



Creating ***smoke free*** environments

A GUIDE FOR SOCIAL AND COMMUNITY SERVICES.



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Cancer Council WA would like to thank WACOSS and WANADA for reviewing this Guide. These guidelines have been adapted and reproduced with permission by Quit Victoria.



INTRODUCTION

INTRODUCTION

Social and community services can make a real difference in reducing the harms related to smoking for their clients and staff. By creating smoke free environments and providing smoking care your service is making a significant contribution to improving the health and welfare of your clients. In this guide you will find the information you need to plan, discuss and implement a policy for creating smoke free environments, including sample surveys and a sample policy.

WHY CREATE SMOKE FREE ENVIRONMENTS?

Increasingly, **smoking has become a social justice issue**. Smoking rates in groups experiencing disadvantage are up to six times higher than the population average. This means for some of the most vulnerable people in Western Australia there is a larger and unjust share of the financial, health and social consequences of tobacco use – including higher rates of death and disease from tobacco related illnesses.

There are straight forward ways services can help smokers experiencing disadvantage make changes and reduce the harm caused by smoking – creating smoke free environments is one of them.

Creating smoke free environments can mean making **some** or **all** areas around your service smoke free. For example, you could make the areas directly outside the entrance smoke free and allocate another area, maybe to the side of the building, as a place that people can smoke. Creating smoke free environments can also mean having policies about whether staff can smoke around clients, whether smoking is allowed in company vehicles etc.

Creating smoke free environments presents a consistent message that smoking is harmful and that your service is committed to the health and wellbeing of your clients. It encourages and supports clients and staff to stop smoking altogether or cut down the number of cigarettes they smoke. This is important because it can:

- Improve treatment outcomes for clients for other health issues for example, drug and alcohol treatment, mental health, and healing of wounds and injuries.
- Improve the health of your clients and staff in the short term.
- Put more money in clients and staff pockets.
- Help your clients and staff to live a longer and healthier life.
- Protect other clients, staff and visitors from the harms of secondhand smoke.

WHAT ABOUT THE RIGHT OF CLIENTS AND STAFF TO SMOKE?

Creating smoke free environments and policies will not infringe upon the rights of smokers using or working in your service. In fact, creating smoke free environments is not about limiting rights rather it is about expanding rights. Smokers facing multiple disadvantages are interested in giving up smoking or cutting down but are rarely asked about their smoking or provided with support for their smoking. By creating smoke free environments you are opening up choices for your clients that did not previously exist. You have provided them with the right to health care and choices to improve their health and welfare in a supportive, trusted environment.



WHAT IS SMOKING CARE?

WHAT IS SMOKING CARE?

Smoking care recognises that smokers are often interested in trying to stop smoking or to give cutting down a go and can do it with the right support.

SMOKING CARE IS UNDERPINNED BY SOME PRINCIPLES:

- Treating all smokers respectfully – a non-judgemental approach
- Recognising smoking as a social justice issue
- Acknowledging the connection between smoking and its impact on someone's other priorities or concerns – active listening
- Providing choices to people
- Working with people where they are at – either helping clients to stop smoking or reducing the level of smoking on their way to stopping.

WHAT IS **GOOD** SMOKING CARE?

- All clients are asked about their smoking status and care preferences
- Smoking care is provided to all clients who want support either in the service or through a referral
- Staff refrain from smoking in front of clients, and don't provide access to tobacco
- Staff who smoke are offered smoking care support
- Management support smoking care through leadership and clear smoking care policies
- The service has a position on supporting access to smoking care medications such as nicotine replacement therapy
- The service has and adheres to its smoke free policy

The Western Australian Council of Social Service (WACOSS) and the Western Australian Network of Alcohol and other Drug Agencies (WANADA) welcomes the implementation of this guide within Western Australia and encourages community sector organisations to consider making their workplaces smoke free in order to assist consumers to give up smoking.

