Improving the social and emotional wellbeing of Aboriginal and Torres Strait Islander people through holistic approaches to mental health

21st-23rd February 2018
Pan Pacific Perth

Produced by:
61 2 9247 1522 61 2 9247 6333 sales@akolade.com.au www.akolade.com.au

Develop culturally appropriate service delivery programmes that better meet the needs of Indigenous people
Provide accessible pathways for Aboriginal and Torres Strait Islander people to receive support
Create community-based approaches to improve mental health outcomes
Successfully engage with communities and Elders to understand the community culture and its needs
Educate mainstream staff to better engage with Aboriginal and Torres Strait Islander people
Create employment opportunities and career pathways for Aboriginal and Torres Strait Islander employees in the mental health sector
Develop cross-sector partnerships to share resources and increase outreach

See full speaker line-up inside

Attend this practical forum and learn how to:

Hear from over 30 community and government leaders:

Alvin Fiddler
Grand Chief
Nishnawbe Aski Nation

Hamiora Bowkett
Chief Strategy and Policy Officer
Ministry of Health

Maria Baker
Chief Executive Officer
Te Rau Matatini

Ngaree Ah Kit
Assistant Minister for Suicide Prevention, Mental Health and Disabilities and Assistant Minister for Seniors and Youth
Parliament of NT
Member for Karama
Australian Labor Party

Dr Michael Wright
Head of Aboriginal Mental Health and Wellbeing
Telethon Kids Institute

Josie Farrer MLA
Member for Kimberley
Australian Labor Party

Gaylii Marika Yunupingu
Yolngu Elder
Gumatj clan North East Arnhem Land
Recipient
National Indigenous Human Rights Awards

Stephanie Gunn
Acting Deputy Chief Executive Officer – Participants and Planning
National Disability Insurance Agency

Darryl Kickett
Ambassador
Red Dust Heelers

Aunty Cheri
Yavu-Kama-Harathunian
Director and Chaplain
Indigenous Wellbeing Centre

Proudly Supported by:

Media Partners:

Artwork provided by Gilimbaa
Key speakers:

Alvin Fiddler
Grand Chief
Nishnawbe Aski Nation

Hamiora Bowkett
Chief Strategy and Policy Officer
Ministry of Health

Maria Baker
Chief Executive Officer
Te Rau Matatini

Ngaree Ah Kit
Assistant Minister for Suicide Prevention, Mental Health and Disabilities and Assistant Minister for Seniors and Youth Parliament of NT
Member for Karama Australian Labor Party

Dr Michael Wright
Head of Aboriginal Mental Health and Wellbeing
Telethon Kids Institute

Josie Farrer MLA
Member for Kimberley Australian Labor Party

Gayili Marika Yunupingu
Yolngu Elder
Gumatj clan North East Arnhem Land
Recipient National Indigenous Human Rights Awards

Stephanie Gunn
Acting Deputy Chief Executive Officer – Participants and Planning National Disability Insurance Agency

Darryl Kickett
Ambassador
Red Dust Heelers

Aunty Cheri
Yavu-Kama-Harathunian
Director and Chaplain Indigenous Wellbeing Centre

Michelle Nelson-Cox
Former Chairperson
Aboriginal Health Council of Western Australia

Uncle Mick Adams
Senior Research Fellow
Australian Indigenous HealthInfoNet – Edith Cowan University

Sandy Davies
Chairperson
Geraldton Regional Aboriginal Medical Service
Deputy Chairperson NACCHO

Eddie Mulholland
Chief Executive Officer
Miwatj Health

Joan Djamalaka
Dhamarrandji
Mental Health Worker
Miwatj Health

Gerry Georgatos
National Consultant
Ngalla Maya
Suicide Prevention and Prison Reform Researcher

Mervyn Eades
Founder and Chief Executive Officer
Ngalla Maya

Ivan Frkovic
Commissioner
Queensland Mental Health Commission

Jim Morrison
Chair
West Australian Stolen Generations Aboriginal Corporation
Founding Member Yokai
Co-convenor Bringing Them Home WA

Warwick Smith
Director Youth Mental Health
North Metropolitan Health Service – Health WA

