

The Gambler's Help service system provides professional, free of charge problem gambling services to all Victorians.

Gambling becomes a problem when it causes harm to the gambler and those close to them. Usually this means the gambler is spending more money or time on gambling than they can afford.

About 3% of the Victorian adult population are problem gamblers or at risk of being problem gamblers, with each problem gambler affecting 7 to 10 other people. Rates of problem gambling appear to be higher in some cultural groups.

People with gambling problems often experience other health-related issues at the same time and are more likely to present at other services rather than formal problem gambling services.

Resources are available to assist counsellors and other health professionals outside the Gambler's Help sector identify and respond to clients with gambling problems.



Resources to help identify and respond to clients with gambling problems

Problem Gambling Professionals website
www.professionals.problemgambling.vic.gov.au

The Department of Justice has developed a problem gambling website for health and welfare professionals. This website provides information, guidance and resources on how to identify problem gambling clients and respond effectively to their needs. It also includes location and contact details of Gambler's Help services.

Provider Education Program Training for professionals

The Gambler's Help provider education program provides free information and training to help other health and welfare professionals recognise signs of problem gambling and refer clients appropriately.

The training covers:

- recognition and early intervention
- screening practices
- co-occurring problems or issues
- problem gambling interventions and casework practices

Portfolio Services

Gambler's Help offers the specialist portfolio services program which aims to develop strong links between problem gambling services and mental health, drug and alcohol and family services.

Portfolio services include:

- assessment, care and planning
- specialist secondary consultation
- specialist clinical interventions in other services

For more information about these programs contact your nearest Gambler's Help service on the back of this brochure or go to <http://professionals.problemgambling.vic.gov.au/gamblers-help-contacts>

Gambler's Help Services

Gambler's Help services are a central component of the Victorian government's strategy to address problem gambling in Victoria. The Department of Justice administers these services and they are funded by the Community Support Fund. Health and welfare professionals can encourage clients to contact Gambler's Help by reassuring them that the service is free and confidential.

Problem gamblers and their families can seek help in a range of ways.

Face to face counselling

Professional counsellors are available at 17 Gambler's Help agencies with 88 service outlets in Melbourne and across Victoria. Problem gambling counsellors are professionally qualified in social work, psychology or psychotherapy and must meet the eligibility requirements of their relevant professional association.

Problem gambling counselling is tailored to the client's individual needs and covers a range of face to face services including:

- assessment
- case planning and management
- therapeutic interventions
- practical assistance
- crisis management
- advocacy and coordination
- referral
- secondary consultation

Specialist problem gambling financial counsellors are also available. They help clients understand their rights and responsibilities in relation to debt recovery, payment of bills and government concessions and entitlements. Financial counsellors also administer the Recovery Assistance Program (RAP) which provides material and financial assistance to individuals and their families when gambling has resulted in financial crisis.

Gambler's Help Line 1800 858 858

The Gambler's Help Line is a toll free, 24-hour, seven days per week anonymous telephone service that provides information, referral, counselling and support to problem gamblers and their family members.

Scheduled therapeutic telephone counselling is available for clients who are unable or do not wish to access face to face counselling. This structured program of 4 to 6 telephone sessions is conducted at times negotiated with the client. Appointments are available during business hours, evenings or on weekends.

Gambling Help Online www.gamblinghelponline.org.au

Gambling Help Online offers counselling, information and support 24 hours a day, 7 days a week via the internet. Qualified gambling counsellors are available to provide online support via live counselling or email. Problem gamblers and their families can talk about the impact gambling has on their life in a safe, confidential and non-threatening environment.

Victorian Aboriginal Health Service (VAHS) www.vahs.org.au

The Victorian Aboriginal Health Service (VAHS) provides problem gambling counselling and community education to indigenous communities.

Ph 9419 3000

Region	Gambler's Help service	Phone number
Metropolitan Services		
East	Eastern Access Community Health	1300 131 973
Inner	The Salvation Army	03 9653 3250
North	Banyule Community Health Service	03 9450 2000
South	Bentleigh Bayside Community Health	03 9575 5353
West	ISIS Primary Care	03 9296 1234
Regional Services		
Barwon	Bethany Community Support	03 5278 8122
Central Victoria	Goulburn Valley Community Health Service	03 5823 3200
	Mitchell Community Health Service	03 5784 5555
	St Lukes Anglicare	1800 244 323
Grampians	Child and Family Services Ballarat Relationships Australia (Victoria)	03 5337 3333
	Grampians Community Health	03 5337 9222
		03 5362 1200 (Horsham) 03 5358 7400 (Stawell)
	Wimmera Uniting Care	03 5382 6789
Gippsland	LaTrobe Community Health Service	1800 242 696
Loddon Mallee	St Lukes Anglicare	1800 244 323
Northern Victoria	Gateway Community Health Service	02 6022 8888
		1800 657 573
Western Victoria	Community Connections	1300 361 680
Indigenous Service		
Inner metro suburbs	Victorian Aboriginal Health Service	03 9575 5353

Contact details correct as at July 2010

For more information

- www.professionals.problemgambling.vic.gov.au
- www.gamblinghelponline.org.au
- Gambler's Help Line 1800 858 858
- Deaf, hearing or speech impaired TTY 1800 777 706
- Interpreting services available

Copies of this brochure can be downloaded from www.professionals.problemgambling.vic.gov.au

Please note: The people depicted in the photographs are models.



Gambler's Help Services in Victoria

Information for Health and Welfare Professionals

gambler's help
1800 858 858

gamblinghelponline.org.au

take the **problem** out of gambling

A Victorian Government initiative



A Community Support Fund initiative