WANADA CEO Jill Rundle says "supporting low income and disadvantaged groups to quit smoking contributes significantly to an underlying objective of all community services - to break the cycle of poverty, poor health and early death. Many organisations in the alcohol and other drug sector in Western Australia have been exploring a range of approaches to assist consumer awareness of the impact smoking has on them and others, as well as supporting people to quit. Alcohol and other drug organisations report that a good first step in this support is to work towards a smoke free workplace". WANADA's CEO believes that, together with the Cancer Council WA's guide, the alcohol and other drug sector is well placed to support community organisations in their efforts to become smoke free.

"WANADA is committed to promoting smoking awareness and looking for opportunities to promote smoke free workplace initiatives. We encourage others to do the same".

AN APPROACH TO DESIGNING AND IMPLEMENTING A SMOKE FREE ENVIRONMENTS POLICY

PREPARE

1. **Assess current situation**
 - a. Staff and client surveys
2. **Obtain organisational commitment**
 - a. Management and board support
 - b. Establish working group

DESIGN APPROACH

3. **Develop the policy**
 - a. Policy review workshop
 - b. Clear and positive purpose for the policy
4. **Communicate the policy**

DETAIL THE POLICY

5. **Introduce a timeline**
6. **Location of smoking and non-smoking areas**
7. **Who will be affected by the policy?**
8. **Smoking breaks for staff**
9. **Smoking care for staff**
10. **Smoking care for clients**

PREPARE FOR CHANGE

11. **Education and training for staff**
12. **Preparing the environment**

6-12 MONTHS PROCESS

SMOKE FREE POLICY IMPLEMENTED

RESPONSE

13. **Ensuring everyone follows the policy**
14. **Review the policy**

6 MONTH REVIEW



HOW TO CREATE A SMOKE FREE ENVIRONMENTS POLICY

HOW TO CREATE A SMOKE FREE ENVIRONMENTS POLICY

1. ASSESS THE CURRENT SITUATION

Firstly, staff and client surveys can be conducted to help assess the number of smokers and non-smokers, general support for creating smoke free environments and any possible resistance to these changes.

Staff survey

The aim of the staff survey is to collect information about the smoking behaviours of staff and their level of support for creating a policy. A staff survey will also make people feel included and part of the development of the policy. Consider other informal ways of starting the conversation like chatting with colleagues about what they think early on.

If a policy already exists, a staff survey can assist in reviewing how effective the policy has been, whether it has been enforced and what improvements can be made.

You may find that most smokers complete the survey and express opposition. This shouldn't act as a deterrent from implementing a policy; rather it can be used to guide how to communicate the reasons for going smoke free and how to best implement the policy.

[Refer to Appendix A of this guide for an example staff survey](#)

Client survey

A client survey can assess the level of support for creating smoke free environments within the service and also measure the level of desire to cut down or stop smoking as a result of the policy. The survey can also indicate which approaches and cessation support would be most helpful for clients and can act as a way to start the conversation about smoking. Consider other informal ways of starting the conversation like chatting with clients about what they think early on.

[Refer to Appendix B of this guide for an example client survey](#)

2. OBTAIN ORGANISATIONAL COMMITMENT

Maximum support for the policy will result from thorough consultation with the board, management, staff and clients. Take advantage of staff representative groups, staff meetings, occupational health and safety committees and any other workplace forums for this consultation.

Involve relevant groups in the development and implementation of the policy such as human resource departments, occupational health and safety committees and consumer/client groups etc.

It is a good idea to develop a working group that includes representatives from all staff levels across the service and client representatives, to encourage participation in the development and roll-out of the policy. Many services also ensure smokers are represented as part of the development. This helps smokers feel that the policy is not designed to attack them as smokers, but rather, to support a smoke free environment.



HOW TO CREATE A SMOKE FREE ENVIRONMENTS POLICY

Consultation with external agencies and individuals

Consider other services that may be impacted by your decision to create smoke free environments. If there are other social and community services in the region, you may wish to consult with them, so that you can support each other and work collaboratively. This will also benefit clients who see case workers from more than one service as they will gain additional information and support if all services are aligned in their smoking care messages.

