



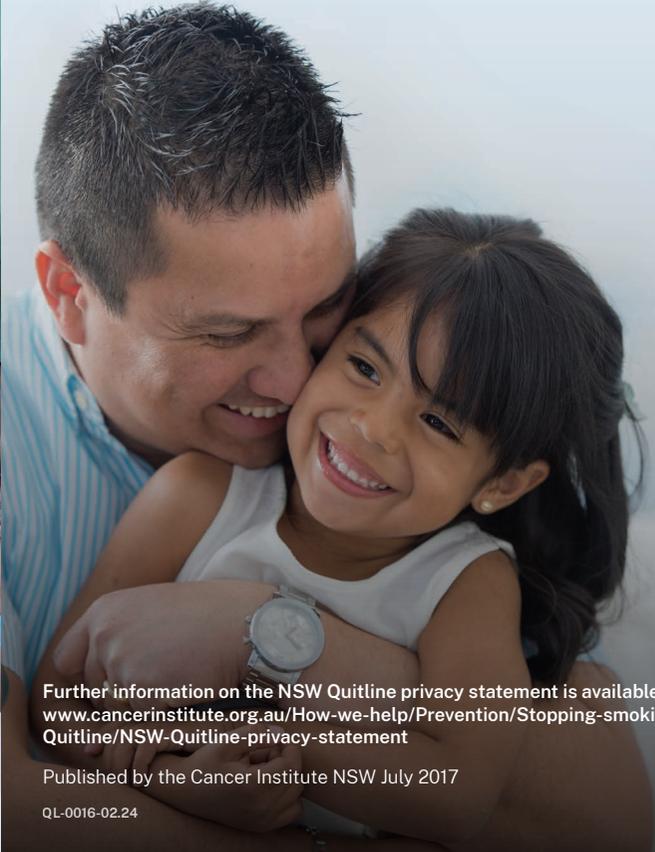
## NSW Quitline Privacy Statement

When you first contact the NSW Quitline, the Advisor will need to collect some personal details from you. This will include details about your current smoking and/or vaping, and will help the Advisor to provide a tailored service to you.

This information will be stored in a confidential database. You can remain anonymous by telling the NSW Quitline Advisor assisting you.

Calls to the NSW Quitline are recorded for training and quality assurance purposes. You can request that your call is not recorded.

NSW Quitline will only use and disclose your personal or health information in accordance with its privacy statement.



Call the NSW Quitline on 13QUIT (13 7848) and speak to an Advisor:

- Monday to Friday 8am-8pm
- Saturday 9am-5pm

For calls outside these hours, you can leave your contact details and a NSW Quitline Advisor will return your call during operating hours.

Further information on the NSW Quitline privacy statement is available at [www.cancerinstitute.org.au/How-we-help/Prevention/Stopping-smoking/Quitline/NSW-Quitline-privacy-statement](http://www.cancerinstitute.org.au/How-we-help/Prevention/Stopping-smoking/Quitline/NSW-Quitline-privacy-statement)

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English

 **Quitline 13 7848**



The free  
**NSW Quitline**  
is here to help



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**Cancer Institute NSW**

The NSW Quitline can help you achieve your quit smoking and/or vaping goals - no matter what stage of quitting you're at!

**Q What is the NSW Quitline?**

**A** A free telephone advice and support service to help you quit smoking and/or vaping. You can call for a one-off discussion or you can choose to take part in our free call-back service where our Advisors will regularly check in with you to support you on your journey.

**Q Does calling the NSW Quitline really work?**

**A** Evidence shows that people who take part in the free call-back service and receive up to six calls, can double their chance of quitting.

**Q What is the cost to call the NSW Quitline?**

**A** This is a free service. The only cost to you is the price of your local call or standard mobile call. You can also choose to enrol in our free call-back service to receive calls from our Advisors instead.

**Q Is the NSW Quitline confidential?**

**A** Details of your contact with NSW Quitline will not be shared with anyone else without your consent.

**Q Are the NSW Quitline Advisors professionally trained?**

**A** Yes, all our Advisors are professional counsellors who have specialist training in smoking cessation.

**Q What sort of things would we talk about?**

**A** NSW Quitline Advisors will talk to you about many approaches to quitting, including understanding your triggers and managing your cravings, creating your personal quit plan, nicotine replacement therapy (NRT) products and medications, support services in your local area, and helping someone you care for to quit smoking and/or vaping too.

## More support

### Quit Kit

Quit Kits are a collection of free resources to give you plenty of ideas, information and support on your quit smoking and/or vaping journey.

A range of Quit Kits are available upon request when you call the NSW Quitline or you can download your copy from [iCanQuit.com.au](http://iCanQuit.com.au)

### iCanQuit

[iCanQuit.com.au](http://iCanQuit.com.au) provides 24/7 online support about quitting smoking and/or vaping. No matter what stage you're at in your quitting journey, you can be part of a supportive community of others who are also in the process of quitting, or have already quit. You can read their stories for ideas and motivation, ask for advice and share your story to help others too! You can also find other useful information and tools to track your progress, including a handy savings calculator.

### Aboriginal Quitline



The Aboriginal Quitline is a dedicated free quit smoking and/or vaping service for people in the NSW & ACT Aboriginal communities. Professional Aboriginal Advisors will take the time to listen to your story and have a yarn. They can provide you with tailored support and advice to suit your needs, including helping you to support those you love to quit smoking and/or vaping too.

### Multilingual Quitlines

Speaking to someone in your language who understands your culture can make the world of difference when seeking advice and support. That's why the NSW Quitline service has dedicated phone lines with professional Advisors who speak Arabic, Chinese (Cantonese and Mandarin) and Vietnamese.

A telephone interpreter service is also available to assist people who speak a language other than English.

#### ARABIC

**Quitline 1300 7848 03**  
توقف عن التدخين بمساعدة احترافية مجانية وباللغة العربية

#### CHINESE (CANTONESE AND MANDARIN)

**Quitline 1300 7848 36**  
免費中文專業輔導協助你戒煙

#### VIETNAMESE

**Quitline 1300 7848 65**  
Bỏ hút thuốc qua sự hướng dẫn chuyên nghiệp và miễn phí