



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

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

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

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