It's also great to find other similar services that have implemented smoke free environments and get their advice on the experience, and what resources are helpful.

3. DEVELOP THE POLICY

As a rough guide your policy should include the following:

- The purpose of the policy
- The terms of the policy
- When the policy is to be introduced
- Location of smoking and non-smoking areas
- Who the policy affects (all staff, clients, visitors and volunteers)
- The service's position on smoking breaks for staff
- The availability of support for staff who smoke
- The identification of clients who smoke, and the availability of support
- Who is responsible for managing and maintaining the policy
- Outline procedures for breaches of the policy

Clearly state the rationale for the policy. **The emphasis should be placed on the wellbeing of staff and clients, rather than on restricting behaviour.** Client health and wellbeing is a powerful motivator and rationale for the development of the policy. The 'Why create smoke free environments?' section of this guide may be a useful basis for your rationale to create smoke free areas. Highlight the benefits of stopping smoking or cutting down including health and financial benefits for both staff and clients. Make the change positive. It can be useful to discuss and develop a draft policy in a small workshop environment.

[Refer to Appendix C of this guide for an example of a policy](#)

4. COMMUNICATE THE POLICY

Ensuring that staff, clients and other relevant groups are aware of a new policy or changes to an existing policy, will give people time to get used to the change and will help to avoid possible resistance. It is important that you communicate the reasons for, and the terms of, the policy as staff and clients will need to understand why the new or revised policy is being implemented. Many services choose to create an official 'launch date' for the policy.

Some strategies to promote awareness of the policy and launch date may include:

- Promotion through staff meetings, newsletters, posters, brochures, and intranet postings
- Distribution of a 'frequently asked questions' guide
- Promotion of support services for smokers wanting to cut down or stop smoking.



HOW TO CREATE A SMOKE FREE ENVIRONMENTS POLICY

- Holding a series of countdown events to a launch event – this might be in the form of a celebratory morning/afternoon tea, information sessions for staff and clients, or designating an area of your service on the launch day which is dedicated to providing information and support for smokers
- Display of smoke free signs
- Promotion through local community newspapers and media releases
- Job advertisements for new staff to state that the workplace has a smoke free policy
- Include smoking care information in staff inductions

5. INTRODUCE A TIMELINE

In order to effectively plan and prepare for the implementation of your policy, it is a good idea to develop a timeline. Studies show that an implementation plan is most effective if it is in place **six to twelve months** before the start of a policy. Announce the date of implementation as soon as possible. This generates ongoing interest, and also prepares staff and clients for the changes that will take place.

6. LOCATION OF SMOKING AND NON-SMOKING AREAS

Many services are now becoming totally smoke free with the boundary of the workplace site being the smoke free boundary with no smoking areas on site. A completely smoke free environment will provide the most support for your clients. However, your service

may decide that initially, it will not be completely smoke free and will have some specific areas where people can smoke. Your service will need to decide what works best. If you do decide to have allocated smoking areas it is important that they are:

- Outdoors
- Well sign-posted
- Positioned so that smoke will not drift in to smoke free areas
- Located away from through traffic and where people are required to work (e.g. entrances, waiting rooms, consulting rooms)
- Provided with ash bins to reduce litter and damage to property

7. WHO WILL BE AFFECTED BY THE POLICY

Ensure that the policy and all signage clearly state that the policy applies to all staff (including agency and contracted), clients, visitors and volunteers. Clear and direct signage will assist in promoting your message to everyone who enters your service and will let people know where they can and cannot smoke.

8. SMOKING BREAKS FOR STAFF

Your policy will need to include a section on smoking breaks. You may wish to stipulate that staff are only allowed to smoke during their usual designated breaks and off the service's premises out of the sight of clients or that they should not smoke with or around clients.



HOW TO CREATE A SMOKE FREE ENVIRONMENTS POLICY

9. SMOKING CARE FOR STAFF

Implementation of the policy may be just the motivation that staff need to cut down or to stop smoking; therefore it is important that staff are informed of the availability of support.

