

NSW Aboriginal Quitline - May 2016

NSW Aboriginal Quitline

The NSW Aboriginal Quitline is a free service that includes:

- a NSW Aboriginal Quitline Coordinator, who helps oversee the service, promotes the service and attends community events such as forums and site visits.
- a NSW Aboriginal Quitline Advisor providing individually tailored, flexible calls for Aboriginal clients.
- strong community engagement strategies with key partners.
- the availability of promotional resources for stakeholders.

The NSW Aboriginal Quitline is available to take calls Monday to Friday: 7am to 10:30pm Saturday, Sunday and public holidays: 9am to 5pm.

Who works at the NSW Aboriginal Quitline?

There are some new faces at the NSW Aboriginal Quitline:

NSW Aboriginal Quitline Coordinator

Yaama (Hello) My name is Rebecca Hyland, I am a proud Kamilaroi woman. I have been travelling around Australia working in many communities in rural, regional and remote areas of New South Wales, Tropical and remote areas of Queensland, and the remote areas of the Northern Territory. I have been fortunate to work with and to learn from many cultures and many Aboriginal and Torres Strait Islander communities and language groups.

I have spent many years working in both Government and Non-Government agencies in varying roles from Case Management, Coordination, District Representative, Management and Senior Management in the areas of; Community Safety, Child Protection and Out of Home Care, Early Intervention Services, Family Referral Services, Housing and Homelessness Services and Closing the Gap Health Services.

I hold qualifications in Management, Business Services, Community Welfare, Community Services Coordination, Mental Health, Drug and Alcohol, and Social Science. My latest academic adventure has been working on a Bachelor of Organisational Leadership through the University of New England in which I endeavour to complete in 2016.

Important:

- The NSW Aboriginal Quitline can be reached on 13 78 48 or email AboriginalQuitline@medibankhealth.com.au
- The NSW Quitline client referral pads are available to order in bulk [online](#).
- NSW Quitline [referral form](#) must be faxed to 02 9698 2740.
- Aboriginal Quit Kits and the NSW Aboriginal Quitline brochure are available to order [online](#).
- Additional promotional items can be ordered through the Aboriginal Quitline Coordinator by emailing AboriginalQuitline@medibankhealth.com.au

I am very excited about embarking on my new journey here at Medibank Health Solutions in continuing to work with my people in paving new pathways together for better health. I'm working with a team of people who are committed and passionate about walking that path together to achieve better health outcomes and to enhance the existing Quitline services.

NSW Aboriginal Quitline Advisor

I am Uncle Wayne Ford, a 58 year old Awabakal Man with many years' experience in Allied Health and Community roles; specialising in Counselling, Drug & Alcohol, Family Case Work and Holistic Health. My career spans both Government and NGO sectors including NSW Health, QLD Health, NSW Department of Family & Community Services, NSW Department of Corrective Services, Nepean Community & Neighbourhood Services, Marist Youth Care, and the Tharawal Aboriginal Medical Service.

I hold a Bachelor degree with Honours and Distinction in Health Science (Aboriginal Health & Community Development) gained at Yoorang Garang, School of Indigenous Health Studies at The University of Sydney and Bachelor of Youth Work (1st Year) from The University of Western Sydney. I am a member of the Gandangara Aboriginal Land Council, am well known in community and am a Justice of the Peace in and for the State of NSW.

NSW Aboriginal Quitline

I am very excited and honoured to be here at Medibank Health Solutions and part of the Quitline team; an eclectic and unique group of experienced health clinicians who impress me with a genuine concern and tireless commitment to improving health outcomes of Indigenous and other Australians.

Uncle Wayne has been actively responding to referrals and supporting callers to the Aboriginal Quitline since the service was transferred to Medibank Health Solutions. Rebecca will work closely with Uncle Wayne with a focus on community engagement activities.

How do I contact the Aboriginal Quitline?

Call 13 7848 or email AboriginalQuitline@medibankhealth.com.au

Do Aboriginal Quitline clients receive SMS reminders?

All NSW Quitline clients, including Aboriginal Quitline clients, now receive SMS reminders on the day that they are due to receive a call from Quitline. The SMS is sent from NSW Quitline and notifies the client that the service will be in contact.

How do I refer to the Aboriginal Quitline?

Please see the attached Information Sheet regarding the new referral process. The referral pads are available to order in bulk [online](#). The NSW Quitline [referral form](#) must be faxed to 02 9698 2740.

Based on the results of a consultation process, the new referral form asks about Aboriginality, includes 'Aboriginal Service' and 'Quit for New Life' in the settings section, and includes the Aboriginal Quitline logo.

How do I order resources for the NSW Aboriginal Quitline?

Please see the attached Information Sheet regarding the resource ordering process. Resources, including Quit Kits and the NSW Aboriginal Quitline brochure, are available to order [online](#).

Additional promotional resources are also available from the NSW Aboriginal Quitline for events/conferences. Please contact the NSW Aboriginal Quitline directly to discuss your needs via AboriginalQuitline@medibankhealth.com.au

What are the priorities for the NSW Aboriginal Quitline in 2016?

Some of the priorities for the NSW Aboriginal Quitline include:

- Meeting with key stakeholders to hear about the needs for the service, and to build important relationships.
- Developing an engagement strategy in consultation with key stakeholders.
- Reviewing the Quit Kits in consultation with the Aboriginal Advisory group to see what improvements can be made.
- Ensuring people who access the NSW Aboriginal Quitline receive the best support possible for their quitting journey.

For further queries contact:

Medibank Health Solutions

- Rebecca Hyland, NSW Aboriginal Quitline Co-ordinator on Rebecca.Hyland@medibank.com.au or
- Kylie Boreham, Senior Relationship Manager on kylie.boreham@medibank.com.au

Cancer Institute NSW

- Dianne Eggins, Prevention Portfolio Manager on Dianne.Eggins@cancerinstitute.org.au or
- Anita Dessaix, Manager, Prevention on (02) 8374 5639 or anita.dessaix@cancerinstitute.org.au

Working together
to lessen the impact of cancer

