

Quitline Queensland

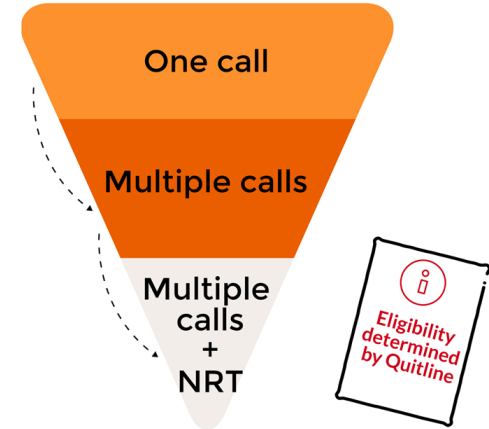
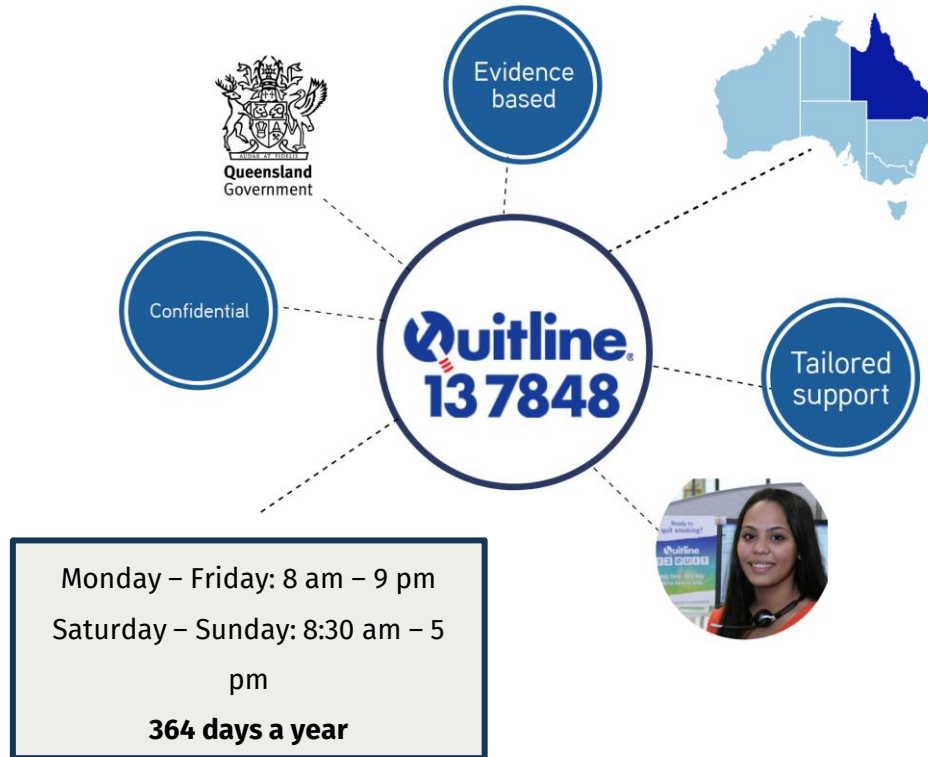
How Quitline Queensland supports Aboriginal and Torres Strait Islander clients

Peter Coombes, Aboriginal and Torres Strait Islander Counsellor

Misha Selwood, Aboriginal and Torres Strait Islander Counsellor

Chloe Willats, Preventive Health Team Leader Counsellor

Quitline - QLD



Quitline Team



Quitline is delivered by:

- Counsellors
- Team Leaders

Professional Backgrounds in:

- Social work
- Mental Health
- Psychology
- Counseling



Priority Populations



Pregnant people, their partners and people planning a pregnancy



Aboriginal and Torres Strait Islander Queenslanders



Parents or primary carers of children aged 3 and under



NRT & Young People

Clients 12-15

- Parental Consent OR
- GP approval

Clients 16+

- Usual process



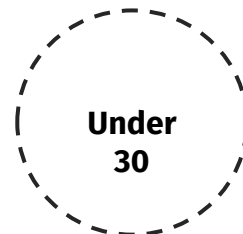
Residents of rural, regional and remote QLD



QLD Health & QAS Employees



People experiencing disadvantage and accessing support via a registered organisation