Staff who want to cut down or to stop smoking can be encouraged and supported by:

- Providing a Quit pack (a free booklet containing information on how to stop smoking or cut down, email makesmokinghistory@cancerwa.asn.au to obtain these)
- Organising a *Fresh Start* course for staff (a free course offered by Cancer Council WA to support staff to quit smoking). To find out more contact 9388 4312 or email FreshStart@cancerwa.asn.au
- Promoting Nicotine Replacement Therapies (your service may choose to fully or partially subsidise products for staff and clients)
- Calling the Quitline on 13 7848
- Visiting the Make Smoking History website makesmokinghistory.org.au
- Providing access to online support and apps such as MyQuit Buddy, Quit for You - Quit for Two, or QuitCoach
- Allowing staff time to visit a GP or Aboriginal service for quit smoking support

You may wish to develop resources which outline what support your service will provide to staff.

[Refer to Appendix D, of this guide for support available](#)

10. SMOKING CARE FOR CLIENTS

The introduction of a policy can be a perfect opportunity to have a conversation with clients about smoking. Smoking care for clients can range from learning about a client's interest to stop or cut back on smoking, to helping out with access to free phone support through Quitline.

There are a range of ways that a service can support a client. These include:

- asking about smoking in non-confrontational ways during assessment and when working with clients
- learning what works from the client's perspective
- following up with clients and providing brief advice
- being mindful of stress and setting realistic goals with clients
- using Quitline to support positive relationships between staff and clients.
- letting clients know what kinds of Nicotine Replacement Therapy (NRT) are available and how to use products effectively
- talking to clients about the services that are available to support them and providing them with a referral if they are interested.

A doctor can provide a script for reduced cost patches. A four week supply is less than \$10.

You may wish to develop resources which outline what support your service will provide, as well as modifying existing processes such as intake and assessment.

[Refer to Appendix D, of this guide for support available](#)



HOW TO CREATE A SMOKE FREE ENVIRONMENTS POLICY

11. EDUCATION AND TRAINING FOR STAFF

There are many complementary training opportunities in the community which support providing good smoking care. Techniques like the 3 As, motivational interviewing, mindfulness, active listening and stress management skills are a great foundation for this work.

The kind of information and training required will depend on the staffing and client profile, resources, and requirements of your service.

Cancer Council WA can guide you through this process, phone 9212 4333. Staff can also access free online training covering a number of health topics through general and specialised models. To access training see [Appendix E](#)

For more information on supporting clients to quit: makesmokinghistory.org.au/communityservices

12. PREPARING THE ENVIRONMENT

It is important to modify the physical environment to support the new policy. Smokers will be less likely to continue to smoke in these areas if it visually looks different from how it was as a smoking area.

Redevelopment of outdoor areas: Outdoor spaces which may have been smoking areas can be redeveloped to make them more appealing for everyone. Some workplaces have developed these spaces into gardens, sporting, recreation or meditation areas which encourage people to go outside and appreciate the health benefits of clean outdoor areas.

Tobacco products: All ash bins (also known as 'butt bins') should be moved away from smoke free areas to reinforce the message that it is now a no smoking area.

Signage: To ensure that people are aware of where they can and cannot smoke, clear signage needs to be in place especially in the areas that were once popular

smoking areas before the implementation of the policy. Ensuring there is plenty of positive smoke free signage will avoid confusion.

The internationally recognised symbol 'No Smoking' is used by a number of workplaces, local councils and other services and can be easily affixed to existing signage.

While these signs are helpful, remember that smoke free signs don't necessarily have to be the standard 'no Smoking' – there are many other positive and creative ways to express this.

'No Smoking' signs can be obtained from the Government of Western Australia Department of Health see: <http://www.tobaccocontrol.health.wa.gov.au/publications/publicplaces.cfm>

13. ENSURING EVERYONE FOLLOWS THE POLICY

Ideally everyone should be responsible for approaching people who are smoking in non-smoking areas. The approach should be supportive rather than punitive.

