

Feel healthier with wellbeing coaching

A support program to help
improve your mental wellbeing

We care about your whole health

At Zurich, we understand that every health journey is unique, and there may be times when you need some extra support while on claim with us. We're here to help you feel healthier by supporting your whole health - physical, mental, social, and financial.

Get back on track with the Wellbeing Coaching Program

Navigate difficult times
with guidance from
a wellbeing coach

Safe, supportive and
confidential environment

Access up to seven coaching
sessions over the phone

Program is free for Zurich
customers on claim

Provided by our trusted
partner, Mindstar





A service to support you through challenging times.



Connect to a wellbeing coach for helpful tips and tools.

About the Wellbeing Coach Program

We know everyone struggles from time to time, and sometimes we all just need a helping hand.

That's why we've partnered with Mindstar, a leading Australian wellbeing and mental health company to offer you access to a complimentary and confidential **Wellbeing Coaching Program**.

Through this program, you'll be connected to an experienced wellbeing coach. They can provide guidance and strategies to help assist you navigate difficult life challenges. These may include managing interpersonal conflicts, chronic illness, poor sleep, struggles with daily responsibilities as well as improving self-care.

Your coach will:

- Start by having a friendly chat with you on the phone. Your coach will simply listen to get an understanding of your situation.
- Help you work through any challenges or difficult emotions and feelings you may be experiencing over your seven coaching sessions.
- Give you a range of helpful, simple tips and tools towards helping you to be more resilient, healthier and adaptable to manage your day to day.
- If needed, assist you to connect with local services in your community to link with ongoing support.

Practical examples*



Michelle

While on claim and working on her recovery, Michelle and her partner had separated leaving her isolated and overwhelmed trying to manage a busy household as a single parent.

During a call with her claims consultant, Michelle was offered the Mindstar program. Michelle found her coach empathetic and highly skilled to encourage and guide her to take steps to feel less stressed and more confident in building her support network within the community.



Mark

Having been referred to the Mindstar program, Mark, who was recovering from knee surgery, opened up to his coach about the pressure he was facing to keep the business afloat, and the negative impact this was having on his relationships and how he felt about himself.

Mark's coach helped him take a closer look at his thought processes and mindset, and to make some practical changes to improve his mood and get on better with those around him.

To get started or find out more simply chat to your claims consultant or email: claims.rehabilitation@zurich.com.au

*These examples are hypothetical and not meant to illustrate the circumstances of any particular individual. Before acting on this information, you should consider the appropriateness of the information, having regard to your needs, financial circumstances and objectives.

Zurich Australia Limited
ABN 92 000 010 195, AFSLN 232510
118 Mount St, North Sydney NSW 2060
www.zurich.com.au

Important information

This document has been prepared by Zurich Australia Limited ABN 92 000 010 195, AFSL 232510. Participation in the Wellbeing Coach Program does not affect insurance premiums or any other benefits available to you under your policy. Mindstar ABN 86 600 325 139 is the provider of the Wellbeing Coach program. The program is not a substitute for professional medical advice, diagnosis or treatment. You should consult a medical practitioner or other qualified healthcare professional if you have any questions or require medical advice. To the maximum extent permitted by law, Zurich is not liable or responsible for any loss or liability arising from use of the program. The information included in this document is dated January 2023 and may be subject to change. It is derived from sources believed to be accurate as at this date. It should not be considered to be a comprehensive statement on any matter and should not be relied on as such. This information does not take into account your personal objectives, financial situation or needs. You should consider these factors and the appropriateness of the information to you.