

Wellness my Way and the 5As Paradigm

	Example 1	Example 2
Ask	I understand you have some concerns about your general health and wellbeing. Can you tell me about them?	How do you feel about your overall health currently? How concerned are you about [xxxxx]?
Assess	I can see that your health is important to you, which is fantastic! Are there specific areas of your lifestyle like healthy eating, being active or alcohol where you could use some support? Which of these is causing you the most issues? What changes were you thinking about making?	I can see that [xxxx] is a concern for you. What difficulties have resulted from this? Can you tell me more about why that is important to you?
Advise	Great to hear you already have some ideas! Can I talk to you about a new program that is available in our community to support your health? The ‘Wellness my Way’ service guides you through an online health assessment and telephone coaching to help you make a plan and connect you with a suitable health program. Is this something you would be interested in?	It sounds like you are finding it hard to prioritise [xxxx] right now. The “Wellness my Way” service can connect you to health programs that support you to make small changes that can have big impacts on your health. It is simple and quick, all you need to do is complete a health assessment and then a telephone coach will help you to make an action plan.
Assist	You can begin the health assessment using the QR code while you wait, and it will only take 15 minutes.	Can I give you the link? I can help you to complete the health assessment if you feel ready?
Arrange	Fantastic! Once you complete the health assessment, a telephone coach will call you within a week to help you plan the next steps. If primary care, add: Would it be okay if we arrange to meet again in a few months to see how you are going with the program and how else we can support you with your health?	

Wellness my Way is an initiative of the Queensland Government, delivered in partnership by Health and Wellbeing Queensland, the Health Contact Centre and South West Hospital and Health Service.