

Things you should know about selling inhalable products in Queensland

Staff fact sheet

A range of everyday household products can be deliberately inhaled for the purpose of getting intoxicated. This fact sheet has been developed to assist retailers play their part in the community response to inhalant use.

Important points

- It is illegal to sell spray paint to anyone aged under 18.
- If you know or reasonably believe someone is going to misuse an inhalable product, you have a legal obligation to refuse sale.
- You must not base a decision to refuse sale on unreasonable grounds, such as age (except for spray paint), gender or race.

Signs a person might be using inhalants

- behaving similar to someone who is drunk
- appearing dazed, dizzy or disoriented
- chemical smell on clothes, skin or breath
- paint stains on clothes or skin
- slurred or difficult to understand speech
- red, glassy eyes
- unsteady on their feet
- nervous, excited or irritated behaviour.

Other signs that a person might be misusing a product include:

- asking for specific products you know can be misused
- frequent purchases of a product you know can be misused
- purchasing a large quantity of a product you know can be misused.

Refusing sale

If you think someone is going to misuse an inhalable product:

- Calmly explain to the person that it is against the law to sell them the product. Most people will accept this and leave without incident.
- Use “we” statements instead of “I” statements. This shows it is not the salesperson’s fault, it is the store and government policy.
- Refer to signage that reinforces this policy.
- Offer to get the store manager to explain the policy.

Safety

If the person becomes abusive or threatening, consider the safety of staff and other customers. In some cases it may not be safe to refuse sale. If this happens, contact police to report the abusive or threatening behaviour.

In the event of an emergency, immediately dial “000” and contact the store manager.

This resource has been developed by Dovetail through the Australian Government’s Petrol Sniffing Strategy.

www.inhalantsupply.org



Australian Government
Department of the Prime Minister and Cabinet

Dovetail
supporting the youth alcohol and
drug sector in Queensland