

# COVID-19 UPDATES

## The Get Healthy Service is still operational!

We have been hard at work to ensure the Get Healthy Service is ready to meet the changing demands and needs of our participants while keeping our coaches safe and well.

### What have we been working on?

#### 1. Remote working

Our entire coaching workforce have been working remotely since March. A significant amount of work has been undertaken to ensure security and privacy standards are maintained.

#### 2. Building capacity

We are looking to expand our capacity to meet the increased demands, including increasing availability of coaches and using digitally innovative ways to share information and resources. We ask for your support while we continue to work on this.

#### 3. Access to the latest clinical information

Clinical directors, the leadership team and coaches have been meeting more frequently to ensure coaches are equipped with the latest clinical information and support. Coaches meet daily to share challenges presented on calls and collaboratively identify solutions.

#### 4. Offering tailored support

Our Coaches are working individually with each person on goal setting, identifying barriers, finding motivation and setting actions plans that are adapted to the current environment and challenges.

Coaches can support with meal planning, exercising at home, eating on a budget and reducing alcohol consumption while isolating, to name a few.

## Top 5 tips from the coaches to Stay Healthy:

1. **Stick to a routine** – Planning is key! Our [activity planner](#) or [meal planner](#) can help to set up your week
2. **Set a daily goal** – Make it small and measurable and use a reward system that doesn't involve food or alcohol
3. **Keep moving** - Aim to be active for at least 30 mins every day with your kids, the dog or by yourself (try these Home workouts- [here](#))
4. **Stay connected** – virtually - with your coach, your family and friends
5. **Don't forget water** – aim for 8 glasses a day - Ask yourself are you hungry or are you thirsty?

**For coronavirus specific support** coaches direct participants to official State or Federal government websites or the National Coronavirus helpline.

- [NSW Government updates](#)
- [Australian Government updates](#)
- National Coronavirus Helpline – **1800 020 080**
- [Mental Health and Safety](#)

## 5. Communication and forecasting

Updating the Get Healthy Service on your upcoming activities is particularly important at the moment with fluctuating and high demands on our service. If you are planning new promotional activities please contact [Kylie.Tekell@Health.nsw.gov.au](mailto:Kylie.Tekell@Health.nsw.gov.au) to enable us to forecast appropriately.

If demand becomes too high we may need to ask you to take down an initiative until the service can meet the demands. This will ensure new referrals have the best possible experience.

Thank you for your ongoing support.

Please contact our team if you need further information.

[NSWH-GetHealthyServiceFeedback@health.nsw.gov.au](mailto:NSWH-GetHealthyServiceFeedback@health.nsw.gov.au)

