

Are you a health professional supporting a client to quit smoking?

Brief advice from health workers about quitting smoking, helps clients think about their smoking and may prompt them to quit. Health professional can refer a client to the Quitline by:

- completing the Quitline referral form and faxing to Quitline on **(07) 3259 8217**
- completing the Quitline referral form online and emailing to **13QUIT@health.qld.gov.au**
- submitting an online referral.

All forms are available at: <http://www.qld.gov.au/health/staying-healthy/atods/smoking/index.html>

How is my information handled?

Queensland Health is subject to privacy and confidentiality legislation which sets standards for how we handle your personal information. To protect your privacy, Queensland Health is required to comply with the Privacy Principles which are contained in the *Information Privacy Act 2009* (QLD), in particular, the National Privacy Principles. These principles include rules about collection, use, quality, security and disclosure of personal information. Queensland Health staff are also bound by a strict legal duty of confidentiality in Part 7 of the *Hospital and Health Boards Act 2011*.

For more information about how Queensland Health manages your personal information please visit: www.health.qld.gov.au/system-governance/records-privacy/health-personal



Which way? Ring Quitline today! 13 QUIT (13 7848)

* Quitline is the cost of a local call from anywhere in Queensland, with higher call costs for mobile phones. Counsellors are happy to call you back if the cost of the call is issue for you.

Further information
qld.gov.au/quit



Quitline— supporting Aboriginal and Torres Strait Islander people to quit smoking



Quitline
13 QUIT

Who are the Quitline?

- The Quitline is a statewide telephone service dedicated to helping Queenslanders to quit smoking.
- There are deadly Aboriginal and Torres Strait Islander staff who want to yarn with you about quitting smoking.

What can I expect when I call Quitline?

- You will be asked whether you identify as being of Aboriginal and/or Torres Strait Islander origin and then if you do identify you will be asked if you would prefer to yarn with an Aboriginal and/or Torres Strait Islander counsellor. This helps us to ensure we can best support you.
- We create a confidential record, so each time you make contact with the service, our counsellors can pick up from where you left off.
- Our Aboriginal and Torres Strait Islander counsellors are available on most days and across the extended hours of the service. If an Aboriginal or Torres Strait Islander counsellor is not available you will have the option to be supported by another member of the Quitline team. All Quitline counsellors receive cultural competence training and will support you to quit smoking in a respectful and positive way.



So how do Quitline support our community?

Quitline offer deadly support, encouragement and resources to help all smokers to quit!

The Aboriginal and Torres Strait Islander counsellors at Quitline have been helping our community to quit smoking for many years by:

- providing friendly information and support about quitting —*we understand it's hard to quit so you are not given a health lecture*
- not shaming or judging our community —*we focus on the reasons why people smoke, not why they shouldn't*
- yarning about ways you can prepare for quitting including, developing a quit plan with you
- yarning about what you feel is important about quitting and what might be a barrier for you
- providing you with information about products available to help you quit smoking
- working as a team to support you to stay off the smokes and offer tips when cravings hit
- supporting family members who want to help their loved ones quit smoking.

The Quitline supports Aboriginal and/or Torres Strait Islander people to quit smoking through our **Yarn to Quit Program**.



Yarn to Quit Program

This program involves four telephone support contacts where we work with you to develop a quit plan and support you throughout your quit journey.

The Quitline service is available 7 days a week from 7am to 10pm. You can also jump online and request a call back from our team by visiting:

<http://www.qld.gov.au/health/staying-healthy/atods/smoking/index.html>