Kim Davison
Executive Director
Gugan Gulwan Youth Aboriginal Corporation

Jaymes Boland-Rudder
Head of Government and Community Relations
National Rugby League

Robin Moore
Chief Executive Officer
North Queensland PHN

Leon White
Principal
Yirrkala Homeland School

Jennie Gordon
Director Workforce Policy and Planning
Department of Health – ACT

Dr Janet Woollard
Chairperson
National Organisation for Fetal Alcohol Spectrum Disorder

Kathy Anderson
Chief Executive Officer
Townsville Aboriginal and Islanders Health Services

Syd Jackson
Ambassador
Red Dust Heelers

The Heelers Team
Red Dust Heelers
Welcome letter from the Chair

Dear Participants,

It is my pleasure as the Chair of the conference and on behalf of Akolade to welcome you to the 2nd National Indigenous Mental Health & Wellbeing Forum.

Aboriginal and Torres Strait Islander people experience social and emotional wellbeing issues and mental health conditions across all stages of life. Aboriginal and Torres Strait Islander people usually take a holistic approach to address their social and emotional wellbeing. We acknowledge that suitable resources available to educate and assist health professionals to work with our people globally have little cross-cultural validity.

The 2nd National Indigenous Mental Health & Wellbeing Forum offers a line of national and international Indigenous and non-Indigenous speakers who have embraced the principles and practices and are committed to addressing the mental health issues associated with Aboriginal peoples.

The three-day event scheduled for 21st-23rd February 2018 will enable us to engage collaboratively with community and mainstream service providers to tackle mental health issues among Aboriginal and Torres Strait Islander people.

I look forward to catching up with you in February 2018.

Yours sincerely,

Uncle Mick Adams,
Senior Research Fellow
Australian IndigenousInfoNet – Edith Cowan University

---

Dear Valued Participants,

Kaya wandju (Hello and Welcome)

On behalf of Akolade, I have the humble pleasure to welcome you all to the 2nd National Indigenous Mental Health & Wellbeing Forum.

Evidence shows that Aboriginal and Torres Strait Islander people continue to suffer disparity from appropriate services that are essential to healing the Social and Emotional Wellbeing in a culturally competent method. We are failing to fulfill our social responsibilities and must work cohesively to develop community-led solutions and address the social impacts through co-designing best practices that will effectively have positive outcomes.

The 2nd National Indigenous Mental Health & Wellbeing Forum will showcase a number of prominent best practice models that are currently being delivered both internationally and nationally. These will allow an opportunity for us to be more transparent and cohesive in working in our communities and address the unmet needs of our culture, values and most importantly; customary activities with traditional methods and modern western treatment.

The three-day event, scheduled for the 21st-23rd February 2018, will enable us to engage collaboratively with our communities and mainstream service providers to tackle mental health issues amongst our people.

I look forward to greeting you all and working in partnership to build a brighter future for Aboriginal and Torres Strait Islander people.

Yours Truly,

Michelle Nelson-Cox
Former Chairperson
Aboriginal Health Council of Western Australia

---

Akolade is pleased to offer a selected number of complimentary passes for Indigenous community representatives who would ordinarily be unable to attend. For further information, email: mimmie.wilhelmson@akolade.com.au

FOLLOW THIS EVENT
Tweet about this event using #IndigiBiz and @AkoladeAust for event and industry updates!
21st-23rd February 2018
Pan Pacific Perth

Conference day one
Wednesday 21st February 2018

8:00  Registration opens
8:30  Opening remarks from the Chair
Uncle Mick Adams, Senior Research Fellow, Australian Indigenous Health InfoNet – Edith Cowan University
8:45  Welcome to Country
Dr Richard Walley OAM, Writer, Musician and Performer, Aboriginal Productions, Awareness & Events

Improving mental health services for Aboriginal and Torres Strait Islander people

9:00  Opening keynote
Discussing the government’s role in improving the mental health of Australia’s Indigenous population
• Examining current government initiatives and evaluating their outcomes to date
• Evaluating how the government supports service providers and implements successful partnership
• Exploring current funding models and how funding is distributed
Ngaree Ah Kit, Assistant Minister for Suicide Prevention, Mental Health and Disabilities and Assistant Minister for Seniors and Youth, Parliament of NT, Member for Karama, Australian Labor Party

