



Going *Smokefree*

A GUIDE FOR WORKPLACES





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Congratulations on taking the first step towards creating a smokefree workplace for your staff.

In this resource you will find all the information you need to plan, discuss and implement the change to make your workplace a smokefree environment.

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WHY GO SMOKEFREE?

> *Leading by example*

People take social cues from what they see. Smoking around workplaces sends the message that smoking is okay

WHY GO SMOKEFREE?

Smoking is a major cause of preventable death and disease in Australia.¹ Smoking kills two in three of all lifetime smokers²⁻⁵ and accounts for almost 4,000 deaths in Victoria annually.⁶ In 2008/09 the social costs of smoking on the Victorian community were estimated to be \$6.8 billion, including \$870 million of lost productivity in workplaces and households.⁶ Going totally smokefree is a significant step your workplace can take to reduce the harms of tobacco smoke for staff.

There are a number of good reasons for your workplace to go smokefree. Smokefree environments and policies reduce the harmful health effects from smoking and secondhand smoke exposure, improve local amenity and protect the environment.

HEALTH REASONS

Secondhand smoke exposure (or 'passive smoking') occurs when others breathe in the smoke from a person's cigarette or from other tobacco products, such as cigars.⁷⁻¹⁰

There is no level of exposure to secondhand smoke that is free of risk.⁹ Scientific and medical evidence shows that exposure to secondhand smoke causes disease.⁷⁻¹⁰ It can lead to heart disease, stroke and lung cancer.⁸⁻¹⁰ Children are particularly vulnerable to the effects of secondhand smoke.⁸ It can cause bronchitis, pneumonia, middle ear disease, worsening of asthma symptoms, poorer lung function and respiratory symptoms such as cough, wheeze, phlegm and breathlessness.^{8,9} Infants are also at a risk of sudden infant death syndrome (SIDS) due to secondhand smoke exposure.^{8,9}

SMOKING AND THE LAW

The *Tobacco Act 1987 (Vic)* prohibits smoking in all enclosed workplaces. 'Workplace' means any premises or area where one or more employees or self-employed persons (or both) work, whether or not they receive payment for that work.¹¹

Victoria's current laws and secondhand smoke

Victoria has extensive smokefree laws that prohibit smoking in the following settings:

- in an enclosed workplace (with limited exceptions)
- at patrolled beaches
- at outdoor areas of public swimming pools
- at and within 10 metres of outdoor children's playground equipment and outdoor skate-parks
- at outdoor sporting venues during organised underage sporting events and training sessions
- in cars carrying children at underage functions at train stations (including platforms)
- on raised tram stops and under tram and bus stop shelters
- on public transport
- on school grounds
- within prisons and anywhere on prison grounds
- on the grounds of, and at and within four metres of an entrance to, all Victorian childcare centres, kindergartens or preschools, and primary and secondary schools (including public and private schools) at and within four metres of children's indoor play centres and 'Victorian Public Premises' (which includes buildings such as Parliament, courts, public service bodies and (as noted above) various hospitals and health services).



WHY GO SMOKEFREE?

> *Smoking and the law*

Smoking bans will help workplaces comply with their obligations under OH&S and common law

From 1 August 2017, smoking will also be prohibited in the following areas:

- (a) all outdoor dining areas where food (other than pre-packaged food or uncut fruit) is provided on a commercial basis;
- (b) at certain food fairs and organised events.

In addition, from 1 August 2017 the use of electronic cigarettes will be prohibited in all of the above legislated smokefree areas.

