

Quitline Service.

Quitting smoking is not an easy thing to do on your own. So if you are thinking of quitting, or know someone who is, it's a good idea to get some support or advice from the friendly advisors at the Quitline.

What is the Quitline?

The Quitline is a free confidential telephone-based support service primarily designed to help smokers quit smoking. For the cost of a local call, smokers can request to a free Quit Pack or receive advice about the quitting process from trained Quitline advisors.

Over the years, the Quitline has helped thousands of Australians to quit smoking.

Why should I call?

By calling the Quitline you are taking the first positive step towards better health and a smoke-free lifestyle.

You can:

- Receive a free Quit Pack
- Talk confidentially to a specially trained Quitline advisor; and
- Take part in the callback and follow-up service which can help you stay on track and quit for good.

Quitline can even arrange an interpreter service if required.

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
- Free Quit Packs
- Advice about the various products and quitting methods
- A callback service to assist smokers through the quitting process
- Advice for family and friends of smokers
- Various resources for smokers, their friends or family

Who can access Quitline services?

Anyone can contact the 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 the next step yet.

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

When can I call?

You can call the Quitline and request a free self-help Quit Pack at anytime, 24 hours a day, 7 days a week.

The Quitline telephone advice and information service operates during the following hours:

- Monday to Friday: 9am – 5pm
- During campaign periods, the Quitline may operate extended hours from Monday to Friday: 9am – 9pm
Saturday and Sunday: 9am – 6pm

If you want to speak to an advisor, and have called outside these hours, you can leave you contact details with the operator and a Quitline advisor will return you call next business day.

What happens when I call Quitline?

When you call the Quitline, you will be asked whether you would like to a free Quit Pack or wish to speak to a Quitline advisor.

What's a Quitline advisor?

Quitline advisors are people who have been specially trained in smoking cessation. They understand the quitting process and how difficult quitting smoking can be. They are friendly, helpful, non-judgemental and able to assist you whatever stage you may be at in the quitting process.

The advisors can:

- Give you advice about quitting
- 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 the various products and services to help you quit
- Help you get through the tough times or answer any questions you may have about quitting smoking

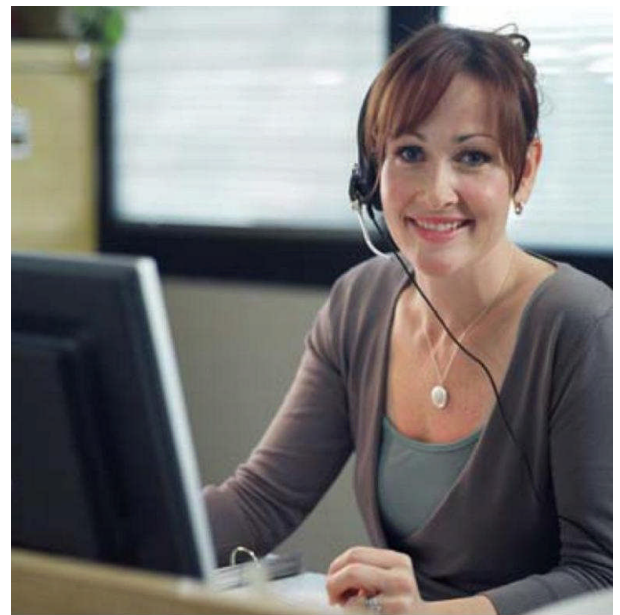
What happens if I choose a Quit Pack?

When you first call you will be offered a free self-help Quit Pack. 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 those around you. The pack also provides you with plenty of ideas on how to stay quit and remain a non-smoker.

The Quit Pack contains:

- A 'Quit Because You Can' booklet, which includes a step-by-step guide to quitting
- 'Products to Help You Quit Smoking' brochure. This brochure includes information on Bupropion tablets (Zyban) and nicotine replacement therapies (NRT) such as patches, gum, lozenges, sublingual tablets and inhalers.
- A sticker to make you home a smokefree zone
- A 4-week planner to help you plan your quit attempt

Your Quit Pack should arrive in the mail within a couple of days of your order being placed.



What happens if I choose to speak to an advisor?

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

Smokers will also be offered the opportunity to join a free callback 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 calls can be scheduled throughout the most difficult period of quitting at times that best suit you. 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 have 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 can 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 have nominated to participate in the callback service, you are always welcome to ring the Quitline (13 7848) and talk to an advisor at any time.