



Aboriginal Quitline Presentation

medibank
health solutions



Acknowledgement of country



I would like to acknowledge the Traditional Custodians of this land on which we meet today and pay respect to Elders, both past and present and extend our acknowledgement to any Aboriginal people joining us here today. I acknowledge the diversity of our Nations and extend my acknowledgement to the many Nations and Language groups of our Mother, our Land.

The recent transition of the Quitline- Feb 2016

Medibank Health Solutions

Who is Medibank Health Solutions (MHS)?

- MHS delivers a range of health management and telehealth services for both workplace health programs and general population on behalf of the Australian government

Australia's largest supplier of telehealth services.

- a team of over 1,500 health professionals
- more than 2.5 million healthcare interactions per year over the telephone, online, and face-to-face

Aboriginal Quitline

Quitline has been in operation for more than 20 years and has helped thousands of Australians quit smoking.

The Quitline provides confidential counselling and resources to assist people in their process of quitting, preparing to quit, avoiding slip ups or staying quit

- Callers are able to speak with an Aboriginal counsellor or request an Aboriginal counsellor to call back
- Confidential service, tailored to the individuals needs: Can Include making a plan, finding local support services, as well as checking in on the callers progress

So what happens when you refer your patient to the Aboriginal Quitline Service?
Let's discuss the process from the forms to the feedback

Referrals

How do I refer to the Aboriginal Quitline?

- Referral pads and promotional resources are available to order in bulk online or by contacting the Aboriginal Coordinator
- <http://www.cancerinstitute.org.au/prevention-and-early-detection/public-education-campaigns/tobacco-control/quitline/make-a-client-referral-to-quitline>
- Direct Link:
- <http://ci.imsdigital.com.au/>
- The recently updated referral form needs to be faxed to:
02 9698 2740

Once referrals are received- What happens? Engagement, Information calls and/or enrolment processes- Let's discuss

Main types of calls

- Information: The caller may just want general information about Quitline or to order a Quitkit
- Three way calls: Health worker can call with patient
- Counselling: The caller may require one off counselling to keep them on track or help set them up for their quit journey
- Enrolment: The caller can enroll in the quit support program that will provide encouragement and support to keep them on track and reduce the incidence of relapse. A tailored plan is created for the individual.

Aboriginal Quitline Enrolment Service

- Pre-quit calls are made to the caller before their designated quit date to make sure that the caller is motivated and prepared to quit. The Counsellors will ensure that the quitter has a plan in place, and have set individual strategies.
- Callers who agree to be enrolled in the Quitline program can expect to receive 10 calls spanning 12 months from the date they are enrolled in the program and people can call us as many times as they like to receive support, they can also request calls backs and we can be flexible to suit the needs of the caller.
- -Frequency of the calls? Lets discuss

Aboriginal Quitline

- A tailored plan is created for the individual.
- During these calls, our advisors provide encouragement by celebrating successes, addressing withdrawal symptoms and reinforcing motivators and goals and discuss medication and strategies.
- Follow up calls are also made after the quitters quit date, during these calls, the Counsellor will:
 - Celebrate successes
 - Reinforce non-smoker identity (if quit)
 - Offer re-enrolment (if smoking)
- There is no judgement or shame and our counsellors encourage our callers to keep trying, assisting with withdrawal symptoms and providing education and awareness.

Types of callers to the Aboriginal Quitline

Callers to this line are not only people who are wanting to cut down or quit smoking but we receive calls from their support networks and we receive calls from medical professionals who may seek assistance with a variety of issues including any combination of the below topics:

- Establishing a plan for the Quit Journey
- Nicotine replacement therapy advice
- Information on the types of medications available
- Managing cravings
- Managing relapse
- Advice on supporting a person to quit
- Quit support
- Quit information and support materials (Quit Kits).

Aboriginal Quitline Counsellors

- Many of our counsellors are trained in working with people with a mental illness, drug and alcohol and Quitline-specific counselling
- Callers receive SMS notifications ahead of scheduled calls
- Calls from the Aboriginal Quitline are now made from an unblocked number
- The general NSW Quitline provides an option for callers to request the Aboriginal Quitline with their keypad (Press 1). The request takes the call to a separate queue with customised messages from the Aboriginal Advisor.
- Callers have the option to request a call back from the phone queue rather than holding to speak with an Advisor.

Quitline

In Addition to the Aboriginal Quitline , the Quitline service has a dedicated Multilingual Quitline with trained counsellors who speak, Arabic, Vietnamese and Chinese (Cantonese and Mandarin.)

All counsellors are trained in cultural awareness and have access to continual learning and will take the time to listen and understand every individuals particular needs around their smoking cessation journey

Other resources, including general, Aboriginal and translated Quit Kits support packs, as well as other useful information is available at icanQuit.com.au

Promotional resources, Quit Kits, brochures and referral pads are still available to order online, or through our Aboriginal Coordinator

The Quitline is available Mon to Fri: 7am to 10.30pm & Sat, Sun and public holidays: 9am to 5pm but anyone can leave a message and request a call back

Aboriginal Quitline Contacts

- Main contact is Rebecca Hyland, Aboriginal Coordinator
- Contact 9425 3835 or 0439 818 237
- The email address is now AboriginalQuitline@medibankhealth.com.au
- We are based at St Leonards, Sydney

How can we continue to support the work you do in your communities?

- You can invite us to attend a local community event or forum to present
 - Order of promotional items for your community events
- We can assist you in supporting your clients with their Quit journey
 - You can refer patients to us for follow up
- We are here to support your clients along their journey as another avenue for support
- You can call us while you have a patient with you- Three way calls

Quitline Resources

How do I order resources for the Aboriginal Quitline?

- Quit Kits, brochures, promotional items and referral pads are available to order online
- Contact us to discuss your needs on AboriginalQuitline@medibank.com.au



Further information

For further details:

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More Information

<http://www.icanquit.com.au>

<http://www.cancerinstitute.org.au/prevention-and-early-detection/public-education-campaigns/tobacco-control/quitline/nsw-quitline-resources>