For more information on these laws, see the Victorian Department of Health website on Tobacco Reforms at www2.health.vic.gov.au/public-health/tobacco-reform

Workplace exemptions to the Tobacco Act 1987

In Victoria, smoking is still permitted in the following areas:

- residential premises (except parts of residential premises used for business while non-residents are present)
- outdoor drinking areas (unless the outdoor drinking area has a roof and walls in place, and the total area of the wall surfaces exceeds 75% of the total notional wall area)
- the 'High Roller Rooms' at Crown Casino
- a vehicle (other than when a person under 18 is present or in taxi cabs)
- a place of business occupied by a sole operator that is not for the use of members of the public
- personal sleeping or living areas in hotels/motels/hostels and residential care facilities

- declared areas in approved mental health services (none declared at present)
- detention centres established for the purposes of the *Migration Act 1958* (Cth).

Up until 1 August 2017, smoking will also be permitted in outdoor dining areas (unless there is a roof and walls in place, and the total area of the wall surfaces exceeds 75% of the notional wall area).

As noted further above, from 1 August 2017, smoking will be banned in outdoor dining areas (regardless of whether there is a roof and/or walls in place).

Other legal obligations

As discussed above, exposure to secondhand smoke is a known health hazard and there is no safe level of exposure. Because of this, general legal duties around health and safety may in practice call for smokefree workplaces. For example:

- Under the *Occupational Health and Safety Act 2004* (Vic)¹² employers have a duty to provide a safe and non-hazardous working environment for employees.
- Employers owe employees a duty of care under the common law: they must take reasonable care to protect employees' health and safety in the workplace.
- Employees are entitled to no-fault workers' compensation if they suffer injury arising out of or in the course of employment.
- The *Disability Discrimination Act 1992*¹³ and other legislation protect the rights of people with disabilities and susceptibilities (including, for example, people with asthma).



WHY GO SMOKEFREE?

> *Community support*

72% of Victorians disapprove of smoking outside the entrances to buildings¹⁸

ECONOMIC REASONS

There are a number of financial benefits in going smokefree. These benefits can include reduced insurance costs, reduced risk of litigation and lower fire risk.

In 2008/09 the social cost from tobacco use in Victoria was estimated to be \$6.8 billion.⁶

* including costs to the health and hospitals system and lost workplace productivity

COMMUNITY SUPPORT

The vast majority of Victorians do not smoke.¹⁴ Providing totally smokefree environments protect staff and visitors from secondhand smoke.

National surveys report that the majority of the public strongly support bans on smoking in enclosed workplaces.¹⁵⁻¹⁷ Similarly, surveys of community attitudes to smoking bans in outdoor areas show high support for such measures. Victorian research found 84% of adults, including the majority of smokers, disapprove of smoking in hospital grounds.¹⁸

ENVIRONMENTAL REASONS

Cigarette butts negatively impact outdoor areas. Outdoor smoking bans may help to reduce cigarette butt litter and provide cost savings through reduced clean up and refurbishment costs.

IMPACT ON SMOKERS

When smokefree policies are introduced into workplaces, smokers generally reduce how many cigarettes they smoke each day. Smokefree workplaces can also help smokers who are trying to quit.^{19,20} Smokers trying to quit often have cravings when they are around other people who are smoking.²¹ Smoking bans remove these smoking cues for people trying to quit or for those who have already quit.

RIGHTS OF SMOKERS

Having a smokefree policy will not infringe upon the rights of smokers. Your smokefree policy does not ban cigarettes but simply limits their use in certain areas.

Why go smokefree – fast facts

- Smoking is a major cause of preventable disease and death, killing almost 4,000 Victorians every year.
- There is no safe level of exposure to secondhand smoke.
- Smoking bans support smokers who are trying to quit (and those who have recently quit) and help reduce overall cigarette consumption.
- Smokefree environments help to denormalise smoking and reduce the harmful health effects from smoking, creating a safe and healthy workplace.



HOW TO GO SMOKEFREE

> *Take your time and do it right*

Get support of staff and management. It is important to take into account the views of smokers and non-smokers

HOW TO GO SMOKEFREE

To successfully implement a totally smokefree policy, it is important that your workplace:

- plan and consult widely (include management, stakeholders and staff)
- develop the smokefree policy
- prepare the environment
- offer quit smoking support for employees
- enforce the policy
- review the policy.