9:30  Keynote
How the New Zealand government works to improve wellbeing amongst its Māori population
• Looking at New Zealand’s statistics around Māori mental health and wellbeing
• Examining the government’s initiatives to prevent suicide and improve mental health among the Māori population
• Exploring how the government collaborates across sectors to ensure there are suitable responses on the ground
• Considering future innovation to increase the range and quality of support and services available
Hamiora Bowkett, Chief Strategy and Policy Officer, Ministry of Health, New Zealand

10:10  Keynote
Collaborating with communities and Elders to improve services and outcomes
• Knowing who to collaborate with and how to develop trusting relationships
• Learning about your particular community and how to implement the local culture into service delivery models
• How to maintain engaging relationships and ensuring long-lasting collaborations
Dr Michael Wright, Head of Aboriginal Mental Health and Wellbeing, Telethon Kids Institute

10:40  Morning refreshments

11:10  Examining the NDIS’s role in improving mental health outcomes for Australia’s Aboriginal and Torres Strait Islander population
• Supporting organisations in the mental health sector to provide services to Indigenous people
• Effectively communicating what support is available and how those in need can receive it
• Discussing future strategies to keep improving services and outcomes
Stephanie Gunn, Deputy Chief Executive Officer – Participants and Planning, National Disability Insurance Agency

11:40  Keynote
Identifying cultural nuances in Aboriginal mental health
• Understanding lateral violence and how it relates to a person’s disconnection to spirit and often triggers mental health issues
• How to assess and support someone at risk of committing acts of violence motivated from unresolved lateral violence
• Sharing knowledge around lateral violence and its impact on cognitions and behaviours that often lead individuals into the criminal justice systems
• Understanding how Healing (not therapy) supports an individual from engaging in cycles of reoffending
Aunty Cheri Yawu-Kama-Harathunian, Director and Chaplain, Indigenous Wellbeing Centre

12:10  Panel discussion
How to effectively assess social and emotional wellbeing among Aboriginal and Torres Strait Islander people
• Evaluating why current assessment strategies aren’t working
• Developing a culturally appropriate assessment tool that recognises Indigenous cultures
• Discussing how culturally appropriate assessment tools can be implemented across the nation
Panelists:
Dr Michael Wright, Head of Aboriginal Mental Health and Wellbeing, Telethon Kids Institute
Joan Djamalaka Dhamarrandji, Mental Health Worker, Miwatj Health
Aunty Cheri Yawu-Kama-Harathunian, Director and Chaplain, Indigenous Wellbeing Centre

12:50  Networking luncheon

1:50  Going from prison, homelessness and chronic disadvantage to improved wellbeing and life outcomes through secondary and tertiary qualifications
• Developing pathways to education for prisoners and former inmates - Intensifying concomitant psychosocial support
• Understanding and overcoming trauma - Providing mentoring, improving belief systems and wellbeing to ensure high student retention rates and improve graduation prospects
• Supporting students from disadvantaged backgrounds from the point of entry to the point of exit
Gerry Georgatos, National consultant, Ngalla Maya prison to education, Suicide Prevention and Prison Reform researcher

2:20  Keynote
Tackling mental health issues among the Māori population by increasing the Māori workforce in the health sector
• Examining the incorporation of Māori worldviews and holistic models into the mainstream mental health sector policies
• Looking at ways to drive increased participation of Māori employees and leadership in the sector and pushing for stronger engagement and retention strategies
• Discussing the radical shift needed in New Zealand and plans for the next decade
Maria Baker, Chief Executive Officer, Te Rau Matatini

4
sales@akolade.com.au
www.akolade.com.au
Produced by: AKOLADE
61 2 9247 1522
61 2 9247 6333
Conference day one
Wednesday 21st February 2018

2:50 Providing accessible pathways for Aboriginal and Torres Strait Islander people to seek support in rural and remote areas
- Identifying barriers for Australia’s Indigenous population to receive the appropriate support
- Discussing how to deliver mental health programme to those in remote areas
- How to ensure services are efficient, culturally appropriate and received in time
Sandy Davies, Chairperson, Geraldton Regional Aboriginal Medical Service, Deputy Chairperson, NACCHO

