

Supporting your clients to quit

ASK



Ask how they are feeling about their smoking and if they want to give quitting a go.

Asking clients who smoke questions about their smoking will help you to get an understanding if they want to, or are thinking about quitting. It's not about telling people to quit, it's about encouraging people to start thinking about their smoking by asking the question. Tailoring the way you ask the question to the particular person and what you know about them may help, for example you could ask:

- "How is your health at the moment?" "Do you think your health is impacted by smoking?"
- "How much do you think you spend on smoking every week?"
- "What do your children think about your smoking?"
- "I am wondering how not having a smoke when you are here makes you feel?"
- "Would you like to take a break from smoking?"
- "How long have you been smoking? Have you ever thought about giving up smoking?"

ADVISE



Advise smokers on the benefits of quitting, and let them know that you are available to help them quit when they're ready. All smokers will be at different stages of readiness to quit, with some not ready to quit.

For all stages you can provide smokers with advice for when they are ready.

Not ready to quit: Let them know that you are available to help at a later time

- "Giving up smoking would really improve your health/financial situation. However, I understand that you do not want to give up smoking at the moment. It is your decision. I just want you to know that you can talk to me at any time when you want to give quitting a go. I can also provide you with information on where you can get support to quit when you're ready."
- "I understand that you're not ready to quit completely. Cutting down the amount you smoke each day may also improve your health/financial situation. Maybe we can look at some situations where you could try not to smoke, like in your car or with your first coffee in the morning? At any time you do decide that you would like to quit or cut down the amount you smoke I can assist you to identify the support options that are available to you."
- If appropriate you may also like to offer them written information to give them more information about the benefits of quitting.

Unsure: Offer to refer them to a service that can give them more information

- "Giving up smoking would really improve your health/financial situation. However, I can see that you are not quite sure if you want to give up. How about I make an appointment with someone, such as a GP or the Quitline, who can give you more information and let you know your options?"

Ready to quit: Affirm and encourage their decision to quit smoking

- "It is really fantastic that you have decided to give up smoking."
- "You should be really proud of yourself for deciding to give up smoking for (reason)."

ASSIST/ACT



Refer people to Quitline or a GP, and if appropriate supply written materials.

If you know that your client is on medication, is living with a mental illness or has any health problems, encourage them to speak to their doctor about quitting.

- “There are a number of support services that might help you plan your quit attempt and support you when it gets a bit tough. Let’s choose one together and make an appointment for you to meet with one of them to help you along your quitting journey.”
- “Let’s make an appointment for you to see your GP to discuss your options and plan your quit attempt.”
- “You may have a higher success rate if you get some assistance to quit. Let’s call Quitline together so you can speak with them to arrange ongoing phone counselling for the times when it gets a bit tough.”

Call **Quitline** on **13 7848** to arrange for a counsellor to phone back at a time convenient for your client.

REPEAT



Follow up with smokers regularly to celebrate milestones and successes and encourage them to keep trying if they relapse. If they haven’t tried to quit ask them if they have given any more thought to it, and reinforce your advice to quit smoking, offering them assistance again.

Repeat Ask, Advise and Assist

- “Have you thought any further about quitting?”
- “How are you going with your quit attempt?”

To improve your knowledge about brief intervention see: <http://www.quit.org.au/learning-hub/>