



Frequently Asked Questions

Simply call **1300 806 258**
www.gethealthynsw.com.au



Health

get healthy[®]
Information & Coaching Service
1300 806 258



1. WHAT IS THE GET HEALTHY SERVICE?

The *Get Healthy Information and Coaching Service*^{*} (Get Healthy Service) is a free phone-based coaching service aimed at supporting adults make lifestyle changes regarding:

- **Healthy eating**
- **Physical activity**
- **Alcohol reduction**
- **How to reach and maintain a healthy weight and**
- **Healthy weight gain during pregnancy**

It provides information and ongoing, personalised support designed to help adults make healthy behaviour changes.



2. WHO CAN PARTICIPATE IN THE GET HEALTHY SERVICE?

The Service is available for all NSW adults, 16 years and older and who are at risk of developing chronic disease due to having one or more of the following risk factors:

- **Not meeting healthy eating guidelines**
- **Inadequate physical activity**
- **Being overweight**



3. WHY IS NSW HEALTH FUNDING THE SERVICE?

Many chronic illnesses and diseases can be prevented by:

- **Being active**
- **Eating well**
- **Reducing alcohol intake and**
- **Achieving and maintaining a healthy weight**

Chronic diseases such as diabetes, heart disease and some cancers are estimated to be responsible for around 80% of the total burden of disease in Australia.

Of course, making lifestyle changes is often easier said than done, and the journey can be challenging. The *Get Healthy Service* has therefore been developed to support people to make these lifestyle changes. The Service is based on evidence that telephone and web based coaching are effective in changing healthy eating and physical activity behaviours. The development of the Service is also based on the highly successful Quitline model for smokers, which has helped thousands of smokers quit the habit and start leading healthier lives.





4. WHAT DOES THE GET HEALTHY SERVICE PROVIDE?

The *Get Healthy Service* has two streams:

Health Coaching

- The Service offers the choice of 5 coaching programs, each tailored to meet the needs of the participants. These include: Get Healthy (Standard), Type 2 Diabetes Prevention, Aboriginal, Alcohol Reduction and Get Healthy in Pregnancy.
- Coaching participants will receive individually tailored phone coaching sessions (approximately 10) over a six month period.
- The timings and frequency of the coaching calls are decided by between the participant and health coach, to enable them to be tailored to motivate and support participants to achieve their own healthy lifestyle goal.
- Coaching participants will also have access to free resources to record goals, progress and achievements.
- After the 6 months, participants can re-enrol in the Service or opt to continue coaching support via SMS through the Get Healthy Stay Healthy program.



Information Only

- Participants can opt to receive information only. They will then receive free resources and a one off phone coaching session.
- Information only participants can re-enrol in the Service as coaching participants at any point.



5. WHO ANSWERS THE PHONE?

Health coaches who are all university qualified health professionals. They include allied health professionals such as psychologists; nurses; dietitians; exercise physiologists; sports scientists; social workers; and physiotherapists. All health coaches receive further training to ensure they meet the requirements of the Service.



6. DOES A PARTICIPANT REALLY GET THEIR OWN HEALTH COACH?

Yes. Wherever possible, a caller will be provided with their own personal health coach for the duration of their involvement in the Service – this helps ensure that a supportive relationship is developed.

7. IS THE GET HEALTHY SERVICE FREE?

Yes, the Service is free to all NSW adults. For people who seek information or register for coaching by calling 1300 806 258 – they will be charged for the cost of a local call if calling from a NSW fixed landline (Mobiles may be charged a higher rate).



8. HOW DO PEOPLE JOIN THE SERVICE?

People can be referred to the Service by their General Practitioner or their Health Professional. Alternatively people can register themselves for the coaching or information service by calling 1300 806 258 or by visiting www.gethealthynsw.gov.au.