3:20 Case study
How the QLD Mental Health Commission collaborates with communities to ensure needs are met and resources delivered
- Consulting on key issues for social and emotional wellbeing in Queensland
- How we engage with stakeholders for systemic change
- What is being done and what is working in relation to improving Queensland Aboriginal and Torres Strait Islander social and emotional wellbeing
Ivan Frkovic, Commissioner, Queensland Mental Health Commission

4:40 Case study
Developing partnerships to increase Aboriginal and Torres Strait Islander health workforce participation
- Collaborating with mainstream and Indigenous health service providers to identify barriers to improved health outcomes for the region’s Indigenous population
- Partnering with tertiary education providers to provide pathways for Aboriginal and Torres Strait Islander students to enter the sector
- Providing Aboriginal and Torres Strait Islander people with culturally safe and welcoming work environments and career progression opportunities
Robin Moore, Chief Executive Officer, North Queensland PHN

5:10 Connecting poor mental health and Fetal Alcohol Spectrum Disorder in order to prevent and treat it properly
- Understanding how alcohol affects the unborn child and the lifetime implications of FASD
- Supporting the avoidance of alcohol and drugs during pregnancy
- Identifying and providing support for those living or caring for a child, teen or adult affected by FASD
Dr Janet Woillard, Chairperson, National Organisation for Fetal Alcohol Spectrum Disorder

“I found the forum to be a worthy event which I will attend again. I have walked away having learned more, broadened in perspective and with valuable resources. Thank you.”
- Monique Meredith, UTHSAC

Conference day two
Thursday 22nd February 2018

8:00 Registration opens

8:45 Opening remarks from the Chair
Michelle Nelson-Cox, Former Chairperson, Aboriginal Health Council of Western Australia

Building resilience within communities and their people

9:00 Keynote
Improving the wellbeing of Aboriginal and Torres Strait Islander people through community-based approaches
- Identifying the root causes to the high suicide rate amongst the Aboriginal and Torres Strait Islander youth in the Kimberley
- Examining how the community can better support its youth through education, mental health programmes and employment opportunities
- Discussing outcomes of the Indigener suicide inquiry and what needs to happen next
Josie Farrer MLA, Member for Kimberley, Australian Labor Party

9:30 International keynote
Examining the suicide crisis among Canada’s Indigenous communities
- Identifying the causes to the poor mental health among the Indigenous people and youths
- Developing long-term strategies to tackle the root causes
- Discussing the government’s role in improving the current situation and changing the health sector
- Looking at future initiatives to deliver effective services on the ground
Alvin Fiddler, Grand Chief, Nishnawbe Aski Nation

10:10 Case study
Preventing suicides and improving mental health by reconnecting to country and culture
- Examining the importance of connection to country, culture and family and how it relates to mental wellbeing
- How to support and engage Aboriginal and Torres Strait Islander youths through community connections
- Discussing barriers to effectively provide support to the community and what needs to be done to see change
Gaylji Marika Yunupingu, Yolngu Elder, Gumatj clan
North East Arnhem Land, Recipient, National Indigenous Human Rights Awards
21st-23rd February 2018
Pan Pacific Perth

Conference day two
Thursday 22nd February 2018

10:40 Morning refreshments

11:10 Case study
Putting an end to the trauma that’s affecting Australia’s Stolen Generations

- Identifying the mental impacts and consequences of Australia’s removal policy
- Understanding the intergenerational effects for current and future generations
- Analysing what actions are required in order to put an end to the trauma caused by forced removal and what progressions have been made over the years

Jim Morrison, Chair, West Australian Stolen Generations Aboriginal Corporation, Founding Member, Yolak, and Co-convenor, Bringing Them Home WA

11:40 Case study
Changing a history of suicide: How one region took control of their own wellbeing

- Identifying current suicide trends and causes among the Aboriginal and Torres Strait Islander population in order to effectively combat the high rate of suicide
- Developing suicide prevention strategies that are tailored to the individual community
- Getting the community and family involved to develop a support network

