



Aboriginal Quitline

medibank
health solutions



Acknowledgement



I would like to acknowledge the Traditional Custodians of this land on which we meet today the Gadigal Peoples and pay respect to Elders, both past, present and future whilst also extending that acknowledgement to my own Elders originating from Bunjalung country.

Aboriginal Quitline Coordinator Introduction

Jingi Wala (Hello), My name is Peta Fraser

I am a Goori woman from Bunjalung country.

I have worked in remote and regional Aboriginal Communities in Queensland, South Australia and Northern Territory. I have to spent time learning from community members in my work and have been able to learn from many different language groups and nations along my travels.

I have worked in both the Government, Private Sector and the Not for Profit Sector.

- ❖ My passion is community engagement and I am dedicated to working together with communities towards better health outcomes for all Aboriginal and Torres Strait Islander peoples.

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 services
 - ❖ Medibank has had a RAP in place since 2016 and I am now a member of our RAP working group to ensure pathways of employment within Medibank for Aboriginal and Torres Strait Islander peoples.

NSW Aboriginal Quitline

The NSW Quitline provides free, confidential, non-judgemental counselling and resources to assist people in their process of quitting, preparing to quit, avoiding or recovering from slip ups or staying quit.

- ❖ Callers are able to speak with an Aboriginal Advisor (male or female)
- ❖ Confidential service, tailored to the individuals needs: Includes making a plan, finding local support services, as well as checking in on the callers progress - Our Advisors can provide:
- ❖ Information: The caller may just want general information about Quitline or to order a QuitKit
- ❖ 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

NSW Aboriginal Quitline

- ❖ Callers who agree to be enrolled in the call back program will receive 9-12 calls spanning 12 months from the date they are enrolled in the program. Usually at 3 months, 6 months and 12months milestone points.
- ❖ Pre-quit calls are made to the caller before their designated quit date to make sure that they are motivated and prepared to quit. The Advisors will ensure that the quitter has a plan in place, and have set individual strategies.

NSW Aboriginal Quitline

- ❖ Post-quit calls are made at set intervals of 3, 7, 14 and 28 days after the quitter's quit date. The timing for these calls is based on evidence of quitters most frequent relapse times. During these calls, the Advisor will provide support and encouragement by celebrating successes, addressing withdrawal symptoms and reinforcing motivators and goals and discuss medications and strategies.
- ❖ Follow up calls are made at 90, 180 and 365 days after the quitters quit date, during these calls, the Advisor will:
 - Celebrate successes
 - Reinforce non-smoker identity (if quit)
 - Offer re-enrolment (if smoking)

NSW Quitline

- ❖ In Addition to the Aboriginal Quitline , the NSW Quitline service has a dedicated Multilingual Quitline with trained Advisors who speak, Arabic, Vietnamese and Chinese (Cantonese and Mandarin.)
- ❖ All Advisors are trained in cultural awareness 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 Quitline 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 now has a Facebook Page for interacting with community members and groups. Look up Koori Quitline on Facebook and like our page. You can also send us content of the work you do and we will post on the page.

Aboriginal Quitline Contacts

- ❖ Main contact is Peta Fraser, Aboriginal Quitline Coordinator
- ❖ The email address is now AboriginalQuitline@medibankhealth.com.au
- ❖ Requests for data for your area go directly to data@cancerinstitute.org.au
- ❖ We are based at St Leonards, North Sydney
- ❖ Many of our Advisors are trained in working with people with a mental illness, and all attended Cultural Awareness Training as part of mandated training modules and Quitline-specific counselling training
- ❖ Callers Receive SMS reminders and motivational texts about when to expect a call from the Quitline as a prompt to expect a call.
- ❖ The Quitline phone number is now identified.

Quitline referrals

How do I refer to the Aboriginal Quitline?

- ❖ Referral pads and promotional resources are available to order in bulk online at icanQuit.com.au
- ❖ The recently updated referral form needs to be faxed to:
02 9698 2740
- ❖ Based on feedback, the new referral form has a section to identify as Aboriginal and/or Torres Strait Islander includes 'Aboriginal Service' and 'Quit for New Life' as options in the *settings* section and includes the Aboriginal Quitline logo
- ❖ Advisors can provide one off support, if a program participant calls into the program.

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



Aboriginal Quitline Key Priorities

- ❖ Meeting with key stakeholders to hear about the needs for the service and to build important relationships and trust in the service
- ❖ Implementing the engagement strategy that has been developed in consultation with our Aboriginal Advisory Group
- ❖ Regular site visits regionally and remote to generate awareness and access of the Quitline
- ❖ Visit and to hear from our stakeholders and partners within our communities to better inform our practice
- ❖ Explore barriers to access the Aboriginal Quitline and actively work to address those barriers
- ❖ Reviewing Quit Kits in consultation with Aboriginal Advisory Group
- ❖ Ensuring Aboriginal people who access Quitline receive the best support possible for their quitting journey.

Aims 2018-2020

We commit to:

- ❖ Seeking, valuing and respecting the expert advice from Aboriginal People, Aboriginal Communities and Aboriginal Organizations in working with communities to provide Quitline services with understanding and respect for the diversity of our Nations.
- ❖ Providing a culturally appropriate service for consumers to feel comfortable and safe and to receive the best possible service
- ❖ Providing up to date information
- ❖ Strengthening existing relationships and developing new relationships with local Aboriginal and Torres Strait Islander communities
- ❖ Ensuring cultural protocols are in place for our Quitline Advisors
- ❖ Providing timely feedback to referring agencies
- ❖ Supporting LHD's in referring pregnant women with Aboriginal Babies to Quitline
- ❖ Continue to work on strategies to support Aboriginal men and women exiting prison to stay smoke free.

TIS Providers

Winnunga Nimmitjiah Aboriginal Health Service (No More Boondah) - On advisory group

Awabakal Medical Service - Visited once and going back for NAIDOC event

Bullinah Aboriginal Health Service (Solid Mob) - Visited Ballina and Kyogle

Galambila Aboriginal Health Service (READY MOB) Spoken on the phone - Ella
7's

Grand Pacific Health (Butt Out Boondah) - Visited in person and on prisons
action group

Griffith Aboriginal Medical Service (Free, Fresh and Fit)

Presenting around 10 April to a Mums and bubs group with Bonnie Fell from the Q4NL.

Maari Ma Health Aboriginal Corporation - Have not visited as yet

National Centre of Indigenous Excellence (TATU)

Work together regularly at events and Cobham

South Coast Medical Service Aboriginal Corporation - Confirm attending cessation group

Wellington Aboriginal Corporation Health Service (Quit B Fit) - Spoken via phone

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 or to present to groups of health professionals or direct to client groups.
- ❖ Order of promotional items for your community events
- ❖ We can assist you in supporting your clients with their Quit journey

Feedback

Further information

For further details:

Medibank Health Solutions (MHS)

Peta Fraser

Aboriginal Quitline Coordinator

Peta.Fraser@medibank.com.au

0439 818 237

Thank you

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