



MyCoach for Individuals

Direct access to support
via SMS text message

Life isn't always easy, and sometimes we all need a little help and someone to talk to. As part of our MyCoach service, you have direct access to our team of clinicians – by text message directly through your mobile phone.

Our SMS text message option is intended to provide support in moments of need when you need to lean on one of our clinicians for coaching, counselling or support.

When you reach out to us via text message, you still receive the same free, confidential and proactive support as you would if you were sitting across the room from one of our clinicians.

MyCoach for Individuals can support you on a wide range of issues, including:

- Improving your relationship.
- Creating a better work-life balance.
- Receiving mental health support.
- Getting the most out of your sleep.
- Formulating strategies to manage stress.
- Managing the stressors and challenges of being a parent or a carer.
- Strategies to manage isolation and loneliness.

Start a conversation with a clinician
Message 0480 032 310

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Frequently asked questions

Do I need to book an appointment to have a conversation via SMS?

You do not need an appointment to start a conversation via text message. Our SMS service is intended to provide support “in the moment” when you need to lean on one of our clinicians for support on a specific issue.

Between what hours can I message a clinician?

Our clinicians are based in Australia and available to respond to your messages Monday to Friday between 07:30 am – 07:30 pm (AET). You can still message us outside of these hours but you will not receive a reply until the next working day. When you message us outside of our hours of service, you receive an automated message informing you the service is closed and advising you to call our Client Services Centre or 000 if you require immediate support.

What information will the clinician ask me?

When you first reach out for support, we will ask you the following questions before commencing the SMS chat:

- First and last name
- Company name
- Email address
- State/city

How long is a chat session?

The duration of the session depends on your requirements and needs.

What happens if I leave a chat conversation and return to it later?

If we don't hear from you within 10 minutes, we mark the conversation as closed. You can return back to the message thread later, but you may not be able to continue the conversation with the same clinician.

What if I need additional support?

If you feel you still need support after your initial chat session, we may recommend additional counselling sessions with one of our clinicians, held face to face, via telephone or video.

Will my workplace know I'm accessing support?

No, they will not. Your conversations with us are completely confidential. We do not share any information with your employer about who is accessing the SMS service and why.

How can an employee access SMS service?

By sending a text message to **0480 032 310**.

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