

## What is Quitline?

The Quitline 131 848 is a national telephone advisory service that assists smokers with quitting. It receives between one and three thousand calls each week, depending on media activity. Each state operates their own service. In South Australia, the Quitline is run by Quit SA.

Most people call for help with their own quitting, but calls from supportive friends and relatives are welcome too. Many people are prompted to ring in response to media advertising. We also encourage health professionals to refer their clients to the Quitline.

## Quitline hours

In South Australia, Quitline calls are answered 24 hours a day, every day of the year.

Quitters are also able to talk to a trained adviser, who is available for extended hours on weekdays, and at times on weekends and public holidays.

## Who are the telephone advisers?

Quitline advisers are all specialist counsellors with degrees in health/education/psychology.

Initially trained in all aspects of smoking cessation, they receive ongoing training in areas including counselling, cultural awareness, mental health issues and new cessation techniques.

They are friendly and non-judgemental, and use motivational interviewing methods.

## What happens when you call 131 848

### Free Quitpack

Every caller is initially offered a Quit pack. It contains *Quit because you can*, a comprehensive booklet taking the quitter through the:

- decision to quit
- getting ready to quit
- quitting
- staying a non-smoker
- coping with setbacks

as well as stickers, a smoking diary, quit course information and a handy desktop reminder.

### Support from an adviser

All callers are then asked if they would like to speak to an adviser. About a third of all callers take up this offer. Callers choosing this option can then have more tailored information sent to them.

## Talking to an adviser

The first call to a telephone adviser is used to assess level of addiction and behaviours relating to smoking, and time is allowed for establishing rapport. This can take between 10 and 30 minutes.

Quitline advisers offer:

- support when planning to quit
- information about nicotine replacement therapy and other quitting aids and methods
- strategies for coping with cravings and withdrawal symptoms
- tips on managing stress and weight gain
- information about quit courses.

## For those with other languages

Conference calls can be arranged on request with the Translating and Interpreting Service for callers not fluent in English.

## The Callback service

Advisers offer all committed quitters callbacks to help them through their quitting. These calls are arranged at the quitter's convenience and are scheduled through the most difficult period of quitting.

Significant numbers of quitters take advantage of the callback option, and find it helps to keep them motivated and on track.

Quitters can of course ring back to talk to an adviser at any stage.

Successful quitters are sent a certificate of congratulations three months after their quit date.

## A high quality service

All aspects of the Quitline service are regularly monitored and evaluated and improvements made where indicated.

Smokers who seek extra support when quitting significantly increase their chances of success. A national Quitline survey showed that 30% of Quitline callers were non-smokers twelve months after their initial call.

If you would like to discuss any aspect of the Quitline service, please call **8291 4282**.