How can we ensure visitors follow our policy?

It is acknowledged that few people feel comfortable with approaching others who are smoking in an area where it is not permitted. One way to assist staff in feeling comfortable about approaching smokers on site is to develop a basic 'script' and thinking beforehand about the language used when approaching smokers. For example, "did you know we are now smoke free?"

It should also be noted in the policy, that if a person becomes verbally or physically aggressive after being asked to smoke off-site or in the designated smoking area, the staff member must remove themselves from that situation immediately and report the incident to their manager.



HOW TO CREATE A SMOKE FREE ENVIRONMENTS POLICY

How do we ensure staff follow our policy?

It is important to understand that staff who are repeatedly smoking in non-smoking environments may be dealing with a powerful addiction.

The following tips may help:

- Ensure the staff member is aware of the policy and reiterating the reasons for its existence.
- Emphasise that you do not expect the staff member to stop smoking, only that they need to follow the policy by not smoking on site or in certain areas.
- If the staff member indicates they need assistance to manage their smoking at work, promote the services that are available to support staff. Alternatively, the staff member can contact the Quitline for additional support on 13 7848.
- Reinforce that all staff members are required to adhere to the policy.

If the staff member continues to smoke in smoke free areas consider drawing upon existing procedures that exist for other situations.

How do we ensure clients follow our policy?

Clients repeatedly smoking in a non-smoking area may be dealing with a powerful addiction and should be approached in a non-confrontational manner. Staff are encouraged to use the strategies and tips as described above to ensure the client is aware of the policy and advise the client of smoking care support available to them.

Other considerations

If staff, clients or visitors are repeatedly smoking in specific areas on site, target this area with extra smoke free signage and additional monitoring.

14. REVIEW THE POLICY

Maintain commitment to your policy by reviewing it regularly. It is a good idea to review the policy six months after it has been introduced and annually thereafter. Set dates for the review to occur and seek feedback from management, staff and clients.

Questions to ask may include:

- Are people following the new policy?
- Is the smoke free signage effective?
- What percentage of staff and clients are using the cessation support available?
- How effective has the cessation support been in the success of the policy?
- How can the policy be changed to make it more effective?



APPENDIX A: SAMPLE STAFF SURVEY

[Name of service] is considering the best way to introduce a smoke free environments policy that acknowledges the needs of both smokers and non-smokers. A smoke free policy may mean no smoking is permitting on site, or it may mean that designated smoking areas are permitted. To assist us to develop a fair policy, please take a few minutes to complete this survey and return it to (contact person or location). Your response is completely confidential and you do not need to give your name or any other details on this form.

1. Do you smoke?

Yes ☐ No ☐

2. How many cigarettes do you smoke per day?

3. Are you bothered or affected by smoke at your work place?

Yes ☐ No ☐

If 'Yes', please indicate any ways in which you are bothered or/affected including physical symptoms if relevant.

Which locations are most troublesome to you?

4. Which locations do you think should be made smoke free? Please tick as many as you like.

- ☐ Car parks
- ☐ Company vehicles
- ☐ Outdoor covered areas
- ☐ Within 5 meters of building entrances
- ☐ Outdoor eating areas
- ☐ Entire site
- ☐ Other

5. If you smoke, would a smoke free policy:

- ☐ Help you cut down?
- ☐ Create difficulties for you?
- ☐ Encourage you to stop smoking?
- ☐ Not affect you at all?
- ☐ Please comment: _____

If you would like a word version of this appendix please email makesmokinghistory@cancerwa.asn.au





APPENDIX B: SAMPLE CLIENT SURVEY

[Name of service] is considering the best way to introduce a smoke free environments policy that acknowledges the needs of clients and staff, smokers and non-smokers. A smoke free policy may mean no smoking is permitting on site, or it may mean that designated smoking areas are permitted.

To assist us to develop a fair policy, please take a few minutes to complete this survey. Your response is completely confidential and you do not need to give your name or any other details on this form.

