



Key Facts about Quitline

What is Quitline?

Quitline is a national telephone helpline service (managed by individual states and territories) that provides confidential support for people who would like to quit smoking. Quitline can be accessed by calling 13 7848 and asking to speak to an Aboriginal and Torres Strait Islander counsellor. Callers can leave a message 24/7 and an advisor will call back.

Quitline Aboriginal and Torres Strait Islander counsellors are professionals with specialist training to assist people with smoking cessation. Aboriginal and Torres Strait Islander counsellors will provide callers with a plan for quitting that is tailored to their individual needs, as well as information on different quitting methods and products, and written and other resources. Aboriginal and Torres Strait Islander counsellors can also link callers up with local support groups if requested.

Promotion of Quitline for cessation support

It is important that TIS teams work to improve Aboriginal and Torres Strait Islander people's access to cessation support services such as Quitline. They can do this by raising awareness and understanding of these support services, addressing any misunderstandings, and promoting service use in their region. This might include referring people who smoke to Quitline, as well as providing education and information about the service.

Organisations delivering Quitline are committed to attending community and professional events to promote education and awareness of the service. TIS teams can ask Quitline to attend their events. They will engage with practitioners and community members with interactive tools, information, and resources to support people to quit smoking.



How can Quitline Aboriginal and Torres Strait Islander counsellors help community members?

- Helping set up a plan that is tailored just for them.
- Listening carefully and offering tips and strategies that suit them.
- Helping to motivate them by listening carefully to their reasons for quitting smoking.
- Offering advice on nicotine replacement therapy (NRT) products (such as patches or gum) or quitting medication (Champix/varenicline). It is recommended that people use Quitline plus a quitting medication or a combination of nicotine patch with a fast-acting product like mouth spray, gum or lozenge.
- Discuss their last quit attempt. Quitline Aboriginal and Torres Strait Islander counsellors can help community members to draw on their experience to make a plan to quit.
- Post out a quit pack or quitting brochures/other information.

Common questions about the Quitline

Who will be on the other end of the line?

All Quitline Aboriginal and Torres Strait Islander counsellors are qualified Aboriginal and Torres Strait Islander counsellors. Quitline Aboriginal and Torres Strait Islander counsellors understand that quitting is a complex process and that most people will have a number of goes at quitting before they quit for good. Quitline Aboriginal and Torres Strait Islander counsellors are trained to listen carefully.

How long can clients talk to them for?

Many people call Quitline with a quick query, but a typical first call to Quitline takes around 10–20 minutes.

What will they want to know?

All calls are confidential. This means a caller does not have to give their name if they don't want to. Quitline Aboriginal and Torres Strait Islander counsellors will generally ask a caller about their smoking history, motivation to quit, smoking habits and the stress side of smoking. They will also try to understand the caller's smoking based on nicotine addiction. An essential part of the first Quitline call is to set up a plan for quitting that suits each individual. Quitline Aboriginal and Torres Strait Islander counsellors can also give advice about the different quitting methods and products. Quitline Aboriginal and Torres Strait Islander counsellors are trained to help callers to explore their desire to quit and to deepen it. Quitline can also offer a wide range of helpful resources.

Do they have to be currently trying to quit to talk to them?

Not at all. If they are a person who smokes thinking about options or a family member looking for advice on how to help a loved one, Quitline is there for them.

When is Quitline open?

The Quitline operates at different times in each jurisdiction. See your relevant state information below for opening times:

Australian Capital Territory

<https://actcancer.org/prevention/smoking-and-tobacco-use/quitline-137848/>

New South Wales

<https://www.icanquit.com.au>

Queensland

<https://quithq.initiatives.qld.gov.au>

Tasmania

<https://www.quittas.org.au>

Northern Territory

South Australia

Victoria

Western Australia

<https://www.quit.org.au/articles/aboriginal-quitline/>

Does it cost anything to call?

The cost of a local call (normal charges apply from a mobile phone). But individuals can also ask Quitline to call them by requesting a Quitline call-back.

How well does Quitline work?

Quitline is regularly reviewed for effectiveness. The Aboriginal Quitline Enhancement project qualitative research report identified the following strengths:

- the confidentiality that Quitline provided
- the benefits for people who are geographically or socially isolated
- the benefits of calls back in providing ongoing support
- the ability to access after-hours support

Studies show that Quitline greatly increases the chance of quitting and that most callers find Quitline helpful.