub.

#### BeneHub

You can access a vast library of health and wellbeing resources anywhere, anytime from your preferred device. It is available 24/7 from your computer or tablet via our website, or on your mobile via our app.



“I'd really like to be less stressed about changes at work so that I can see the positive side. I know our team can do better.”

## MyCoach for individuals

Sometimes we all need a little inspiration, support or extra motivation to be our best.

You can use MyCoach for personal and confidential support while navigating your way through life. We'll listen and guide you through challenging issues, or coach you on ways to enhance your wellbeing.

You might use the service to improve your work relationships or to work out some strategies for creating better work-life balance. You might need some support around mental health, an impartial person to discuss relationship challenges, strategies to manage stress or guidance on parenting issues. You may be worried about a friend and need to confidentially share your concerns. You might have lost a loved one, lost motivation and interest in life, want to improve your nutrition and overall health, or avoid the traps of digital addiction.

Whatever your situation, our specialised coaches are here to help you.

“ I'm keen to get active and get my energy back. I'm using MyCoach to kickstart my fitness. ”



“ I get really nervous every time I have a work review meeting. MyCoach gave me some handy tips on how to stay calm and talk confidently about my achievements and concerns. ”



## MyCoach for People Leaders

It's a great privilege to lead other people, but it can also be a great challenge. Remember, we're always here to help you.

Use MyCoach for People Leaders as your confidential and proactive support to work through any workplace issue or challenge. Our professional coaches focus less on "what to do", which is often governed by company policy, and more on supporting you with the "how".

Here are some of the queries people leaders come to us with:

- How do I share information about an employee who has been diagnosed with a terminal illness with my team in a sensitive, respectful and professional way?
- I have an employee who is regularly arriving late and seems distressed. What is the best way for me to check on their wellbeing?
- I am about to have a difficult performance discussion and need some assistance to manage my own emotions.
- I have a challenging conflict situation within my team - can you assist me to help them resolve this?
- I'm concerned about one of my team. How do I go about referring them to Benestar?
- One of my team is not performing at the required level. I'd like your advice on my proposed approach.
- One of my colleagues has just confided they have a serious mental health issue. How should I best support them?
- I have a team member that regularly turns up with bruises and I am concerned she may be experiencing family violence. What is the best way to approach this with her and provide our support?

Whether it's for work or life, we're here to support you with any situation. We're here to help you be the best people leader you can be.



“One of my team is acting out of character. I'm worried they're going to hurt themselves or someone else. I need advice from someone who knows how to help.”

## Case examples

### SITUATION:

An employee, Emma, is involved in a motor vehicle accident on the weekend and is in a critical condition. Emma will take a long time to recover and may not be able to return to work in the same capacity. Her manager Paul is not sure what to do.

### WHAT CAN WE DO TO HELP?

#### Manager Paul calls us for:

- Advice on how and when to talk to Emma or her family
- What to tell the team about their colleague's condition
- The potential emotional impact on the team
- Other support services that may be useful for the employee and the team

#### Employee Emma calls us for:

- Support during her recovery
- Dealing with the potential emotional impact of the accident
- Understanding the impact of her injuries on her life and work
- For emotional support when returning to work



### SITUATION:

Geoff is managing an employee about some of his comments and behaviours that are perceived as inappropriate and offensive by his colleagues (sexual, bullying, discriminating). The employee, Robert, is defensive and says "it's just my personality." But he can also see that it's making the rest of the team unhappy and he doesn't want to cause problems. He's just not sure how to change.

### WHAT CAN WE DO TO HELP?

#### Manager Geoff calls us for:

- Tips on how to approach the employee about his behaviour and language
- How to seek Robert's consent to refer him to Benestar and to provide background information
- How best to manage the situation with the rest of the team

#### Employee Robert calls us for:

- Strategies to change his behaviour and language
- How to repair the relationship with his team mates and leader

### SITUATION:

Maxine is a team leader about to have a performance discussion with an employee who tends to become aggressive and angry when he doesn't agree with what she says. The employee, Phil, hasn't been performing at the required level. In previous meetings, Maxine has just 'given in' when he gets angry but always comes away feeling upset.