1. Which program/s and/or service/s do you participate in at (service name)?

- ☐ Program A
- ☐ Program B
- ☐ Program C

2. Do you smoke?

- ☐ Yes
- ☐ No (if no go to question 11)

3. How soon after you wake up do you smoke your first cigarette? (Choose one response only.)

- ☐ Within 5 minutes
- ☐ Within 6-30 minutes
- ☐ Within 31-60 minutes
- ☐ 61 minutes or over

4. How many cigarettes a day do you usually smoke? Number of cigarettes per day _____

5. If you smoke, would a smoke free policy at (service name):

- ☐ Help you cut down?
 - ☐ Encourage you to stop smoking?
 - ☐ Create difficulties for you?
 - ☐ Not affect you at all?
 - ☐ Please comment
-
-

6. In the past 6 months have you made a serious attempt to stop smoking?

- ☐ No
- ☐ Yes, _____ times

7. What have you tried to help you stop smoking?

- ☐ My own will power
- ☐ Reducing the number of cigarettes I smoke
- ☐ Nicotine Replacement Therapy (NRT) e.g. Nicotine patches, gum, lozenge, inhaler
- ☐ Bupropion (Zyban)
- ☐ Varenicline (Champix)
- ☐ Individual counselling (with a worker or doctor)
- ☐ Quit smoking group
- ☐ Telephone Quitline
- ☐ Talking with friends or family
- ☐ Other (please specify) _____

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APPENDIX B: SAMPLE CLIENT SURVEY

8. Would you like to stop smoking?

- ☐ Yes
☐ No
☐ Not sure

9. Would you like to cut down the number of cigarettes you smoke?

- ☐ Yes
☐ No
☐ Not sure

10. If so, what kind of support would you find useful?

11. Are you bothered or affected by smoke at the Service?

- ☐ Yes
☐ No

If 'Yes', please indicate any ways in which you are bothered or/affected including physical symptoms if relevant.

Which locations are most troublesome to you?

12. Which locations do you think should be made smoke free? Please tick as many as you like.

- ☐ Car parks
☐ Company vehicles
☐ Outdoor covered areas
☐ Within 5 meters of building entrances
☐ Outdoor eating areas
☐ Entire site
☐ Other



APPENDIX C: SAMPLE SMOKE FREE ENVIRONMENTS POLICY

RATIONALE

[Name of service] recognises the harm caused by smoking, in particular the links between smoking and disadvantage and our duty of care to safeguard the health and wellbeing of our clients, staff and volunteers. Smoke free areas support smokers who are trying to stop smoking and also reduces overall cigarette consumption.

[If your service employs one or more persons:] Occupational health and safety legislation requires employers to keep workplaces they are in charge of safe and without risk to the health of any person.

Accordingly, the following policy has been developed by [service].

TIMING

This policy is effective from [start date for the policy].

WHO IS AFFECTED BY THE POLICY?

This policy applies to all employees, clients, visitors, residents, contracted services and volunteers of the [service] while on company premises.

SUPPORTING STAFF MEMBERS AND CLIENTS WHO SMOKE

To help staff and clients who wish to cut down or stop smoking, [service] will provide assistance for people to adjust to the changes. This includes:

- Promote the Quitline (13 7848), QuitCoach and Quit apps i.e. MyQuitbuddy and Quit for You - Quit for Two
- Provide printed health information
- Provide free/subsidised nicotine replacement therapies (such as patches for 12 weeks)
- Provide staff education and training to support clients who smoke

SMOKE FREE AREAS

(for services going **totally** smoke free)

The [service] requires the entire area of the [facility] to be smoke free. This includes:

- all indoor areas (Western Australian legislation states that enclosed workplaces must be smoke free)
- all outdoor areas (both uncovered and covered)
- car parks
- in company vehicles
- in vehicles that are within the boundary of the service

[where the service has authority to do so:]

The totally smoke free status of our service will be clearly signed at the entrance to, and within the service.

