

# Anglicare

## **GAMBLERS HELP PROGRAM**

Our service  
is **voluntary,**  
**confidential**  
and **free.**

Frequently  
asked questions  
for **health care  
professionals.**

1800 243 232  
[anglicare-tas.org.au](http://anglicare-tas.org.au)



## Who is this service for?

People over the age of 18 who have been impacted by gambling, including friends and family, who wish to talk about and reduce the harm gambling is causing.

## What is the minimum level of qualification Anglicare employees require to do this work?

Anglicare employs Allied Health Professionals into these roles. They are required to undergo specific training in supporting clients with Gambling related issues.

## What is Anglicare's Gamblers Help model of care?

### **Personal**

Gamblers Help services are free and provide case management, personal, family and group counselling, client support and Community Education around all aspects of gambling, harm reduction and access to further ongoing support. Gamblers Help provide referral to other services and programs as needed.

Gamblers Help also offers assistance to implement "self-exclusion orders" preventing people from accessing gambling areas in Tasmania.

- Professional Counselling
- Facilitated support groups
- Financial Counselling
- Delivery of the Tasmanian Gambling Exclusion Scheme

### **Community**

Gamblers Help offer Community Education and Information sessions tailored to workplaces/audiences around many different aspects of gambling support, harm reduction and wellbeing information. Case management and support will also provide information, advice and referral to other services as needed.

Anglicare and Gamblers Help contribute to sector and national conversations and initiatives to reduce gambling harm in Tasmania.

## Do Anglicare workers receive ongoing clinical oversight?

Anglicare has strong risk management and governance processes. This includes ongoing clinical supervision, management and development and case review to ensure workers are delivering the highest quality support to clients.

In addition, Gamblers Help workers have direct access to external clinical consultation for any particularly high risk and complex cases.

## Will I receive feedback on my client's progress?

Our workers can provide a summary report of support and ongoing progress on request.

## How can I make a referral?

Referrals can be made securely by **Fax: (03) 6333 3010**

### **Alternatively, phone or email directly**

Anglicare Customer Engagement Coordinator

**1800 243 232 or [connectsupport@anglicare-tas.org.au](mailto:connectsupport@anglicare-tas.org.au)**

Clients can also self-refer to this service if they would prefer.

## How is the service funded?

The Gamblers Help Program is funded by the Australian Government Department of Social Services. Visit **[dss.gov.au](http://dss.gov.au)** for more information.

The service is also supported by the Crown through the Department of Communities Tasmania.

## Do Anglicare offer other services?

### **Anglicare offer a range of services including:**

NDIS, Mental Health and Attempted Suicide Aftercare, AOD, Housing support, Financial Counselling, support for Families, Disability, Aged Care and Home Care and many others.

## Is Gamblers Help available state-wide?

Gamblers Help is offered in the North West and South of the state. Anglicare have offices in Hobart, Sorell, Glenorchy, St Helens, Devonport, Burnie and Zeehan Anglicare provides outreach services to other areas and staff also regularly visit the Bass Straight Islands and Central Highlands.



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