Intensive Quit Support (IQS) Program



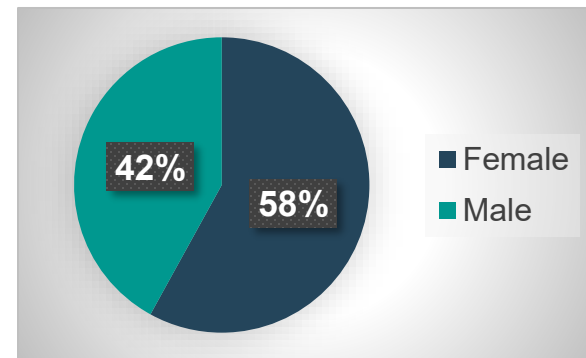
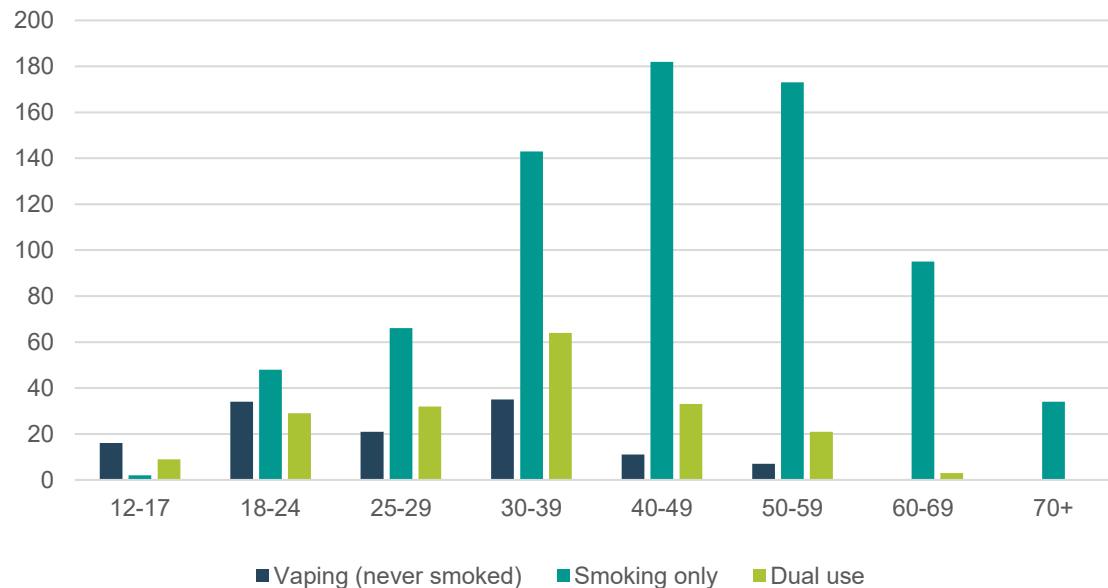
The program treats the two sides of Nicotine Dependence

- **Psychological:** 4 scheduled support calls
 - Clients can have additional calls as needed
- **Physical:** 12 weeks of combination (short + long acting) Nicotine Replacement Therapy (NRT)
 - 21mg patches
 - 4mg gum (mint flavour)
 - 4mg lozenges (fruit or mint flavour)
 - 1mg spray (mist – mint flavour)

Aboriginal & Torres Strait Islander Clients Participation



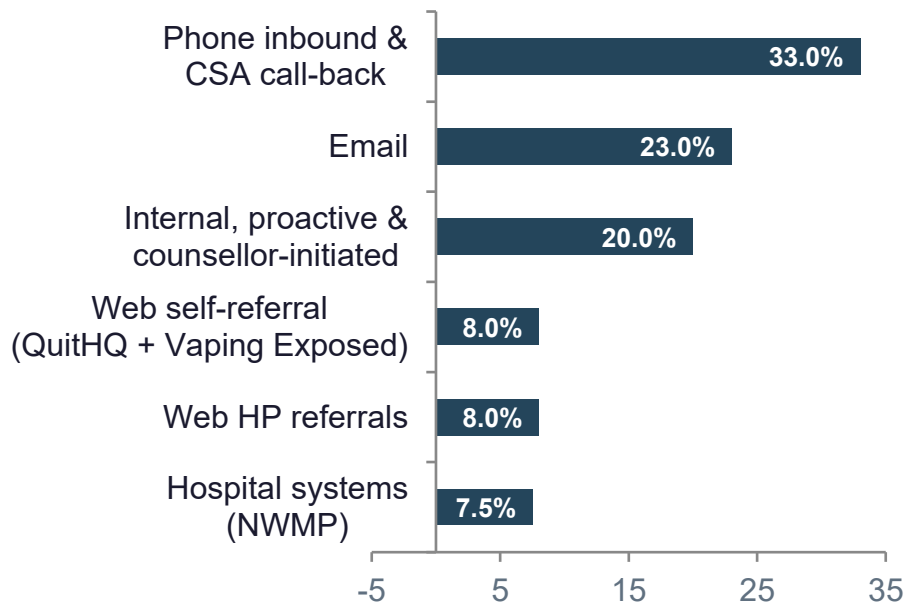
IQS clients FY25-26 (22% of all IQS participation
n=1,067)