The following are some recommendations to assist you with the introduction of the smokefree policy.

1. ASSESS THE CURRENT SITUATION

First, conduct a staff survey to help assess the number of smokers and non-smokers, general support for going smokefree and any possible resistance to these changes.

If a smokefree 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 mostly smokers complete the survey and express opposition. This shouldn't act as a deterrent from implementing a smokefree policy; rather it can be used to guide how to communicate the reasons for going smokefree and how to best implement the policy.

Refer to [Appendix A: Sample employee survey](#)

2. ORGANISATIONAL COMMITMENT

Thorough consultation with management, stakeholders and staff will maximise support for the policy.

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, health promotion officers, consumer representatives, occupational health and safety committees and unions. If your workplace has security staff that will be expected to help enforce this policy, make sure they also have representation in the development of the policy.

A working group should be developed with representatives from all staff levels across the service to encourage participation in the development and roll-out of the smokefree policy. Many workplaces also ensure there are smokers 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 smokefree environment.

Consult with external agencies and individuals

Consider other organisations that may be impacted by your workplace's decision to go smokefree. If there are other workplaces in the region, you may wish to consult with them, so that you can support and work collaboratively.

You may also wish to consult and meet with neighbours and/or local council staff so that they are aware of your plans.



HOW TO GO SMOKEFREE

> *Spread the word!*

Tell your staff about the smokefree policy well in advance to allow them time to accept the idea

3. DEVELOP THE SMOKEFREE POLICY

Your smokefree policy should communicate:

- the purpose of the policy
- the terms of the policy
- when the policy is to be introduced
- the location of smoking and non-smoking areas
- who the policy affects (all workplace staff, general public, visitors and contractors)
- the workplace's position on smoking breaks
- the availability of quit smoking support for employees who smoke
- who is responsible for enforcing the policy
- enforcement and disciplinary procedures for breaches of the policy.

The purpose of the policy

Clearly state the rationale for the smokefree policy. The emphasis should be on protecting people from harm rather than restricting behaviour.

4. COMMUNICATE THE POLICY

Communicate the reasons for, and the terms of, the smokefree policy. Ensuring that staff 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.

Staff need to understand why the new/revised policy is being implemented and should be informed in advance of the details of the policy.

Many workplaces choose to create an official 'launch date' for the policy.

To promote awareness of the policy and launch date you could:

- promote it through internal staff meetings, newsletters, posters, brochures, staff pay slips and intranet postings
- hold 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, or designating an area of your service on the launch day which is dedicated to providing information and support for smokers
- promote it through local community newspapers and media releases
- distribute a 'frequently asked questions' guide
- display smokefree signs
- include a copy of the policy in employee orientation handbooks
- promote the services that are available to support smokers who want to stop smoking
- develop a separate tobacco-free page on your workplace website – this could contain the smokefree policy, frequently asked questions, information and quit smoking support for smokers and promotion for the policy launch
- display promotional material at your workplace reception area (may include using TV screens, posters, display of resources, etc.)
- state in job advertisements for new staff that the workplace has a smokefree policy
- indicate on visitor badges that the workplace is smokefree.



HOW TO GO SMOKEFREE

> *Get organised and be prepared*

Educate your staff on what it means to be smokefree

5. INTRODUCE THE POLICY

Develop a timeline. An implementation plan should be in place six to 12 months before the start of a smokefree policy. Announce the date of implementation as soon as possible. This generates ongoing interest, as well as prepares staff for the changes that will take place.

6. LOCATION OF SMOKING AND NON-SMOKING AREAS

There is no legal obligation to provide designated smoking areas. However if it is decided that there will be designated smoking areas, they need to be:

- outdoors
- well sign-posted
- positioned so that smoke will not drift into smokefree areas or into the air conditioning intake for the building
- located away from through traffic and where people are required to work (e.g. entrances)
- provided with ash bins to reduce litter and damage to property.