SMOKE FREE AREAS

(for services going **partially** smoke free)

The [service] requires the following areas of the service to be smoke free:

- all indoor areas (Western Australian legislation states that enclosed workplaces must be smoke free)
- all covered areas
- outdoor dining areas (both uncovered and covered)
- within 4 metres of building entrances

Optional: Outdoor areas of this site will be smoke free except for the following designated area: (name and location of area)

Smoke free areas will be clearly signed and promoted in [service] materials.

If you would like a word version of this appendix please email makesmokinghistory@cancerwa.asn.au



APPENDIX C: SAMPLE SMOKE FREE ENVIRONMENTS POLICY

POSITION ON SMOKING BREAKS

Suggested position:

Staff members are not permitted to smoke on the [service] site. Smoking is only allowed during designated breaks, outside of [service] grounds. Staff should not smoke with or in the presence of clients.

FOLLOWING THE POLICY

(for staff)

A clear statement is required on what the consequences are if a staff member smokes in a non-smoking area. For example:

The first response to staff should be counselling. The following process will be applied:

- Ensure the staff member is aware of the policy and reiterate the reasons for its existence.
- Emphasise that the staff member is not expected to stop smoking, they are asked to follow the policy by not smoking on site or in certain areas.
- If the staff member indicates they need assistance to manage their smoking while they are at work, promote the available services that are available.
- Reinforce that all staff members are required to follow to the policy.
- If the staff member continues to not follow the policy, consider drawing upon existing procedures that exist for other situations.

FOLLOWING THE POLICY

(for clients)

The three-step strategy will be followed if anyone smokes in a non-smoking area:

1. Assume that the person is unaware of the policy.
2. A staff member or security staff will approach the smoker and politely ask them to refrain from smoking [and direct them to a designated smoking area if one has been established] and remind them about the smoke free policy.
3. If the behaviour continues, the individual must be made aware that if they don't stop smoking then they will be required to leave the service. The most senior staff member, occupational health and safety officer or security staff member should verbally warn them.

POLICY REVIEW

This policy will be reviewed six months after its introduction and then on an annual basis thereafter. This will ensure that the policy remains current and practical.



APPENDIX D: SUPPORT AVAILABLE

QUITLINE SUPPORT

Call Quitline on 13 7848

Quitline is a friendly, personalised and confidential telephone service. It provides advice, support and access to information.

Quitline advisors are trained counsellors that help callers to understand why they smoke, and assist in making a plan to stop smoking. Their non-judgemental approach can be helpful when stopping or cutting down smoking.

Using a Quitline advisor can double the chance of stopping smoking successfully.

Quitline is available from 8:00 am to 8:00 pm Monday to Friday from anywhere in Australia for the cost of a local call (except for mobile phones – normal charges apply).

Quitline advisors can arrange to call before and after a quit date at times convenient to the caller.

Referral forms are available:

- makesmokinghistory.org.au/communityservices/where-do-i-refer-people-for-support/quitline

GENERAL PRACTITIONER (GP)

A GP can work with a smoker to develop a quit plan tailored to the person, and can provide support and advice about Nicotine Replacement Therapies (NRT) and other quitting medications. Some GPs are also equipped to counsel patients throughout their quitting journey.

The chemicals in cigarettes can affect some medications and mental health symptoms. Some Nicotine Replacement Therapies (NRT) can also affect people's medication and it is important that people speak to their GP about the use of NRT products before taking them.

ABORIGINAL SERVICES

Some Aboriginal Medical Services (AMS) and Aboriginal Corporations have specific programs to help Aboriginal people to quit smoking. If you work with Aboriginal

people, connect with your local AMS or Corporation to identify if there is help available and what it entails. This will allow you to inform smokers about the range of services available to them.

To find Aboriginal Services in your area, see:

makesmokinghistory.org.au/communityservices/aboriginal-services

ONLINE SUPPORT AND APPS

QUITCOACH

QuitCoach is an online tool that provides smokers with a personalised quitting plan, and creates this based on responses to questions about motivation, confidence and past attempts. It is designed to provide useful advice at any step throughout the quitting journey. QuitCoach is free, and has helped thousands to achieve their goal of becoming a non-smoker.

