

# ABORIGINAL AND TORRES STRAIT ISLANDER SUPPORT LINE – 1800 816 152

A PART OF MYCOACH FOR INDIVIDUALS



Life isn't always easy, and at times we all need a little help.

The Aboriginal and Torres Strait Islander Support Line provides support from clinicians who either identify as or who have in-depth cultural awareness and extensive experience in supporting Aboriginal and Torres Strait Islander Peoples.

The service is free, confidential and available face-to-face or over the phone.

## Our team can help you to:

- Improve work relationships.
- Work out strategies for creating better work/life balance.
- Managing community- and cultural conflicts of interest.
- Receive support around mental health.
- Discuss relationship challenges.
- Balance community- and personal responsibilities and obligations.
- Develop strategies to manage stress.
- Provide guidance on parenting issues.
- Deal with having lost a loved one.
- Reduce feelings of isolation sometimes felt by Aboriginal and Torres Strait Islander peoples.
- Handle lost motivation and interest in life.
- Address bullying and harassment.

Call to make an appointment:  
**1800 816 152**

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# ABORIGINAL AND TORRES STRAIT ISLANDER SUPPORT LINE



## Frequently Asked Questions

### Is the service free?

Yes! The service is free to you.

### Who will I speak to?

When you call our dedicated Aboriginal and Torres Strait Islander Support Line, you will book an appointment to speak with a qualified clinician who either identifies as Aboriginal and Torres Strait Islander or has in-depth cultural awareness and experience supporting Aboriginal and Torres Strait Islander Peoples.

### How do I book an appointment?

Simply call our Aboriginal and Torres Strait Islander Support Line on 1800 816 152.

Our team will then book you in with the next available clinician who either identifies as Aboriginal and Torres Strait Islander or has in-depth cultural awareness and experience supporting Aboriginal and Torres Strait Islander Peoples.

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.

### What are the different ways I can speak to a clinician?

You can choose to speak to a clinician either face-to-face or over the phone.

### What happens in my first appointment?

During your first appointment you'll have an informal conversation with your clinician so that they can gain a better understanding about the issue you're experiencing. They will then provide you with helpful, proactive strategies to help you approach the situation.

We understand that speaking to a clinician may feel daunting, but it's important to remember that your conversations are completely private and we're here to help you be your best!

### Will my workplace know that I'm accessing support?

Absolutely not! The service is completely confidential, and we do not share any information with your employer about who is accessing the service or why. The only way someone will know you're accessing the service is if you tell them.

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