Update any existing smokefree policy to ensure the boundary of the smokefree area is clear. Many workplaces are now becoming totally smokefree with the boundary of the workplace site being the smokefree boundary with *no* designated smoking areas on site.

7. WHO WILL BE AFFECTED BY THE SMOKEFREE POLICY

Ensure that the policy clearly states that the smokefree bans apply to all staff (including agency and contracted), visitors and the general public. Clear and direct signage will help promote your smokefree message to everyone who enters your workplace.

8. SMOKING BREAKS

Some smokefree workplace policies stipulate that staff members are allowed to smoke only during their usual designated breaks, off the workplace grounds.

9. PREPARE THE ENVIRONMENT

Modify the physical environment to support the smokefree policy.

Signage

To ensure that people are aware of the smokefree policy, place plenty of clear signs in strategic positions. This will help enforce the smokefree policy.

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. These can be obtained from the Victorian Department of Health see: www2.health.vic.gov.au/public-health/tobacco-reform/resources-and-fact-sheets-tobacco-reform

Signs or posters in any designated smoking areas will also be required.



HOW TO GO SMOKEFREE

> *Offer support to those in need*

Some staff may need extra support. Quit offers services and resources that can help

Tobacco products

All butt bins should be moved away from smokefree areas.

If your service is going totally smokefree, ensure that butt bins are only installed beyond the smokefree boundary, and are away from pedestrian traffic. Any existing butt bins within the boundary should be removed.

Butt bins and other equipment can be purchased from a number of retailers – see [Appendix D: Useful links/References](#)

Tobacco products should not be sold or be available within the organisation.

Redevelopment of outdoor areas

Outdoor spaces which may have been smoking gathering areas can be redeveloped to make them more appealing for all staff and visitors. Ensure signage is clear and prominent in areas that were once popular smoking areas before the policy. Remove all butt bins from the site. Smokers will be less likely to continue to smoke in these areas if it looks different from how it was as a smoking gathering space.

10. SUPPORT EMPLOYEES TO QUIT SMOKING

Implementation of a totally smokefree policy may be just the motivation that staff need to quit. Therefore it is important that staff are informed of the availability of quit smoking support.

You can support staff who want to quit smoking by:

- providing a Quit pack (a free booklet containing information on how to quit, call the Quitline on 13 7848 to obtain these)
- making nicotine replacement therapy products available for staff (the workplace may choose to fully or partially subsidise products for staff).

You can encourage staff who want to quit smoking to:

- call the Quitline on 13 7848
- visit the Quit website www.quit.org.au
- get support from QuitTxt or QuitCoach.

Further information can be found at the Quit Victoria website: www.quit.org.au



HOW TO GO SMOKEFREE

> *Enforcement should be supportive*

Make enforcement the responsibility of all staff so the policy becomes part of the organisational culture

11. ENFORCE THE POLICY

Compliance is a critical component of a smokefree policy. Compliance needs to be established and consistently maintained from the first day the policy is implemented.

The move to a smokefree workplace should be regarded as a positive one based on its health promoting benefits. Enforcement should be supportive rather than punitive.

Your policy should detail who is responsible for making sure the smokefree policy is enforced and include clear statements of the consequences if a staff member, visitor, or the general public do not comply with the policy.

Many workplaces have found that making enforcement the responsibility of all staff, rather than just a select few, means that the policy becomes part of the organisational culture quickly. If security is involved on site, provide training and support to these staff so that they are well briefed on the new policy and understand their responsibility in relation to enforcement of the policy.

12. ADDRESSING NON-COMPLIANCE WITH VISITORS

It is acknowledged that few people feel comfortable approaching others who are smoking in an area where it is not permitted. One way to assist staff and security to feel comfortable about approaching smokers on site is to think beforehand about what language to use when approaching smokers and to develop a basic 'script'. For example, encourage staff and security to refer to the smokefree signage when they approach a smoker (it's the organisation's policy, not their own), with a positive statement like: "Did you know we [workplace] are now smokefree?" It may be useful for staff to practice this in a role play to help them become more comfortable and confident in approaching smokers.

