Supporting Pre-Diabetes Management Through the Better Health Coaching Service

When Alan was diagnosed with pre-diabetes, he knew he needed to take action. Living with multiple health concerns, including prostate, ankle, toe and back issues, he was conscious that without structured support, his health could continue to decline. Seeking an accessible, personalized and practical program, Alan enrolled in the Better Health Coaching Service to improve his health and prevent progression to type 2 diabetes.

Why Alan Joined the Program

Alan's primary motivation for joining was his pre-diabetes diagnosis. He began actively searching for community-based programs that could help him implement lifestyle changes and improve his health outcomes.

Like many patients managing multiple chronic conditions, Alan had experienced difficulty maintaining momentum on his own. He recognised that without regular follow-ups, he was likely to "lose interest and drop off." Cost was also a significant factor. Traditional face-to-face appointments were expensive and not frequent enough, which made it harder for him to see lasting results.

How the Program Helped

For Alan, the most valuable aspect of the service was the regular fortnightly coaching calls.

He describes the program as something that "keeps me in line." The scheduled conversations provided ongoing accountability, goal setting and evidence-based support; elements he felt were missing in other healthcare experiences.

With support from his coach, Alan implemented practical changes including:

- Establishing a regular exercise routine
- Setting small, achievable goals and recording them in his diary
- Trying alternative and higher-quality food options
- Actively monitoring his progress between sessions

The accessibility of the phone-based format was also critical. Being able to schedule appointments at convenient times removed barriers that often prevent engagement in traditional services.

Building sustainable habits

Now retired, Alan recognised the importance of maintaining structure in his routine. The program provided the consistency he needed to stay focused on improving his health, particularly in managing his pre-diabetes.

Rather than overwhelming lifestyle overhauls, the coaching approach focused on small, achievable goals reinforced through regular follow-up. This model strengthened Alan's self-efficacy and kept him actively engaged in his health management.

He identifies consistency and rapport with his coach as key drivers of success. The regular fortnightly contact created a sense of accountability, helping him sustain behaviour change and embed healthier routines into his everyday life.

"The major thing I wanted to deal with was the pre-diabetic diagnosis and start implementing an exercise program, and if I am left to my own devices I will probably drop off, so this really kept me on track."

Ready to join hundreds of Australians on their journey to better health? Sign up to The Better Health Coaching Service today!

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