Eddie Mulholland, Chief Executive Officer, Miwatj Health
Joan Djamalaka Dhamarrandji, Mental Health Worker, Miwatj Health

12:10 Panel discussion
Seeing the connection between poor mental health and drug and alcohol abuse in order to provide effective support and treatment

- Developing holistic approaches focusing on mental health in order to combat alcohol abuse
- Develop partnerships to ensure there’s a holistic approach and a strong safety net when combatting drug and alcohol abuse
- Creating positive campaigns that encourage abstinence and empower to the belief in one own’s choice

Panelists:
Josie Farrer MLA, Member for Kimberley, Australian Labor Party
Kim Davison, Executive Director, Gugan Gulwan Youth Aboriginal Corporation
Darryl Kickett, Ambassador, Red Dust Heelers

12:50 Networking luncheon

1:50 Unaddressed mental health and poverty related traumas comprising the majority of the prison population:

- How the simple provision of Medicare to the incarcerated can improve health and mental health outcomes
- Our people come out of prison in a worse condition - How intense psychosocial support pre- and post-release can reduce the prospect of re-offending - Ngaila Maya as an example
- Pathway support to reducing substance addictions, to improving health and wellbeing and to improving life prospects

Mervyn Eades, Founder and Chief Executive Officer, Ngaila Maya

2:20 Case study
The role of sport in improving mental wellbeing in communities

- Examining the importance and impact of roles models in spreading awareness and education around mental health
- Exploring current initiatives by the NRL and what they have achieved so far
- Developing partnerships and collaborating with communities to increase outreach

Jaymes Boland-Rudder, Head of Government and Community Relations, National Rugby League

Empowering the Indigenous youth

2:50 Case study
Building strong spirits, health and wellbeing through all abilities sports and recreation

- Discussing how disability impacts the life of Aboriginal and Torres Strait Islander people across Australia
- Sharing stories about the Heelers work with young Indigenous people, their approaches and impacts
- Engaging local communities to contribute to healing and wellbeing through all abilities sports
- Why play, laughter and encouragement at have a go at life is crucial to the mental health and wellbeing of Indigenous and non-Indigenous young people as well as their families

Darryl Kickett, Ambassador, Red Dust Heelers
Syd Jackson, Ambassador, Red Dust Heelers

3:10 Afternoon refreshments

3:40 The importance of building resilience and a sense of pride among Aboriginal and Torres Strait Islander youth to see positive wellbeing outcomes

- How to effectively collaborate with the community and families to empower the youth
- Evaluating what has proved successful and what challenges still need to be overcome
- Looking at future initiatives to foster positive life prospects for generations to come

Kim Davison, Executive Director, Gugan Gulwan Youth Aboriginal Corporation

4:10 Case study
How schools can enhance their students’ social and emotional wellbeing

- Incorporating traditional social and emotional wellbeing frameworks into the curriculum
- Strengthening the recognition of culture to improve students’ wellbeing while at school
- How to identify a child that might be suffering from poor mental health

Leon White, Principal, Yirrkala Homeland School

4:40 Closing remarks from the chair and end of conference

“It was a fantastic event - Well organised, and made incredibly informative through the choice of presenters. Thanks!”

- Mental Health Coordinator, South West Aboriginal Medical Service
Post-conference workshops  
Friday 23\textsuperscript{rd} February 2018

9:00AM – 12:00PM  | Workshop A
Developing cross-sector partnerships to increase service outreach and quality

Collaborating with other organisations, whether it is government, Aboriginal medical services, mainstream health services or NFPs, come with many advantages. But initiating those partnerships and getting the most out of them isn’t always easy.

Attend this workshop and learn how to:
- Identify who to partner with and how to attract them for business opportunities
- Initiate long-lasting business collaborations
- Ensure the partnership is beneficial for all parties involved
- Managing meaningful relationships for long-term gains

12:00PM – 1:00PM  | Networking luncheon

1:00PM – 4:00PM  | Workshop B
Supporting and engaging Aboriginal and Torres Strait Islander employees in the mental health sector

While organisations work on developing services that meet the needs of Australia’s Indigenous population, it is evident that there is an underrepresentation of Aboriginal and Torres Strait Islander employees in the mental health sector.

