



# Get Healthy Service

Frequently asked questions for Health Professionals



## 1. What is the Get Healthy Service?

The Get Healthy Service is an evidence-based NSW Health program that provides free phone and online health coaching to help your patients reach their health goals.

### Get Healthy Service participants receive:

- Their own qualified health coach
- Up to 10 phone or video coaching calls at a time that suits them
- Access to a participant portal, online chat, webinars and tailored resources
- Tools and guides to help them stay on track
- Support to reach their health goals and overcome barriers

98% of participants report being satisfied or very satisfied with the Service (Participant survey, 2023/24)

### Health coaching can help people to:

- Eat healthily
- Get active
- Reduce alcohol consumption
- Cease alcohol consumption in pregnancy
- Maintain a healthy weight
- Maintain a healthy weight during pregnancy
- Return to a healthy weight after birth
- Manage health while living with type 2 diabetes
- Stay active during and after cancer treatment

## 2. Who can use the Get Healthy Service?

The Get Healthy Service is for people over 16 years old living in NSW. The service supports people with **existing chronic health conditions**, such as diabetes and cancer. People who are at **higher risk of chronic diseases** are also encouraged to take part.

Coaches screen participants in their first coaching call to ensure the program is suitable for them. This health screening assessment covers recent hospitalisations, chronic conditions such as high blood pressure, heart, and lung diseases. If risks are identified and the participants' health is not professionally managed, they may need their GP to complete a Medical Safety Assessment.

The conditions that require a Medical Safety Assessment are:

- Uncontrolled asthma
- Unstable angina/chest pain
- Unstable/uncontrolled COPD
- Decompensated heart failure
- Post surgery under 3 months
- Unexplained weight loss (> 5% in 6 months)
- Unstable hypertension (resting BP of systolic >180 or diastolic >100)
- Cancer (if patient has not yet started or is undergoing treatment)

The Get Healthy in Pregnancy program is available for women who want to stay healthy during pregnancy and beyond.

## 3. Who will the participants be speaking to?

Participants will speak to health coaches who are qualified professionals, such as Dietitians, Exercise Physiologists, or Nurses. Health coaches have additional training in:

- Behaviour change and motivational interviewing
  - Client-centred goals
  - Food insecurity
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- Eating disorders
- Healthy communication skills

The Get Healthy Service and Get Healthy in Pregnancy are delivered by Diabetes Australia, on behalf of NSW Health.

#### **4. What are the benefits for participants?**

The Get Healthy Service complements clinical care by providing free evidence-based health coaching and online support. Patients benefit from a personalised approach to reach their health goals.

Encouraging people to build healthy habits can support their wellbeing and help lower their risk of disease. Healthy eating and active living can also improve mental health, focus, sleep and energy.

An evaluation of the Get Healthy Service<sup>1</sup> showed on average, participants who complete the program:

- Did 44 minutes more of physical activity per week
- Ate 30% more vegetables and 11% more fruit
- Reduced sugary drinks by 44%
- Reduced takeaway meals by 31%
- Achieved 1.45kg weight loss, reduced their waist circumference by 2.74cm and BMI by 0.51 kg/m<sup>2</sup>

The Get Healthy Service also provides support for:

##### **Type 2 Diabetes**

- Prevent Type 2 diabetes (pre-diabetes)
- General advice to manage new or existing Type 2 diabetes
- Help participants follow the recommendations provided by their medical team

##### **Pregnancy**

- Avoid alcohol during pregnancy
- Improve physical and mental wellbeing during pregnancy

##### **Cancer**

- Stay active during and after cancer treatment
- Help participants follow the recommendations provided by their medical team
- Get general dietary support after treatment

#### **5. How is the service delivered?**

Participants receive personalised phone or video coaching calls, with access to wrap around support like emails, SMS, online chat, webinars and a participant portal with tailored resources.

Once a participant is referred, they will receive a registration call within 3 business days from the phone number: 02 9171 5616. During this call, they can choose a Brief Intervention (one-off coaching call) or opt for up to 10 regular coaching calls at a time that suits them. Participants are paired with a health coach that best meets their needs and health goals. For example, support for priority populations is available via Aboriginal health coaches, bilingual health coaches, interpreter services and the National Relay Service.

At the end of the program participants have the choice to re-enrol or can continue coaching support by SMS through the Get Healthy Stay Healthy program.

#### **6. What are the operating hours of the Get Healthy Service?**

The Get Healthy Service is open:

- Monday to Friday, 8am to 8pm
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- Saturday 9am to 5pm

## **7. How are rural/remote participants supported?**

Health coaches are based in geographically diverse locations. Coaches work with the participant to set goals that are important and realistic for them, taking into consideration access and availability of services and supports in rural and remote areas. Coaches also receive training on food insecurity.

