

Quitline Service

13 7848 (13 QUIT)



Quitting smoking can be hard so if you're thinking of quitting, or know someone who is, get some support from the friendly advisors at Quitline.

Quitline 13 7848 (13 QUIT) is a specialised service designed to help you, or someone you know, succeed in becoming a non-smoker. Smokers who seek support from the Quitline can significantly increase their chances of success. The health benefits of quitting start within just two hours of giving up!

What is Quitline?

Quitline 13 7848 is a confidential telephone-based support service primarily designed to help smokers quit smoking for the cost of a local call*. Quitline can also provide assistance to family and friends of smokers interested in information on how to support someone quitting.

NSW Quitline has been in operation for more than 20 years and has helped thousands of Australians quit smoking.

Why should I call?

By calling the Quitline you are taking a positive step towards better health and quitting for good. You can:

- receive a free Quit Kit;
- talk confidentially to a specially trained Quitline telephone advisor; and
- take part in the callback and follow-up service which can double your chances of quitting for good.¹

Quitline can even arrange an interpreter service if you're not fluent in English.

What service does the Quitline provide?

Quitline offers a range of services to help smokers quit. These include:

- information about quitting;
- support for people wanting to quit;
- Quit Kits;
- advice about quitting products and methods
- a free personalised call-back service to assist smokers through the quitting process;
- advice for family and friends of smokers; and
- resources for smokers, their friends and their family.

Who can access Quitline Services?

Anyone can contact Quitline, both daily and occasional smokers, as well as friends or family of smokers. Quitline can help you even if you are just thinking about quitting but not quite ready to take that step yet.

Quitline can also help you support someone you care about in their quit attempt.

When can I call?

You can call Quitline and request a free Quit Kit at anytime, 24 hours a day, 7 days a week.

The Quitline 13 7848 advice and information service operates 7 days a week during the following hours:

- Monday to Friday: 7 am-11 pm
- Saturday, Sunday and public holidays: 9 am-5 pm

During Cancer Institute NSW smoking cessation campaigns, the Quitline operates from 7 am to 11 pm weekdays and 9 am to 11 pm weekends.

If you want to speak to an advisor but call outside these hours, you can leave your contact details. A Quitline advisor will return your call the next day.



* Higher call charges may apply from mobile or pay phones

¹ Borland, r., Segan, C., Livingston, P. & Owen, N., 2001, 'The effectiveness of callback counselling for smoking cessation: a randomised trial', *Addiction*, pp. 881-889.

What happens when I call Quitline?

When you call 13 7848 (13 QUIT), you will be asked whether you'd like a Quit Kit or whether you'd like to talk to a Quitline advisor.

What's a Quitline advisor?

Advisors are professionals who have been trained in health, education or psychology and smoking cessation. They know the health effects of smoking, understand the quitting process and how difficult quitting smoking can be. They're friendly, helpful, non-judgmental and able to assist you whatever stage you're at in the quitting process.

The advisors can:

- give you advice about quitting smoking;
- help you assess your level of nicotine dependence;
- provide strategies on preparing to quit, preventing relapse and staying a non-smoker;
- give you information on products and services to help you quit; and
- help you get through the tough times or answer any questions you may have about quitting smoking.

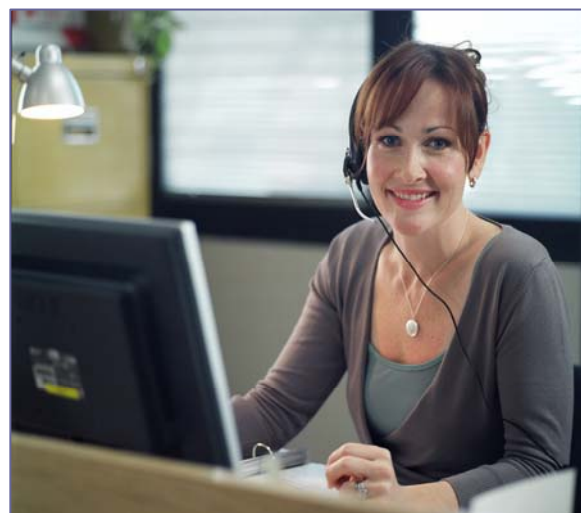
What happens if I choose a Quit Kit?

When you first call you will be offered a Quit Kit. It contains information that aims to support you in your quit smoking decision and information about why quitting is the best choice for you and for those around you. The kit also provides you with plenty of ideas on how to stay quit and remain a non-smoker.

The Quit Kit contains:

- a 'Quit Because You Can' booklet, which includes a step-by-step guide to quitting;
- 'Products to help you Quit smoking' brochure which outlines products known to be effective in aiding quitting. This brochure includes information on Bupropion tablets (Zyban) and nicotine replacement therapies (NRT) such as patches, gum, lozenges, sublingual tablets and inhalers; and
- 'You can Quit' pocket guide that contains simple messages and hints on how you can stay a non-smoker.

Your pack should arrive in about 48 hours.



What happens if I choose to speak to an advisor?

If you want to quit smoking a Quitline advisor will ask questions about your smoking in order to tailor a quit plan that suits your needs.

Smokers will also be offered the opportunity to join a free call-back program. These calls are made on an individual basis and at convenient times for you. The callback service is completely optional, and doesn't cost anything.

The callback service is available for smokers who would like ongoing support with their efforts to quit smoking. Up to six follow-up phone calls can be scheduled throughout the most difficult period of quitting at times that suit you best. This popular service can help to keep you motivated and on track, as well as double your chances of successfully quitting for good.

Once you've nominated a quit date, a Quitline advisor can call on the following days to help you through the process of quitting:

- Once before the quit date
- Three times in the first week of quitting
- Twice in the following three weeks.

The callback service can be tailored to meet your individual needs. You elect how many callback phone calls you want. You will be offered a follow-up call three months after your quit date just to check on your progress.

Even if you've nominated to participate in the callback service, you're always welcome to ring the Quitline 13 7848 and talk to an advisor at any time.