Phil is worried about his performance at work. He feels like he's 'dropped the ball' because of everything going on at home. But when his boss tries to talk about it, Phil just can't help getting angry and lashing out.

### WHAT CAN WE DO TO HELP?

#### Manager Maxine calls us for:

- Tips on how to respond appropriately to aggressive behaviour
- Strategies to defuse an angry situation
- Ways to manage her own emotions during the meeting
- An opportunity to debrief following the meeting

#### Employee Phil calls us for:

- How to better manage issues at home
- Strategies to communicate effectively with Maxine
- How to hear and absorb constructive feedback without getting angry

# BeneHub

BeneHub is your health and wellbeing portal. It's an always-on, always accessible resource that lets you take charge of your own wellbeing to become 'your best you'.

The continually updated library of tools, blog posts, podcasts, animations, videos and learning modules is curated to help you thrive in the modern world. You'll find topics designed to help you with all aspects of your life, for life:



## LIFE

different life stages, change, grief and loss



## BODY

exercise, fitness, sleep, nutrition and healthy habits



## MONEY

budgets, debt, saving and retirement planning



## RELATIONSHIPS

work relationships, partner relationships and friendships



## WORK

from better work-life balance to enhancing performance



## FAMILY

parenting, elder care, family violence, extended and blended families



## MIND

from managing stress to mental health

“ I love that I have access to resources and support, discretely and whenever suits me. ”

BeneHub is easy to navigate and you can search for content by topic or type (e.g. video, article or activity).

You can customise your BeneHub experience by creating your own profile and tagging content as a favourite or saving it for later. You can also access MyCoach and LiveChat from this portal.

BeneHub is available anywhere, anytime on any device.

It is a gateway to your individual profile and allows you to securely interact while you are on the go. From the app, you can also access LiveChat and click-to-call.

Visit [www.benestar.com](http://www.benestar.com) or download BeneHub via your app store.



## How can you find us?

You can find information at:



