

Confidential, Anonymous & Private...

This program is free and confidential. No information will be provided to any other person or organisation unless you request it and/or provide consent.

As a participant in the Peer Connection program, conversations that you have with your support person will be between you, your support worker and the Program Coordinator.

The support volunteer is however required to report issues which affect your safety and the safety of other including children, to the program coordinator. Under certain conditions this may result in action being taken to ensure the safety of those concerned.



Peer Connection Intake

Telephone: 1300 133 445

Fax (03) 9459-9241

Email: PCintake@bchs.org.au

PROBLEM GAMBLING.

**WE UNDERSTAND
WE'VE BEEN THERE TOO!**

**CONFIDENTIAL
TELEPHONE SUPPORT**

WE CAN



gambler's help
1800 858 858

problemgambling.vic.gov.au



BANYULE
Community Health



Telephone Support

Who is eligible?

- ✓ People facing a gambling problem
- ✓ For partners or close family members of someone with a gambling problem

The Peer Connection Program aims to assist people with a gambling problem and affected family members, by matching them with a volunteer telephone support person.

All volunteers have had the experience of dealing successfully with a gambling problem OR have worked through the impact of someone else's gambling problem. This person...

- ✓ Has been there
- ✓ Will listen and be supportive.
- ✓ Can provide information and encouragement.
- ✓ Can help you explore options, ideas
- ✓ Can support you through the hard times and towards achieving your goals.

How the program works?

Call 1300 133 445 to make a referral. You will speak with someone who can discuss your needs and answer any questions you have about Peer Connection.

Once a referral has been made, you will be contacted by a clinical assessment worker for the program who will work out the best volunteer support worker to match you with. A time will then be set up for your first call.

Your volunteer support person will then telephone you at a time that you both agree on. The calls can be weekly, fortnightly or monthly, whatever suits you.



What if things are not working out?

If you or your volunteer telephone support person have a problem with how things are going, you can discuss your concerns with the program coordinator. The coordinator will assist you to work through the issue, or if necessary look at providing you with a new volunteer.

If a crisis arises and you need additional assistance, your support worker or the program coordinator can help you to access the help you require.

How long can I have this phone support?

Participation in the Peer Connection Program is entirely voluntary and you may choose to leave the program at any time

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1300 133 445