How mob reach Quitline



Referral Sources



Referral Type

52% (n=551)

Self-referred

48% (n=516)

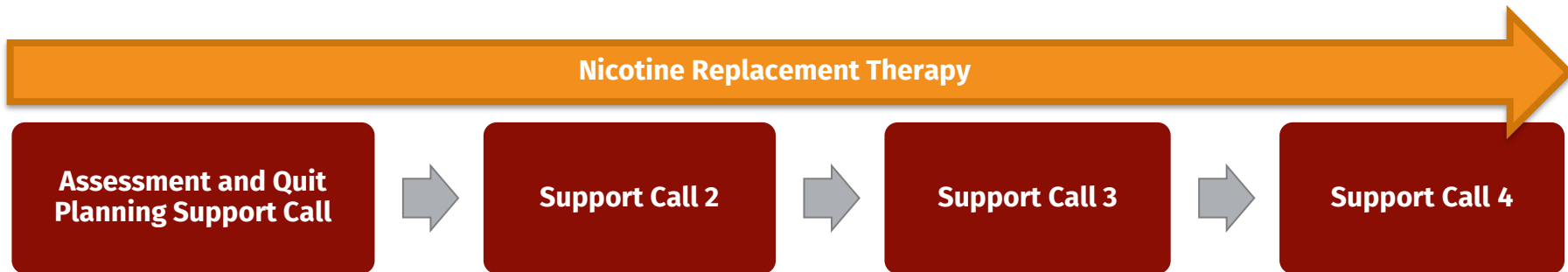
Third party

31%(n=334) of the clients preferred to speak with Aboriginal and Torres Strait Islander Counsellor



What can a client expect?

Program Structure



Building a comprehensive quit plan:

- Nicotine dependency assessment
- Past quit attempts
- Triggers
- Pharmacotherapy
- Practical strategies
- Planning & support
- Resources through email

Adjusting plan to client's journey (if needed):

- Motivation
- Ongoing support
- Relapse prevention strategies
- Skill building: practical and mental strategies (e.g. strategies to cope with stress)

How do we support our clients?



- Provide culturally appropriate, non-judgmental information and support on quitting.
- Have open discussions about what's important to the client and any barriers to quitting.
- Help clients prepare to quit by developing a plan that considers their location and cultural practices.
- Discuss strategies to increase the likelihood of quitting.
- Inform clients about available products and services through Quitlines and CTG programs.
- Offer support to family and community members who assist in the quitting process.
- Refer to external services when needed.
- Provide case management if required.

How to Refer (QLD ONLY)

 **Queensland Government**

QUIT HQ

Getting ready ▾ How to quit ▾ Staying quit ▾ Helping others quit ▾ For health professionals ▾ Publications and resources

Home > How to quit > Get help from Quitline > Request a Quitline call

Request a Quitline call

How to quit

- Know your habits
- What to expect
- Use quit tools and apps
- Our support program
- Get help from Quitline
- About Quitline services
- Request a Quitline call**
- Nicotine Replacement Therapy

Complete this form to request a call from one of our Quitline counsellors, who will give you advice and support to quit smoking. They can talk to you about the quit process, work with you to develop your own quit plan and help you quit for good.

First name *

Last name *

Date of birth

What is your sex?

☐ Female ☐ Male ☐ Other

Suburb *

 **Quitline 13 7848**

 **Queensland Government**

Referral Form

Information collected by Quitline will be treated confidentially and will not be released to other entities unless required by law.

Client details

Surname:	Given names:	Sex: ☐ M ☐ F ☐ I
Address: (please include suburb)		Postcode:
Phone Number/s:		Date of birth:
Mobile:	Home/Work:	/ /
IMPORTANT INFORMATION FOR CLIENT: Calls from Quitline will appear as an UNKNOWN number.		Is it OK to leave message? ☐ Yes ☐ No
Preferred day to call:	☐ Any day ☐ Weekday ☐ Weekend	Note: 'evening' not available on weekends
Preferred time/s to call:	☐ Any time ☐ Morning ☐ Afternoon ☐ Evening	
Email:	Aboriginal and Torres Strait Islander origin: (please indicate one only) ☐ Aboriginal and Torres Strait Islander ☐ Not stated / Unknown ☐ Is a translator required? ☐ Yes ☐ No ☐ If yes - please specify a language: ☐ Aboriginal but not Torres Strait Islander ☐ Neither ☐ Torres Strait Islander but not Aboriginal	
Is the client pregnant? ☐ Yes ☐ No	Other details:	Would the client like to speak to an Aboriginal and/or Torres Strait Islander staff member? ☐ Yes ☐ No

Referrer details (this section must be completed)

I acknowledge that I have informed my client of this referral to the Quitline service and my client has provided consent.

