

# How Quitline helps patients to quit smoking and/or vaping



Quitline is a **free, welcoming and confidential** counselling service that can support your patients to quit smoking, vaping or both.

Quitline has tailored protocols for **priority groups** including people disclosing mental health conditions or alcohol and other drug issues, pregnant people and their partners, people with chronic diseases, young people under 18 years, and sexually or gender diverse people.

Quitline can use the **Translating and Interpreting Service (TIS)** with patients that speak a language other than English.

Patients can ask health professionals to refer them to Quitline.



## How do health professionals refer patients to Quitline?

Use the referral form on the Quit Centre website:  
[quitcentre.org.au/referral-form](https://quitcentre.org.au/referral-form)

You will increase your patient's likelihood of quitting smoking by referring them to Quitline.

Patients who are referred are more likely to engage with Quitline counselling and are more likely to quit smoking.



## What do Quitline counsellors do?

Quitline counsellors are behaviour change experts who can support your patient throughout their quit journey, no matter where they are starting from or what products they are using to help them quit.

They work together with patients to find out what they want to do about their smoking and/or vaping, help build their motivation and skills, create a step-by-step plan and troubleshoot challenges along the way.

They can provide support to patients and their friends and family.



## What happens when patients are referred to Quitline?

Once a referral is received, Quitline will call your patient within two business days. Multiple attempts to contact your patient are made.

A typical first call takes around 15-30 minutes. The number of calls will be tailored to your patient.

Patients don't have to be 'ready' to quit. Quitline counsellors can help them to explore motivation and barriers, and then make a personalised plan.

Quitline will provide feedback to health professionals (with patient's consent) on the referral and the patient's progress.

## Quitline is a safe space

Quitline provides a respectful and inclusive service.

Patients can ask to speak to an Aboriginal and Torres Strait Islander Quitline counsellor if they wish.