Get Healthy Service aims to tailor its support to meet the needs of all participants. Those who do not have access to the internet can receive coaching calls via the phone. Participants can choose to access resources provided in the program online or via hard copy. If the participant opts for hard copy, resources will be sent via post at no cost to the participant, no matter where they are in NSW.

## **8. Is the service culturally appropriate?**

All coaches are trained to deliver a person-centred, culturally sensitive and tailored service that enables respectful, meaningful conversations.

Aboriginal and Torres Strait Islander participants are supported by an Aboriginal workforce including intake specialists and health coaches, with access to tailored resources.

For Culturally and Linguistically Diverse (CALD) participants, health coaching is available in Cantonese and Mandarin. Participants can also receive support through the Translating and Interpreting Service (TIS).

## **9. Is the service accessible for people who are hard of hearing or have a speech impairment?**

Health coaches use the National Relay Service (NRS) to support participants who are hearing-impaired or have complex communication needs.

## **10. What limitations apply to the service?**

Participants under 16 years old are not eligible to participate in the service.

Some people may require a Medical Safety Assessment before starting. If a person discloses any new or worsening conditions and/or symptoms listed on their referral, they may be referred for ongoing management. An updated Medical Safety Assessment may be required to assess their suitability to participate.

Health coaches provide tailored support based on general advice. They do not create specific meal or exercise plans, and do not have access to blood test results or complete medical histories.

## **11. What is 'general advice?'**

General advice is advice based on the [Australian Dietary Guidelines](http://www.eatforhealth.gov.au/guidelines) (www.eatforhealth.gov.au/guidelines) and [Physical Activity and Exercise Guidelines for all Australians](http://www.health.gov.au/topics/physical-activity-and-exercise/physical-activity-and-exercise-guidelines-for-all-australians) (www.health.gov.au/topics/physical-activity-and-exercise/physical-activity-and-exercise-guidelines-for-all-australians), and is tailored to individual goals, risk factors and circumstances. Health coaching involves helping participants apply general advice to their individual lifestyles to overcome barriers and identify personalised strategies that support sustained behaviour change. It does not include specific diet or exercise prescriptions or treatment plans. Health coaches can support participants to follow and adhere to specific lifestyle advice or care plans provided by their referring health professional.

## **12. Is feedback on client's progress provided?**

Yes. With client consent, emails are sent to the referring clinician with updates at referral, enrolment and program completion.

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### 13. What resources are available?

The Get Healthy Service website provides [resources you can order for free](http://www.gethealthynsw.com.au/health-professionals/free-resources) (www.gethealthynsw.com.au/health-professionals/free-resources) via our [online order form](https://orders.gethealthynsw.com.au/) (https://orders.gethealthynsw.com.au/), including:

- Get Healthy Service flyers, posters and postcards
- Get Healthy in Pregnancy flyers, posters, postcards, and fact sheets
- Aboriginal Get Healthy Service Resources
- Aboriginal Get Healthy in Pregnancy Resources
- Translated promotional resources in Chinese, Arabic, Vietnamese, Hindi and Korean

There are also resources designed for Health Professionals, including:

- Get Healthy Service poster for clinicians
- Get Healthy in Pregnancy poster for clinicians
- Best Practice Support Instructions
- Medical Director Support Instructions

### 14. How do I refer?

Health professionals are ideally placed to refer people to Get Healthy Service. Complement your care and refer your patients today:

Complete the [online referral form](http://www.gethealthynsw.com.au/health-professionals/refer-your-patients): www.gethealthynsw.com.au/health-professionals/refer-your-patients

You can also [download a referral form](http://www.gethealthynsw.com.au/health-professionals/how-to-refer) (www.gethealthynsw.com.au/health-professionals/how-to-refer) and send the form via email to [contact@gethealthynsw.com.au](mailto:contact@gethealthynsw.com.au) or fax to 1300 013 242.

Refer via Medical Software (where available), including:

- Medical Director and Best Practice software
- eMaternity and PowerChart Maternity

### 15. Where do I go for more information?

You can find out more about the Get Healthy Service at [www.gethealthynsw.com.au](http://www.gethealthynsw.com.au)

To contact the Get Healthy Service:

- Call the dedicated clinician line on 02 9171 4614
- Email: [nswh-gethealthyservicefeedback@health.nsw.gov.au](mailto:nswh-gethealthyservicefeedback@health.nsw.gov.au)

<sup>1</sup>Zoë Szewczyk, Bronwyn McGill, Philip Clare, Blythe J O'Hara, Philayrath Phongsavan and Adrian Bauman. Evaluation of the Get Healthy Service: a secondary analysis. Prepared for the NSW Ministry of Health: Sydney. Physical Activity Nutrition Obesity Research Group, The University of Sydney, June 2024

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