**[www.benestar.com](http://www.benestar.com)**



**via the BeneHub app**



**call us for a confidential discussion:**

Australia: 1300 360 364

New Zealand: 0800 360 364

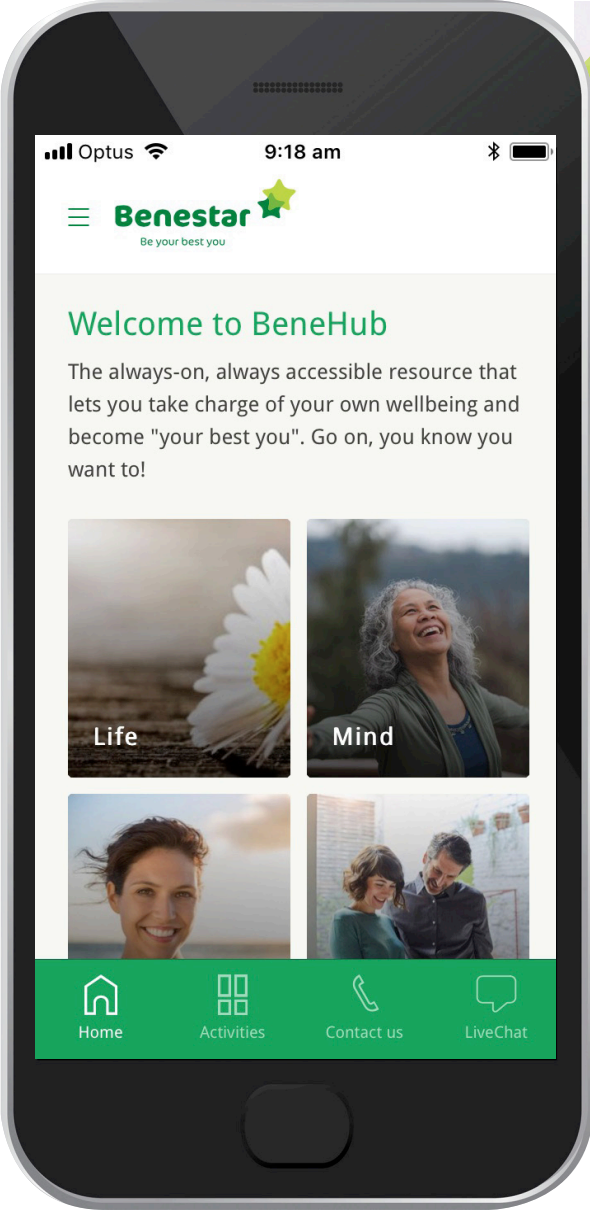
International: +61 2 8295 2292

Benestar® is a registered trade mark of Benestar Group Pty Ltd.

**Move closer to your best you.  
We're always here to help.**

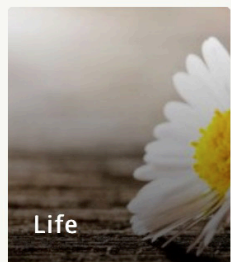
**[benestar.com](http://benestar.com)**

**Benestar**   
Be your best you



## Welcome to BeneHub

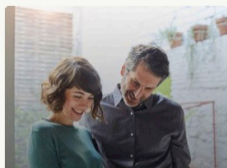
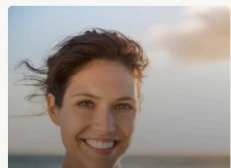
The always-on, always accessible resource that lets you take charge of your own wellbeing and become "your best you". Go on, you know you want to!



Life



Mind



Home



Activities



Contact us



LiveChat

### It's about making things easier.

The Benestar® App gives you health and wellbeing information, resources and support right at your fingertips. Focusing on seven core areas: Life, Mind, Body, Money, Relationships, Work and Family, the app provides you with access to expert advice, tips and activities to help you feel great and to be your best you!

### It's about helping you anywhere, anytime.

The Benestar® App is filled with great content for you – articles, video, audio, activities and games. You also have access to the Click to Call and LiveChat functions which will connect you directly to one of our specialists for coaching and support. We're here to support you as and when you need us.

### Conscious breathing – try it out!

If you're feeling stressed or anxious it can help to concentrate on your breathing. Engaging in our conscious breathing exercise for just a few minutes each day can help to reduce your stress levels. If you like this, you'll also love our relaxation loops, our meditation series and our animated videos!

The Benestar® App is available for free download now.



[benestar.com](https://www.benestar.com)





It's about a great life.

The Benestar® App is available for free download now.



## It's about making support more accessible.

The app is filled with information, activities and resources to help you to be your best you! We can help you to:

- Reduce stress and anxiety
- Increase mindfulness through our conscious breathing exercise
- Support you through times of loss
- Improve your mood and self-esteem
- Reduce or manage addiction
- Increase your level or quality of exercise
- Make better nutritional choices
- Improve your sleep
- Foster positive relationships with family, friends and colleagues
- Understand and improve your finances
- Increase your work performance
- Balance your lifestyle

We're here for you – whatever you need and whenever you need us.



## It's about being the best you can be.

Download the app and login using your BeneHub login in details. If you have not registered on the BeneHub portal go to [benestar.com](https://benestar.com) and create your account by using your Company ID and Token. Then you're ready to go!

Benestar® is a leading global provider of employee coaching, support and wellbeing services.

**Company ID:**

**Token:**



[benestar.com](https://benestar.com)

Benestar® is a registered trade mark of Benestar Group Pty Ltd



# Welcome!

We're so glad you're one step closer to your best you!

Because your employer values you and is dedicated to your health and wellbeing, you can enjoy the benefits of Best You by Benestar®. This is professional, confidential coaching and support, free to you and your eligible family members!

A key part of Best You by Benestar is the BeneHub portal. It's an always-on, always accessible resource that lets you take charge of your own health and wellbeing to become 'your best you'.

It's easy to get started and once you've registered you'll have secure access on any device to the portal and the BeneHub app.