9. HOW DO I REFER MY PATIENT?

Referring your patients is simple:

- Referral forms are available on **Medical Director and Best Practice** Software.
- Referral forms for General Practitioners and Health Professionals can be found at www.gethealthynsw.com.au/health-professionals
- Download the form, complete for each patient and **fax to 1300 013 242 or email to contact@gethealthynsw.com.au**

10. WHEN DOES THE INITIAL CALL HAPPEN?

If a person is seeking information or calling into the Service, the call will be answered by the first available health coach.

For registrations received for health coaching, the Service will call participants back within 3 days. Wherever possible the health coach will call within a 1 hour window of the preferred time slot indicated on the registration form.

11. WHAT HAPPENS DURING THE REGISTRATION CALL?

The health coach will explain what the Service has to offer and callers can be sent information regarding being active, healthy eating and achieving a healthy weight or callers can register their interest in taking part in the ongoing coaching component of the Service. Callers will be asked information to ensure the service meets their individual needs. This includes information regarding their current eating and activity behaviours, how ready they are to make changes and set goals and other information regarding their particular circumstances. All participants are screened during their registration call for risk of Type 2 diabetes and alcohol intake. This will inform what program they enrol into. The registration call lasts around 20 minutes. Subsequent coaching calls take between 10-15 minutes.

12. WHAT INFORMATION IS NEEDED ABOUT THE CALLER?

The Service needs to collect information from all callers as part of a screening and health assessment. Information that is collected includes contact details, biometric measurements and other information regarding their particular circumstance. This information is used to identify participants for the tailored coaching programs and identify if medical clearance is needed before they join the Service. The information collected will also assist NSW Health to evaluate the Service and make improvements. It is important to note that all information regarding a caller will remain strictly private and confidential.

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13. WHAT HAPPENS IF A CALLER HAS AN EXISTING MEDICAL CONDITION?

To make sure that the coaching component of the Service is right for all callers, a short health assessment will need to be completed. In some cases, a caller may need to get medical clearance from a General Practitioner before beginning their *Get Healthy* journey.

14. WHAT HAPPENS IF A CALL IS MISSED?

If a person misses their registration call, or subsequent coaching call, the health coach will make 3 more call attempts within a 2 week period. One of these call attempts will be at the preferred time listed within the registration form.

If a health coach is unable to reach the caller during this two week period, a letter will be sent to attempt to re-engage them with the Service.



15. DOES THE SERVICE OPERATE ON WEEKENDS AND PUBLIC HOLIDAYS?

No. The *Get Healthy Service* operates during extended hours from Monday until Friday, 8am until 8pm to allow for calls to be made before and after business hours.

16. WHO IS THE SERVICE PROVIDER?

The Get Healthy Service is being run by Healthways Australia www.healthwaysaustralia.com.au an organisation who has significant experience running health coaching programs.



17. WHAT HAPPENS IF AN INTERPRETER SERVICE IS NEEDED?

Interpreter Services will be provided by the Service to members of Culturally and Linguistically Diverse communities. Other telephone services will be provided to people who are deaf or hearing impaired or speech impaired.

18. CAN THE SERVICE BE USED ON BEHALF OF A FAMILY MEMBER OR FRIEND?

No. The coaching component of the Service has been specifically designed to provide individually tailored advice, support and motivation to the caller or participant. It is about supporting them to achieve their health goals; therefore a caller cannot receive coaching on behalf of someone else. However, a caller may request an Information Booklet or a Service Brochure that they can give to a family member or friend.



19. IS THERE AN OPPORTUNITY TO PROVIDE FEEDBACK ABOUT THE SERVICE?

Email: feedback@gethealthynsw.com.au

Phone: **1300 806 258**

Fax: **1300 013 242**

20. IS THE SERVICE RUN ELSEWHERE IN AUSTRALIA?

The Get Healthy Service was first launched in NSW and is now also available in some other states. Refer to the Get Healthy Service website for more information about where else the Service is available in Australia.

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