



Frequently Asked Questions

What is the Get Healthy Service?

The Get Healthy Information and Coaching Service[®] (Get Healthy Service) is a free telephone and internet based service staffed by qualified health coaches to support you live healthier by:

- being physical activity;
- healthy eating; and
- reaching and maintaining a healthy weight.

It provides information and up to 6 months of personalised support to help you make lasting lifestyle changes in these areas.

Who is the Get Healthy Service for?

The Service is for Tasmanian adults, 18 years and older, who are at risk of developing chronic disease because of:

- not meeting healthy eating guidelines;
- inadequate physical activity; and
- being overweight.

Why is this Service available?

Many chronic illnesses and diseases can be prevented by:

- being active,
- eating well 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.

For many people, making some changes in lifestyle can reduce these risks and lead to healthier lives. 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 you to make these changes.

The Service is based on evidence that telephone and web based coaching can help people wanting to eat well and be more physical active.

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.

What does the Get Healthy Service provide?

The Get Healthy Service provides you with:

- Information regarding healthy eating and physical activity;
- Approximately ten telephone coaching sessions over a period of about six months. The sessions are based on your particular needs and support you to achieve recommended levels of daily physical activity, eat a healthier diet and achieve or maintain a healthy weight; and.
- Information and support through computers, such as emails and the internet.

Who answers the phone?

Health coaches, who are all qualified and specially trained health professionals, will take your call. They include allied health professionals such as psychologists; nurses; dietitians; exercise physiologists; sports scientists; social workers; and physiotherapists.

Do I really get my own health coach?

Yes. Wherever possible, you will be provided with your own personal health coach for the time you are in contact with the Service.

Is the Get Healthy Service free?

Yes, the Service is free to all Tasmanians over 18 years old. You can seek information or register for coaching by calling 1300 806 258 – a number that can be called from any fixed landline for the cost of a local call (Mobiles may be charged a higher rate).

Alternatively, you can register your interest by visiting www.gethealthy.tas.gov.au. A Get Healthy coach will then make any further calls at a time that is convenient for you.

What happens when I first call the Service?

Your call will be answered by the first available health coach. The health coach will explain what the Service has to offer and can send you information about being active, healthy eating, and achieving a healthy weight, or you can register your interest in taking part in the coaching component of the Service.

What information will I need to give?

You will need to provide some information about yourself to the Service. You will be asked about your current lifestyle and health, how ready you are to make changes and set goals, and other information regarding your particular circumstances.

This information will help the health coaches provide the information and coaching support that suits your needs. The information will also help to evaluate the effectiveness of the Service and make improvements. All information about you will remain strictly private and confidential.

What happens if I have an existing medical condition?

To make sure that the coaching component of the Service is right for you, the health coach will ask some questions to complete a short health assessment. In some cases, you may need to get medical clearance from a Doctor before beginning your Get Healthy journey.

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.

Who runs the Service?

The Get Healthy Service is being run by Medibank Health Solutions www.medibankhealth.com.au, an organisation who has significant experience running health coaching programs.

What happens if an interpreter service is needed?

Interpreter Services will be provided by the Service if needed. Other relevant telephonic services will be provided to people who are deaf or hearing impaired or speech impaired.

Can I call on behalf of a family member or friend?

The coaching component of the Service has been specifically designed to provide individually tailored advice, support and motivation to you, the caller or participant. It is about supporting you to achieve your health goals; therefore you cannot receive coaching on behalf of someone else. However, you may request an Information Booklet or a Service Brochure that you can give to a family member or friend.

Can I provide feedback about the Service?

Yes. You can provide feedback about your experience with the Service by:

Email:

feedback@gethealthy.tas.gov.au

Phone: 1300 806 258

Fax: 1300 013 242

Is the Service run elsewhere in Australia?

There may be similar services run by private providers. However, the Get Healthy Service was originally developed by the NSW Government as the first Government run, individually tailored health coaching service to be provided statewide in Australia. The Australian Capital Territory and Tasmanian Governments have now also joined the Get Healthy Service.