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 and/or security.



HOW TO GO SMOKEFREE

> *Continually review the policy*

Regularly check in with staff about how the smokefree policy is going and address any issues as they arise

13. ADDRESSING POLICY NON-COMPLIANCE WITH STAFF MEMBERS

It's important to understand that employees who are repeatedly breaching the workplace's smokefree policy may be dealing with a powerful addiction. Other staff members who smoke and are complying may have used strategies to manage their smoking while at work.

The first response to non-compliance among staff should be counselling. The following tips may help:

- Ensure the staff member is aware of the smokefree policy and reiterate the reasons for its existence.
- Emphasise that you do not expect the employee to quit, only that they need to comply with the policy by not smoking on site.
- If an employee indicates that they need help to manage their smoking at work, encourage them to use the services that are available at the workplace to support them to quit smoking. The employee can also contact the Quitline on 13 7848.
- Reinforce that all employees are required to follow the smokefree policy.

If the employee continues to breach the smokefree policy, consider drawing upon existing disciplinary procedures that exist for other non-compliance situations.

Other considerations

If employees, visitors or general public are repeatedly smoking in specific areas on site, target these areas with extra smokefree signage, clean up, and regularly check these areas.

14. REVIEW THE POLICY

Set dates to review your smokefree policy. This is very important when the policy is first introduced. It is a good idea to review the policy six months after it has been introduced. Seek feedback from management, staff and visitors on how the policy can be changed to make it more effective. Ask the following questions:

- Are people following the new policy?
- Are the no-smoking signs effective?
- Is the non-compliance response strategy working?
- How can the policy be changed to make it more effective?



APPENDIX A: SAMPLE EMPLOYEE SURVEY

[insert workplace name] is considering the best way to introduce a totally smokefree policy that is mindful of the needs of both smokers and non-smokers. To help 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

If 'Yes', how many cigarettes on average do you smoke per day? (tick one box only)

- Less than 5 a day
- 5 to 10
- 11 to 20
- 21 to 40
- more than 40

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

Yes No

If 'Yes', please tell us any ways in which you are bothered or affected, including any physical symptoms you think are due to smoke.

Where at work are you troubled by smoke?

3. Which places do you think should be made smokefree? Please tick as many as you like.

- Car parks
- Company vehicles
- Outdoor covered areas
- Within 4 metres of building entrances
- Outdoor dining areas
- Entire site
- Other:

4. If you smoke, would a smokefree workplace policy:

- Help you cut down?
- Create difficulties for you?
- Encourage you to quit?
- Not affect you at all?
- Please comment:

5. What type of support should be provided for staff who wish to quit or cut down?

- Quitting information
- Group counselling at work
- Individual counselling at work
- Time off to attend a group outside of work
- Cash incentive/fee
- Quit courses
- Reimbursement for quitting
- Subsidised nicotine replacement therapy products
- Free nicotine replacement therapy products
- Other:

6. When should a smokefree policy be introduced?

- 1 month
- 3 months
- 6 months
- more time - please specify:

7. Please make any further comments



APPENDIX B: SAMPLE SMOKEFREE POLICY

Rationale

[Name of workplace] recognises that exposure to secondhand tobacco smoke is irritating and harmful to health and that non-smokers should be protected. Even in outdoor areas where people tend to gather, secondhand smoke may be a potential health risk to non-smokers. There is also evidence to suggest that smokefree areas support smokers who are trying to quit as well as reduce their overall cigarette consumption.

Legislation and the legal duty of care also provide clear reasons to have a smokefree workplace. Under common law *[name of workplace]* has a legal duty to ensure that employees and visitors are not exposed to potentially harmful situations. *[If your organisation employs one or more persons:]* Occupational health and safety legislation requires employers in charge of workplaces to keep them safe and without risk to the health of any person.