**1** Visit [www.benestar.com](http://www.benestar.com) and go to the BeneHub Login

**2** Enter your company details  
ID:  
Token:

**3** Provide a few simple details and create your own password

## BeneHub

You can use BeneHub to access hours of health and wellbeing resources anywhere, anytime from your preferred device via our app or website. BeneHub is easy to navigate and you can search for content by topic or type (e.g. video, article or activity).

You'll find topics designed to help you with all aspects of your life, for life:

-  **LIFE**  
different life stages, change, grief and loss
-  **BODY**  
exercise, fitness, sleep, nutrition and healthy habits
-  **MONEY**  
budgets, debt, saving and retirement planning
-  **RELATIONSHIPS**  
work relationships, partner relationships and friendships
-  **WORK**  
from better work-life balance to enhancing performance
-  **FAMILY**  
parenting, elder care, family violence, extended and blended families
-  **MIND**  
from managing stress to mental health.

You'll find a variety of content like learning modules, videos and animations, articles, blogs, podcasts, meditations, self assessments, activities and resources toolkits.

## Make it yours!

Customise your experience by creating your own profile, tag your favourite content or save it to view later. You can also access MyCoach via LiveChat through the website or app. Simply download the BeneHub app to interact on the go—it's a secure gateway to your individual profile.

## MyCoach

Imagine what it'd be like to have specialised coaches on call when you need them. Well, now you do. Use MyCoach as your personal and confidential support while navigating through life – over the phone, face-to-face or online.

## Here's how you can move closer to your best you:

**VISIT** the **Get in Touch** page on BeneHub  
You can connect via LiveChat, online or phone.

**CALL**

**DOWNLOAD THE APP**



# 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 family 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 777 777](tel:1300777777) and one of our Wellbeing Support Officers can book your appointment at a time and location that suits you. Our core business hours for booking enquiries or to make an appointment are from 7:00 am – 9:00 pm (AEST) Monday to Friday excluding public holidays.

## How and when are these services available?

### MyCoach for Individuals

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

### MyCoach for People Leaders

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

### MyCoach for Nutrition, Money and Legal

- Telephone: 9.00 am – 5.30 pm (AEST) Monday to Friday

**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:



## MyCoach for People Leaders



It's a great privilege to lead other people, but it can also be a great challenge.

**MyCoach for People Leaders offers confidential and proactive support to work through workplace issues or challenges.**

How MyCoach for People Leaders can help:

- Guiding your team through change
- Dealing with conflict in the workplace
- Strategies to improve team relationships
- Approaches to positively address performance
- How to deal with challenging situations in the workplace
- How to support a team member you're concerned about
- How to refer an employee you're concerned about to the Best You program



**Make an appointment today  
by visiting [benestar.com](https://www.benestar.com) or call us on**

**Benestar**   
Be your best you

[benestar.com](https://www.benestar.com)



## How do I access MyCoach for People Leaders?

Just call us to make an appointment!

## What can I expect from my MyCoach for People Leaders appointment

MyCoach for People Leaders offers confidential support from a Benestar clinician who is experienced in employee and team management. You can arrange to meet with a clinician either via phone or video.

During your conversation our clinician will gain an understanding about the issue you are experiencing and then provide you with helpful proactive strategies on how you can approach the situation. Our professional consultants focus less on “what to do” (which is often governed by company policy) and more on supporting you with the “how”.

Please note MyCoach for People Leaders does not replace your organisations HR or existing HR Policies and Procedures.

## What are some of the common questions people leaders come to Benestar with?

- I have an employee who is regularly arriving late for work and seems distressed. What is the best way for me to check on their wellbeing?
- I'm about to have a difficult performance discussion and need some assistance to manage my emotions.
- I have a challenging conflict situation in my team – can you provide me with some guidance on how to manage the situation?
- I'm concerned about one of my team. How do I go about referring them to Benestar?

## Are there any other resources available to me?

Benestar also has a wide range of resources available on our BeneHub portal to support you and your team and help improve overall wellbeing and performance. Simply login or create your account using your organisations unique company ID and Token.

**Make an appointment today  
by visiting [benestar.com](https://benestar.com) or call us on**

**Benestar**   
Be your best you

**[benestar.com](https://benestar.com)**