

USQ Smoke-Free Program

FREQUENTLY ASKED QUESTIONS

Q. What is the *USQ Smoke-Free* program?

A. The *USQ Smoke-Free* program offers support to USQ employees who smoke and are interested in quitting. People who join the program receive quit resources, regular support from the Quitline 13 QUIT service (13 7848), and free nicotine replacement therapy products (patches, gum or lozenges) across a 12 week period.

Q. Who can join the *USQ Smoke-Free* program?

A. To register for the *USQ Smoke-Free* program, participants must meet the following eligibility criteria:

- Be a current smoker
- Be a Queensland based employee of USQ
- Live in Queensland or spend significant or regular periods of time based in Queensland as part of conditions of employment
- Be a partner, spouse or immediate family member residing with an employee who is registered on the program

Q. How do I register for the program?

A. Complete a registration form and return to Quitline by email: 13QUIT@health.qld.gov.au or fax: 07 3259 8217.

Q. What is the Quitline?

A. The Quitline service is a state-wide confidential telephone service dedicated to helping people quit smoking and stay smoke free. The service has been helping people who smoke for many years. Quitline counsellors focus on the reasons why people smoke, not why they shouldn't. You won't be given a 'health lecture'!

Q. How will I receive my nicotine replacement therapy (NRT) products (e.g. patches)?

A. After you've submitted a registration form, you'll receive a call from Quitline within one to two weeks. During this call, a Quitline advisor will discuss the NRT products with you and have them sent to your postal address.

Q. When will the Quitline call me?

A. Quitline will always call you during a time chosen by you (on your registration form). You will receive FOUR calls over a 12 week period. To make it easier for Quitline to get a hold of you, nominate at least TWO different days you can receive a call. **Please note, Quitline will always call from a BLOCKED number.**

Q. Is the *USQ Smoke-Free* program available to the partner, spouse or immediate family members of workers who are not participating in the *USQ Smoke-Free* program?

A. No. Due to the popularity of this program, we are only able to offer the *USQ Smoke-Free* program to the partner, spouse or immediate family member of an employee who is a current smoker and registered on the program.

Free, confidential quit smoking support is available for anyone from Quitline - 13 QUIT (13 78 48).

Q. Can I call Quitline?

A. Of course! Quitline counsellors are available 7am to 10pm, 7 days a week on 13 7848 (13QUIT). Feel free to call anytime you have a question or want some extra support. Call Quitline on 13 7848.

Q. What is the cost to participate in the *USQ Smoke-Free* program?

A. There is no cost, the program is free!

Q. Is it confidential?

A. Yes, Quitline counsellors maintain the highest level of confidentiality. Your personal details will not be disclosed to anyone. Any reporting about the *USQ Smoke-Free* program only uses numbers and de-identified data.

Q. How can the Quitline help me?

A. Once you have registered, a Quitline counsellor will call you during your preferred time to discuss your smoking and help you to develop a quit plan. Counsellors can help with setting a quit date, determining habits and routines around your smoking, providing tips for managing cravings and advise on products to help with quitting. They will send you Quit resources, answer any questions you have and support you throughout your quit journey.

Q. What if I start smoking again?

A. If you have difficulty quitting while on the *USQ Smoke-Free* program, you can discuss this openly with Quitline. Quitting is hard, so if you have a slip up don't be too hard on yourself, and keep trying. Quitline counsellors are trained to help you at any stage of quitting including if you have a slip or start smoking again after quitting.

Q. What support is available to me if I don't want to join the *USQ Smoke-Free* program?

A. Free, confidential quit smoking support is available for anyone from Quitline 13 QUIT (13 78 48). Counsellors can discuss quit options and help each individual to develop a plan that suits them. They can also send helpful information to read. Nicotine replacement therapy (NRT) like; patches, gum and lozenges, are readily available over-the-counter at pharmacies and a range of other retail outlets, such as supermarkets.

NRT patches and other non-NRT medications listed on the Pharmaceutical Benefits Scheme can also be accessed at a subsidised rate by getting a prescription from your doctor. It may be helpful to talk with a pharmacist or your GP about the most suitable method/s for you. For further information visit

<https://www.qld.gov.au/health/staying-healthy/atods/smoking>