[Name of workplace] also recognises that outdoor smokefree areas help to reduce cigarette butt litter and provide a substantial cost saving through reduced clean-up costs and reduced fire risk. Discarded cigarette butts pose a danger to children's health if they swallow them, potentially causing vomiting and other symptoms of nicotine poisoning.

Accordingly, the following policy has been developed by *[name of workplace]*.

Timing

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

Who is affected by the policy

This policy applies to all employees, visitors and contracted services of *[name of workplace]* while on company premises.

Smokefree areas

[for workplaces going totally smokefree]

[Name of workplace] requires the entire area of the *[facility]* to be smokefree. This includes:

- all indoor areas (Victorian legislation states that enclosed workplaces must be smokefree)
- all outdoor areas (both uncovered and covered)
- car parks
- in company vehicles
- in vehicles that are within the boundary of the workplace.

[where the workplace has authority to put up signs]

The totally smokefree status of our workplace will be clearly signed at the entrance to, and within the workplace.

[for workplaces going partially smokefree]

[Name of workplace] requires the following areas of the *[facility]* to be smokefree:

- all indoor areas (Victorian legislation states that enclosed workplaces must be smokefree)
- all covered areas
- outdoor dining areas (both uncovered and covered)
- within 4 metres of building entrances.

Optional: Outdoor areas of this site will be smokefree except for the following designated area: *[name and location of area]*

Smokefree areas will be clearly signed and promoted in *[name of workplace]* materials.

Position on smoking breaks

[suggested position]

Staff members are not permitted to smoke on *[name of workplace]* grounds. Smoking is only allowed during designated breaks, outside of *[name of workplace]* grounds. Refer to 'compliance with the policy' for managing breaches of this policy.



APPENDIX B: SAMPLE SMOKEFREE POLICY

Position on electronic cigarettes

[suggested position]

From 1 August 2017, the use of electronic cigarettes will be banned across Victoria in enclosed workplaces and other legislated smokefree areas.

Electronic cigarettes may be harmful to users and to those exposed to secondhand vapour.

This policy therefore applies to both electronic cigarettes and traditional cigarettes. Electronic cigarettes are not permitted to be used in any of the smokefree areas referred to in this policy.

Supporting staff members who smoke

To help smokers who wish to quit or reduce their smoking, [name of workplace] will provide support to help them adjust to the changes. This includes: [list supports provided. For example:]

- promoting the Quitline
- making health information available
- providing free or subsidised nicotine replacement therapy products (such as patches for 10 weeks).

Compliance with the policy (for staff)

A clear statement is required on what the consequences are if a staff member is non-compliant with the policy. For example:

This smokefree policy is an integral part of our existing workplace health and safety policies. Complying with this policy is a condition of employment at [workplace].

Employees are reminded that they are obliged, under the Occupational Health and Safety Act 2004 (Vic), to protect the health of their fellow workers. The responsibility for enforcing the policy rests with all managers, supervisors and staff.

Any breach of this policy will lead to the normal disciplinary procedures being applied [describe company's disciplinary procedures].

Any worker who has a grievance relating to this policy should speak to the Health and Safety Officer or appropriate Representative.

Employees cannot be disciplined for smoking away from the workplace, in their own time.

Compliance with the policy (for visitors and others)

The following five-step non-compliance strategy will be followed if anyone breaches [name of workplace]'s smokefree policy:

1. Assume that the person is unaware of the smokefree policy.
2. A staff member or security staff will approach the person breaching the policy 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 smokefree policy.
3. If the offence continues, the offending person must be made aware that if they don't stop smoking then they will be required to leave the facility. The most senior staff member, occupational health and safety officer or security staff member should verbally warn them, and if possible, hand over a formally written letter. The pre-written letter will be pre-signed by the management committee and kept on the premises so that copies are readily available. It will outline [name of workplace]'s policy on smoking and state that if the person continues to breach the policy then s/he will be asked to leave.
4. If the offending continues, then the person will be escorted off the premises by staff and/or a security officer.
5. Under no circumstance should [name of workplace]'s smokefree policy be breached.

