

# Better Health Coaching for South Australians

**BETTER HEALTH CO.**

**1300 822 953**

Monday to Friday 9am-5pm (ACST)

[betterhealth.sa.gov.au](http://betterhealth.sa.gov.au)

The Better Health Coaching Service is an evidence based, confidential, telephone based program designed to help South Australians be active, eat well and reduce the risk of chronic disease. It is **FREE** for eligible South Australian adults.

**We are now accepting referrals for the Better Health Coaching Service from GPs and health professionals.**



## Who to refer?

**The program is free to South Australians who:**

- Are aged between 18 and 74 years
- Have a BMI of 27 or above\*, and
- Are seeking support to build and maintain healthy lifestyle habits.

The service is designed to provide individualised support to help participants reduce their BMI, increase levels of physical activity, increase consumption of a healthier diet, reduce alcohol consumption and improve wellbeing.

**It's suitable for eligible people with:**

- Type 2 diabetes
- Heart disease
- High blood pressure

**And those who:**

- Are pregnant or trying to conceive
- Are in cancer rehabilitation or
- Are on preoperative waitlists.

\*(pre-pregnancy BMI for patients referred during pregnancy)

## What's included?

### Personalised support

- 10 x health coaching calls with a qualified health professional over a 6-month period, completed either weekly or fortnightly.
- One-on-one personalised support for participant led goal setting, problem solving and navigating barriers to form healthy habits.

### Practical resources

Evidence based resources sent to the participant's home, including:

- Fact sheets
- Recipe book
- Portion cup
- Label reading tool
- Water bottle.

### Regular updates

Referring GPs and health professionals will receive updates on their patient's progress while they participate in the program.

## Why refer?

Referring your patients to the Better Health Coaching Service has many benefits, including:

- Reducing the risk of chronic disease
- Complementing a patient's care plan from their GP or health professional
- Utilising behaviour change techniques such as Motivational Interviewing, to provide frequent, personalised, and tailored support
- Providing evidence based practical resources
- Supplying GPs and health professionals with regular updates on their patient's progress.

## How to refer?

### Health Professional Referrals

Phone:  **1300 822 953**

Monday to Friday 9am-5pm (ACST)

Online:

Scan the QR code to refer



Or visit [betterhealth.sa.gov.au/referrals](https://betterhealth.sa.gov.au/referrals)

**Email/fax:** Download a hard copy version of the referral form at [betterhealth.sa.gov.au/referrals](https://betterhealth.sa.gov.au/referrals). Complete the referral form and return via:

**Email:** [info@betterhealthcompany.org](mailto:info@betterhealthcompany.org)

**Fax:** 1300 325 301

### Self-referral

South Australians can sign up by calling **1300 822 953** between Monday to Friday 9am – 5pm, (excluding public holidays) or visiting [betterhealth.sa.gov.au](https://betterhealth.sa.gov.au).

## What happens after I refer?

### Getting started

Once you have referred a patient to the service, the Better Health team will be in touch with them to get started within 1-2 business days. This involves confirming their eligibility and booking in their first coaching appointment.

### First phone call

The first phone call is 60 minutes and will cover:

- How the service works
- Participants health and wellbeing goals
- Questions about their nutrition and physical activity habits
- Questions about their medical conditions and/or medications.

### Follow up phone calls

Your patient will have up to 8 follow up calls with their health coach. They have the flexibility to complete the calls weekly or fortnightly, depending on whichever option works best for them.

These calls will usually be 30 minutes long. During these calls their coach will guide them to set some health goals that they want to work on and talk about the sorts of things they can do to achieve them.

The practical resources will be sent to participants after their enrolment and used as part of the coaching process.

### Completion and next steps

The 10th coaching call will be their final call in the Better Health Coaching Service.

By this stage, your patient will have worked towards their health goals and will have the tools and resources they need to continue their journey. During this final call, your patient's coach will spend some time with them to reflect on the health changes that they've made since starting the program, as well as the support that they might need after the program ends to keep up with those healthy changes.

