



HEALTH  
EDUCATION  
& TRAINING



# STUDENT ASSISTANCE PROGRAM

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A free, 24/7 confidential  
wellbeing and support service

Call the WHS Assist Line 02 8644 2323 (option 4)

# What is the **Student Assistance Program?**

The Student Assistance Program (SAP) is a free, confidential wellbeing and counselling service which is provided free to Health Education and Training Institute (HETI) students and their immediate family.

SAP provides specialised and qualified coaches to help you with your wellbeing, including:

- Registered psychologists to help you manage issues such as exam pressure, mental health issues, stress or family issues
- Accredited dietitians to help you with nutrition and diet advice over the phone
- Qualified counsellors to support your financial wellbeing and provide legal advice

It can be provided face to face, over the phone, via video conference, online or via Live Chat on the Benehub portal or app.

**SAP is available 24 hours a day, 7 days a week, 365 days a year.**

HETI students and their immediate family are entitled to four sessions per issue, per calendar year.

**SAP** is provided by Benestar.

**Benestar** 

Be your best you





## Issues **SAP** can assist with

STUDY RELATED	PERSONAL	WELLBEING
<ul style="list-style-type: none"><li>• Study/life balance</li><li>• Career and goal setting</li><li>• Bullying and harassment</li><li>• Conflict resolution and mediation</li><li>• Exam pressure</li></ul>	<ul style="list-style-type: none"><li>• Relationships</li><li>• Managing change</li><li>• Family, child and eldercare</li><li>• Stress, anxiety and depression</li><li>• Suicide</li><li>• Communication</li><li>• Violence and anger</li><li>• Bereavement, grief and loss</li><li>• Conflict</li><li>• Managing life changes</li></ul>	<ul style="list-style-type: none"><li>• Nutrition</li><li>• Weight management</li><li>• Financial</li><li>• Sleep</li><li>• Physical wellbeing</li><li>• Drug, alcohol and addictions</li><li>• Legal</li><li>• Gambling</li></ul>



## Confidentiality

All SAP consultations are strictly confidential. Information about you will not be shared with anyone unless SAP is authorised to do so by you in writing, or if required by law.



## Online Health & Wellbeing

BeneHub is a secure online portal that is always accessible to let you take charge of your own health and wellbeing. The continually updated library of tools, blog posts, podcasts, animations, videos and learning modules is designed to help you with all aspects of your life.

You can access it at: [www.benestar.com](http://www.benestar.com) or download BeneHub via Google Play or App Store.

To register for BeneHub, enter the details below:

Organisation ID: **Healthshare**

Organisation token: **Healthshare01**

You'll then be asked to create your own profile.



## MyCoach

MyCoach is a team of professional coaches trained to assist you with everything from family and relationship issues, to challenges with your study, managing stress, dealing with grief, and improving exercise and sleep.



## Accessing SAP from outside Australia

Students who are outside Australia can access SAP by calling +61 2 8295 2292 or via Live Chat or online through the BeneHub.