

‘Go for your life’ Physical Activity and Healthy Eating Infoline

Standard Service

The ‘Go for your life’ Infoline is a key support service for the Victorian Government’s ‘Go for your life’ initiative. The Infoline sources and disseminates physical activity and healthy eating information to the general public. Trained health professional staff provide basic advice and help to connect callers to local opportunities and services. Information is sourced from an extensive suite of directories, databases and online resources, including the ‘Go for your life’ website and delivered via an integrated web platform and database. The breadth of resources used by the Infoline staff ensures each caller receives individually relevant information that will assist them to become healthy and active, wherever they are in Victoria.

Ongoing support/ Telephone Health Coaching

As a quality assurance and support mechanism, each caller to the Infoline is offered a follow up call, one month after the original call. This is to ascertain the usefulness of the information provided and to establish if an individual’s level of health awareness has increased based on the information received. This is also an opportunity to explore if the caller was able to action some sort of behaviour change and to assess the barriers and facilitators in that process.

An exciting new counselling component has been incorporated into the Infoline service. This enables individuals that meet a certain set of criteria to access ongoing behaviour change support for up to 6 months. Calls will be scheduled at 0, 1, 2, 4 and 6 months. Trained operators conduct evidence based health coaching utilising motivational interviewing, goal setting, problem solving and other strategies tailored specifically to the needs of the individual caller.

To connect to healthy and active information and opportunities in your locality phone
1300 739 899.

For further information about the Health Coaching service contact David Menzies,
Kinect Australia General Programs Manager on 8320-0100.