

Frequently asked questions

WHO DEVELOPED THE PROGRAM?

The program was developed by the Better Health Company's team of qualified health professionals, including dietitians, psychologists and exercise professionals. The program content is underpinned by the highest quality and most current research. Why is it so important for the program to be based on research? Because the information we are providing is safe, reliable and effective. While many of the claims floating around in the diet, health and wellness industry might sound like good ideas, many are untested, unfounded, unreliable and even potentially dangerous. You won't find any of that here. What you will find is sound, reliable, common sense health advice and information that has been shown to work.

WHO IS THE PROGRAM FOR?

The program has been developed specifically for adults (18 years and over) who are above a healthy weight. It is not suitable for children and adolescents, who have different dietary and physical activity requirements when compared to adults.

IS THE PROGRAM SUITABLE FOR ME IF I AM FOLLOWING A VEGETARIAN OR VEGAN DIET OR I HAVE SPECIFIC FOOD INTOLERANCES?

The program provides general healthy eating information. If you are following a vegetarian or vegan diet or have specific food intolerances, it is recommended you consult with a dietitian or doctor while you are completing the program to ensure you can tailor the advice to your own needs.

CAN I DO THE PROGRAM IF I AM PREGNANT OR BREASTFEEDING?

The program contains general healthy eating and activity advice, much of which is suitable during pregnancy and while breastfeeding. However, weight loss is not recommended during pregnancy and there are also additional nutritional requirements to consider during pregnancy and while breastfeeding. It is recommended you seek medical advice from your doctor before commencing the program.

WHAT CAN I EAT ON THE PROGRAM?

Our program approach is based on evidence and research, which means we use the best available information from government and academic sources. And our evidence-based approach starts with food! We use nutritional information from the Australian Guide to Healthy Eating, developed by the Australian government. It provides information about the types and amounts of foods recommended to be eaten each day for good health and well-being. Unlike nutrition information contained in many fad diets, these recommendations are based on the most current scientific evidence. We're not going to restrict the type of foods you eat. In fact, we will be encouraging you to eat a wide variety of foods!

WILL THE PROGRAM PROVIDE MEAL AND EXERCISE PLANS THAT I HAVE TO STICK TO?

The program is practical in nature without being prescriptive. That means there are no meal plans and no exercise prescriptions. We won't tell you exactly what to do, what to eat and how to exercise, because you need to find ways to eat and exercise that suit you. Instead, we'll teach you the practical skills and information to live a healthier life - your way!

HOW MUCH WEIGHT WILL I LOSE ON THE PROGRAM?

This is a very common question. The answer is that every individual is different. Research tells us that slow, steady weight loss is the best way to lose weight and keep it off in the long term. However, we are often too quick to focus on the scales as the main indicator of success and rapid weight loss is unhelpful and can often lead to more weight gain over time. For this reason, we encourage you to focus on improving health behaviours (small, achievable eating and activity habits), rather than weight loss.

WHAT COMPUTER SPECIFICATIONS OR REQUIREMENTS DO YOU NEED TO COMPLETE THE TRAINING?

The following software requirements are needed to access the Adult Better Health Program:

- A web browser. Recommended browsers: Google chrome, Mozilla Firefox version 3 or higher, Apple Safari version 4 or higher, Microsoft internet explorer version 8 or higher
- Adobe Flash. The multimedia content in the courses uses Adobe Flash technology therefore a compatible player plugin (Adobe Flash player plugin; Version 10 or higher) needs to be installed for the chosen browser (note: Google chrome comes with Adobe Flash player pre-installed)

CAN I ACCESS THE PROGRAM ON A SMART PHONE OR TABLET?

The Adult Better Health Program can be accessed on a smart phone or tablet, however for the best experience; it is recommended the program is accessed via a desktop computer.

I HAVE ADDITIONAL QUESTIONS ABOUT THE COURSE CONTENT. CAN I SPEAK TO SOMEONE?

Yes! We would love to hear from you. Please call our Support Line on 1300 822 953 or email mysupport@betterhealthcompany.org for more information.