

## **UWA SMOKE FREE 2012**

### COMMUNICATION HINTS AND APPROACHES

The University of Western Australia became smoke free on 1 January 2012. It is acknowledged that there will be a transition period during which the University community and its visitors will become aware of, and adjust to the smoke free policy.

From 1 January 2012, it is important that any breaches in the University's Policy on Smoking are managed consistently.

Legal, mandatory requirements pertaining to smoking indoors, in food areas, or within five metres of a door, window or air intake will continue to be handled in line with the relevant University disciplinary procedures and applicable University by-laws.

The University is using an educational, health promoting approach to inform its staff, students, contractors and visitors of the broader smoke free policy.

The University has, and will continue to raise awareness of the policy through a variety of strategies. These include:

- a webpage
- fixed and portable signage
- media releases
- global emails to staff and students
- print resources
- staff and student induction and orientation
- relevant activities and events.

### **What is my role in handling non-compliance with the University's smoke free policy?**

You may approach a person in breach of the policy. A list of general tips and communication approaches for handling non-compliance has been provided in the sections below.

If the person continues to breach the policy, you should report the breach to your Manager or Supervisor.

If you do not feel comfortable approaching a person in breach of the policy you should report the breach to your Manager or Supervisor.

### **General tips for managing non-compliance**

- It is strongly recommended that you have read and understand the University's Policy on Smoking before approaching a person who is breaching the policy. [Click here](#) to view the full policy.
- If you see someone breaching the smoke free policy, assume that they are not aware of the policy.
- It is essential that any breaches are managed with courtesy and respect. Be polite when approaching and talking to the person.

- Sensitivity should be always be exercised. People who smoke may have difficulty adjusting to the policy, particularly due to the addictive nature of nicotine and the effects of nicotine withdrawal.
- Consider cross-cultural differences and language barriers. Some general points to take into account when communicating with a person whose second language is English include:
  - speaking slowly and clearly, using simple and short sentences
  - avoiding the use of jokes, jargon and 'slang' terms
  - not raising your voice if the person does not understand you; remain friendly and relaxed and try rephrasing what you have said
  - answering any questions accurately and politely.
- If at any time during the conversation you feel threatened, thank the person for their time and excuse yourself. You may then report the breach to your Manager/Supervisor or Head of School.

### **Communication approaches for managing non-compliance**

It can be awkward to initiate a conversation about breaching the smoke free policy with someone you work or study with. Keep the first conversation you have with the person casual and friendly. You should always assume that:

- the person is not aware that the University has become smoke free
- this is the first time the person has been approached about breaching the policy.

You may like to obtain an information card from UWA Safety & Health, which card advises that the University is smoke free. It also lists a variety of smoking cessation services. You can use the information provided in the card to prompt you throughout the conversation, before leaving it with the person. For copies of the information card call 6488 3938. [Click here](#) to view the information card.

It is recommended that you politely address the following points in your conversation:

1. That the University of Western Australia became smoke free on 1 January 2012, which means that smoking is not permitted anywhere on the University's grounds.
2. That if they wish to continue smoking they need to leave the University's grounds. Waste disposal units have been provided at the main entries to the University so that cigarette butts and associated tobacco products and packaging can be thoughtfully disposed of.
3. That there are smoking cessation services available if they are currently, or may in the future contemplate quitting. These are listed on the information card.
4. That there is a webpage about the University's smoke free policy, which also provides information about smoking cessation services, print resources, and further sources of support and advice. The web address ([www.uwa.edu.au/smokefree](http://www.uwa.edu.au/smokefree)) is listed on the information card.

Here is an example of a script for talking to someone who is breaching the smoke free policy.

*"Hi there, I just wanted to let you know that the University became smoke free on the 1 January 2012. This card and the webpage that is listed on it provide more information about the policy and smoking cessation support services if you are interested. If you want to continue smoking, would you please move off the University grounds? Thank you".*

### **What should I do if the person continues to breach the policy?**

If you have already tried having a casual conversation with the person and they continue to smoke on University grounds, please refer the matter to your Manager or Supervisor.