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 C: QUIT SMOKING SUPPORT AVAILABLE

Call the Quitline on 13 7848

What is the Quitline?

For more than 30 years Quitline has been providing a best practice telephone support service to help people stop smoking. Callers can talk to a Quit Specialist about their smoking, and obtain advice or support to quit. Quitline is also for friends and family who want to encourage and support someone trying to quit.

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

Can I trust Quitline to do the right thing for my staff?

Quit Specialists have received intensive training in smoking cessation theory and practice. They have comprehensive telephone counselling training and experience, and a tertiary qualification with undergraduate studies in counselling theory and practice.

Quit Specialists understand that quitting is a complex process and that most people will have a number of goes at quitting before they quit for good. Quit Specialists are trained to listen carefully to help meet the needs of our callers. We are non-judgmental and aim to empower people to achieve their goals.

Calls to the Quitline are confidential. Callers do not have to give their name if they don't want to.

What about staff with special needs? Can Quitline cater for them?

Quitline services cater for:

- people with mental illness
- pregnant women
- young people
- cardiac patients
- people with intellectual disabilities
- people from multicultural backgrounds.

Callers can also ask to speak to an Aboriginal Quit Specialist.

For callers who would prefer Quitline support in a language other than English, Quit uses the Translation Information Service. Ask about this at the first call.

Do smokers like calling Quitline? What do they think about it?

Quitline is regularly evaluated to help us provide the best quality service. In the latest evaluation, 92% of callers said they were satisfied with the service and that they would recommend Quitline to friends and family members.²² Most callers felt that Quit Specialists:

- listened and understood them
- supported and encouraged them, and
- had provided relevant strategies and information to help them quit.

Does calling Quitline help smokers to quit?

Many smokers feel that they should be able to quit without help or support. However, without help such as using a support service or nicotine replacement therapy products, long-term success rates are very low. About 3 to 5% of people are able to stay quit for 6 to 12 months after a quit attempt.²³

Calling the Quitline increases a smoker's chance of quitting. The latest evaluation shows that 22% of smokers using Quitline had quit for at least five months, when followed up at six months. The Quitline callback service allows smokers to book times for a Quit Specialist to call them before and after they quit. The service offers smokers up to six callbacks over a period of about a month, at times convenient to them. Users of Quitline's callback service had the highest success rate with 25% of smokers staying quit for at least five months when followed up at six months.²⁴



APPENDIX D: USEFUL LINKS/REFERENCES

USEFUL LINKS

Quit Victoria

www.quit.org.au

Quit Victoria resource order form

www.quit.org.au/resource-centre/resources/

Quit Victoria online training

www.quit.org.au/learning-hub

Victorian Department of Health

<https://www2.health.vic.gov.au/>

<https://www2.health.vic.gov.au/public-health/tobacco-reform/smoke-free-areas/workplaces-smoke-free>

<https://www2.health.vic.gov.au/public-health/tobacco-reform/resources-and-fact-sheets-tobacco-reform>

<https://www2.health.vic.gov.au/public-health>

Cancer Council NSW

<http://www.cancercouncil.com.au/31946/cancer-prevention/smoking-reduce-risks/going-smoke-free/going-smoke-free-recommendations-for-the-workplace/>

Butt bin suppliers

<http://www.melbourne.vic.gov.au/business/permits-and-approvals/waste-recycling/pages/cigarette-butt-disposal.aspx>

Tobacco in Australia: Facts and Issues

www.tobaccoinaustralia.org.au

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APPENDIX D: USEFUL LINKS/REFERENCES

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