Agree: ☐ **Date:**

Name:	Profession: ☐ Doctor ☐ Nurse	Setting: ☐ General Practice ☐ Hospital
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Publications and Resources



Quit HQ

Quit HQ is a comprehensive website that provides quit-smoking or vaping support, including scientifically-backed information, tools, and resources for the individual, their loved ones, and health professionals.

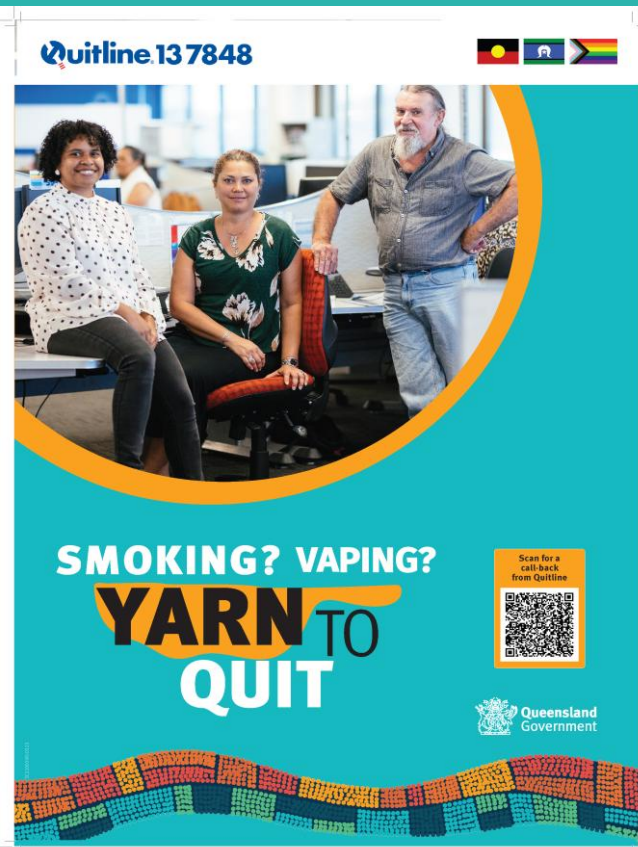


QuitBuddy

QuitBuddy is a mobile app that combines education, support, and goal-setting to help people quit and stay quit.



Yarn to Quit Resources (QLD ONLY)



Quitline Queensland
Resource Order Form

Printed resources are available free of charge and can be ordered by completing the resource order form.

Quitline Queensland Resource
Order Form



Quitline videos (What to expect and client story)

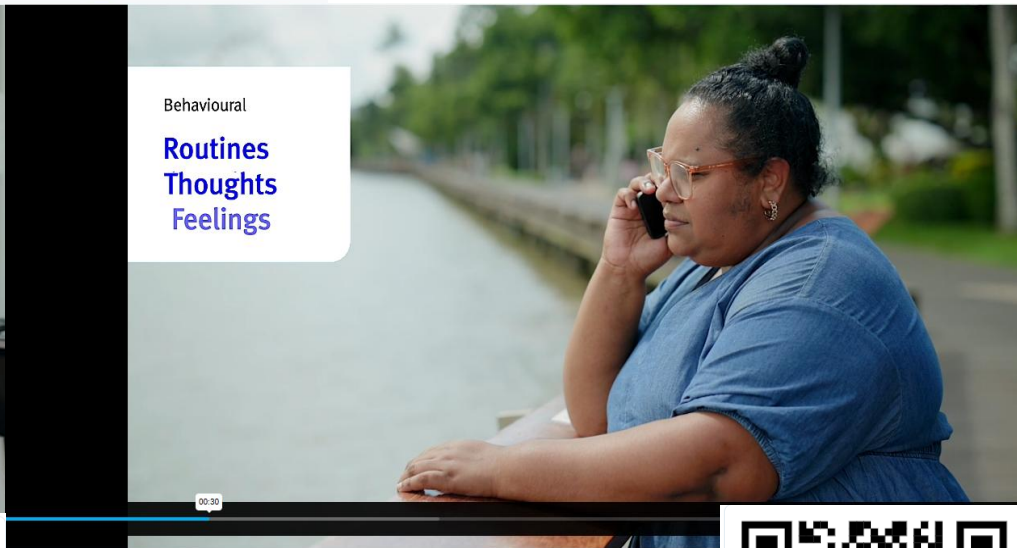


h all of Vimeo

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Kiri's story: Quitline



Behavioural

Routines
Thoughts
Feelings

00:30

What to Expect from the Yarn to Quit Program



Thank you!



Contact Details

Email: 13QUIT-HealthPromotion@health.qld.gov.au

Come meet us at the stall

Get in touch if you have any questions 😊