It is crucial that service providers effectively recruit, engage and retain Aboriginal and Torres Strait employees and create culturally safe environments by embracing Indigenous cultures and educating mainstream staff.

Attend this workshop and learn how to:
- Effectively recruit Aboriginal and Torres Strait Islander employees in the mental health sector
- Ensure the workplace is culturally safe and welcoming and providing flexible support and mentoring models
- Develop a better understanding of Indigenous cultures through engagement with community
- Create strategies on how to educate staff to better meet, assess and treat Indigenous people

For sponsorship opportunities, please email: Julian.Miller@akolade.com.au
## Registration Form

### Registration Fee

<table>
<thead>
<tr>
<th>Indigenous community organisations &amp; NFP association rates:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference only</td>
</tr>
<tr>
<td>Conference + 1 workshop</td>
</tr>
<tr>
<td>Conference + 2 workshops</td>
</tr>
</tbody>
</table>

### Government rates:

| Conference only | $1,899 | $1,999 | $2,099 | $2,199 | $2,299 |
| Conference + 1 workshop | $2,499 | $2,599 | $2,699 | $2,799 | $2,899 |
| Conference + 2 workshops | $2,799 | $2,899 | $2,999 | $3,099 | $3,199 |

### Solution Provider rates:

| Conference only | $3,899 | $3,899 | $3,899 | $3,899 | $3,899 |

### AN ADDITIONAL 10% GST IS APPLICABLE ON ALL CHARGES

**SAVE! (Choose between):**

1. EARLY BIRD DISCOUNT. Register and pay by a deadline indicated above to achieve up to 20% SAVINGS on the Standard Rate. Registrations received without payment are ineligible for an Early Bird Discount and will be charged at the Standard Rate.

2. TEAM DISCOUNT.:
   - Register 3-4 delegates and receive an additional 10% DISCOUNT off the current price
   - Register 5-7 delegates and receive an additional 15% DISCOUNT off the current price
   - Register 8 or more delegates and receive an additional 20% DISCOUNT off the current price

For large group bookings, please email sales@akolade.com.au to receive a quote.

All group registrations must be from the same company, at the same time and for the same event.

Registrants must choose between the most advantageous discount option. Only one discount scheme applies.

### Dates & Venue

**Perth**

21st-23rd February 2018

Pan Pacific Perth

207 Adelaide Terrace, Perth WA 6000, Australia

+61 8 9224 7777

### Delegate Details

**Please complete in black letters**

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>DELEGATE 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DELEGATE 2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DELEGATE 3</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Company</th>
<th>Postal Address</th>
<th>Today's date:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Easy Payment Options

**ABN 96 149 066 991**

- EFT: Transfer your payments to Akolade Pty Limited at Commonwealth Bank of Australia BSB 062 099 Account No. 1068 5915. Please quote GOV44 on the EFT.

- CHEQUE: Please make out cheque to Akolade Pty Limited. Please quote GOV44 on the cheque.

- CREDIT CARD: Please charge my card in the amount of $__________.

  - VISA
  - MASTERCARD
  - *AMEX

  * A credit card fee of 2.5% will apply for Amex

<table>
<thead>
<tr>
<th>Card No.</th>
<th>Expiry Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Card holder’s Name:</th>
<th>Signature:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### IMPORTANT NOTICE

Attendance will only be permitted upon receipt of full payment. Please note that the programme and speakers are subject to change without notice. If the venue changes, you will be notified. Akolade will not be responsible for any event re-scheduled or cancelled.

**CANCELLATION POLICY:** Should you be unable to attend, a substitute delegate is always welcome at no extra charge. Akolade regrets that no cancellations will be refunded, conference documents, however, will be sent to the delegates. For an event cancelled by Akolade, registration fees are fully refundable. Akolade will not be responsible for any event alterations, re-schedules, or cancellations.

**PRIVACY POLICY:** Please note that a portion of the data for this mailing was supplied by third party sources. If you would no longer like to receive promotional mail from Akolade, please opt-out by confirming in writing and forwarding your letter to marketing@akolade.com.au. Please note all opt-out requests will be processed within 30 business days from the date of receipt.