QUIT BECAUSE YOU CAN BOOKLET

The Quit Because You Can booklet provides practical advice to help smokers plan and quit smoking. It includes information about why people smoke and describes different ways of quitting. While many people quit without any help, there is always help available.

Whether people are thinking about quitting, planning to quit, coping with cravings and withdrawal or resisting 'just one cigarette', the Quit Because You Can booklet can help.

You can also obtain a free Quit Pack, which includes the Quit Because You Can booklet and other resources, by emailing makesmokinghistory@cancerwa.asn.au

My QuitBuddy App

The My QuitBuddy App is personalised to help smokers on their journey to become smoke-free. It provides a countdown to their quit attempt and tracks their quitting progress, such as days smoke-free, cigarettes avoided and dollars saved. My QuitBuddy can record people's own goals and motivations with pictures, words and audio. There is also a community board where they can gain motivation and support from thousands of other people quitting.



APPENDIX D: SUPPORT AVAILABLE

QUIT FOR YOU – QUIT FOR TWO APP

The Quit for you – Quit for two App provides support and encouragement to help smokers give up smoking if they are currently, or are planning to become pregnant.

Quit for you – Quit for two will help people take their mind off the cravings with fun exercises and games to keep their hands busy.

The app can be personalised with the user's details so that they get daily reminders and words of encouragement. Enter the due date and the app will automatically message them to let them know how their baby's growing.

Quitting Products

There are a number of products that can assist smokers to stop smoking or cut down. They can help to relieve physical withdrawal symptoms and cravings in smokers.

Nicotine Replacement Therapy (NRT) products work by replacing some of the nicotine normally inhaled from cigarettes, providing comfort by lessening withdrawal symptoms and helping the body wean off nicotine over a number of weeks. NRT products are available at pharmacies and some supermarkets. Nicotine patches are available on the PBS at a reduced price through a doctor.

Other medications such as Bupropion (Zyban) and Varenicline (Champix) can only be supplied on a prescription. These medications are used to reduce withdrawal symptoms such as cravings, irritability and restlessness.

If a person has an illness or is taking any other medication, they should consult their doctor or pharmacist before using NRT products and other medications.

Pregnant women considering using a nicotine replacement product to help stop smoking should first discuss the risks and benefits with their doctor or pharmacist, and also the doctor supervising the pregnancy.

The prescription medicines Bupropion (Zyban) and Varenicline (Champix) are not approved for use during pregnancy.

For more information on quitting products download the Department of Health WA quitting products guide: makesmokinghistory.org.au/communityservices/resources-and-training



APPENDIX E: USEFUL LINKS

Cancer Council WA

www.cancerwa.asn.au

Make Smoking History for Community Services

makesmokinghistory.org.au/communityservices

**National Drug Research Institute online training –
online brief tobacco intervention training**

ndri.curtin.edu.au/btntp/

Quit Victoria online training

www.quit.org.au/learning-hub/

Western Australian Department of Health

<http://www.health.wa.gov.au/home/>
http://www.health.wa.gov.au/health_index/s/smoking.cfm
<http://www.tobaccocontrol.health.wa.gov.au/publications/index.cfm>

Tobacco in Australia: Facts and Issues

www.tobaccoinaustralia.org.au

Australian National Preventative Health Agency
(smoking and disadvantage evidence brief)

<http://www.health.gov.au/internet/anpha/publishing.nsf/Content/667CA10FF85FD2CDCA257B8C0031F7D3>

Implementing the ABC approach for smoking cessation
(Smoke free toolkit for health promoters in New Zealand)

www.smokefreetoolkit.org.nz/publications/

*Supporting smoking cessation, a guide for health
professionals* (The Royal Australian College of General
Practitioners)

[www.racgp.org.au/download/documents/Guidelines/
smoking-cessation.pdf](http://www.racgp.org.au/download/documents/Guidelines/smoking-cessation.pdf)

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