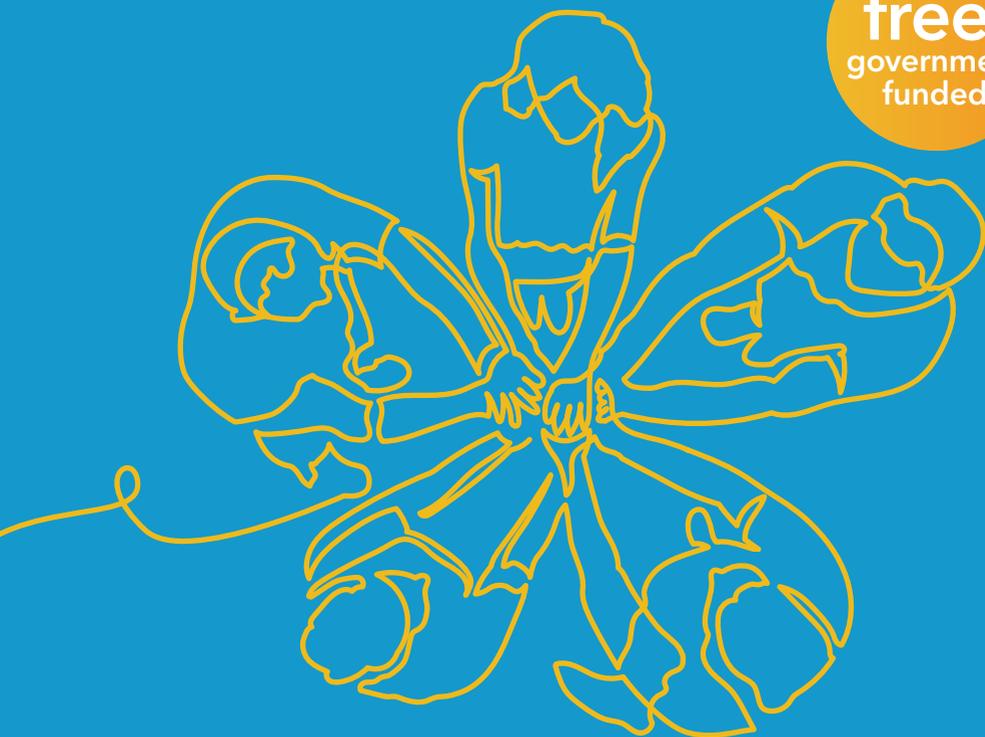


# Community Support Services

free\*  
government  
funded



Facing life's challenges together

1800 243 232  
anglicare-tas.org.au



**Anglicare**TAS  
*Choice, support and hope*

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Click on this section of the page and you will be taken to the relevant webpage for more information



For more information contact us or click on or scan the QR Code to visit the website.

Click the home button to return to the contents page

\*All services are free except for the Family Law Counselling Service in some circumstances.



## Our offices are located at:

### North West

#### Burnie

51 Wilmot Street

#### Devonport

31 King Street

#### Zeehan

102 Main Street

### North

#### Launceston

122 Elizabeth Street

#### St Helens

56 Cecilia Street

### South

#### Hobart

159 Collins Street

#### Glenorchy

436 Main Road

#### Sorell

42 Cole Street

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## Contact us

### Community Engagement Coordinator

✉ [connectsupport@anglicare-tas.org.au](mailto:connectsupport@anglicare-tas.org.au)

☎ 1800 243 232

🌐 [www.anglicare-tas.org.au](http://www.anglicare-tas.org.au)

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## Key

### Statewide



### North West



### North



### South





# Alcohol and other drugs

Anglicare provides support services for people whose lives are affected by alcohol and other drugs.

Our confidential and free services offer:

- experienced counsellors,
- no required referrals, and
- support wherever you live in Tasmania.

Anglicare Tasmania has an Alcohol and Other Drug Helpline available Monday to Friday between 9 am and 4 pm on **1800 161 266**.

Our counsellors are here to answer questions and provide advice on practical next steps.

## Anglicare Drug and Alcohol Treatment Service (ADATS)

ADATS is a free service for Tasmanians over the age of 14 whose lives are affected by alcohol or other drugs, including tobacco and vaping. The service is also available for family members and partners.

We provide community-based support to allow our counsellors to work with people in their homes and community. Our counsellors consider each person's unique life experience. This may include trauma, mental health, homelessness, and other factors affecting their wellbeing.

ADATS can help with prevention and early intervention. We help people develop a plan to support them to make changes in their lives. We also provide information and refer people to other support services when needed.

The ADATS service is provided across Tasmania in person, by telephone, or by email.

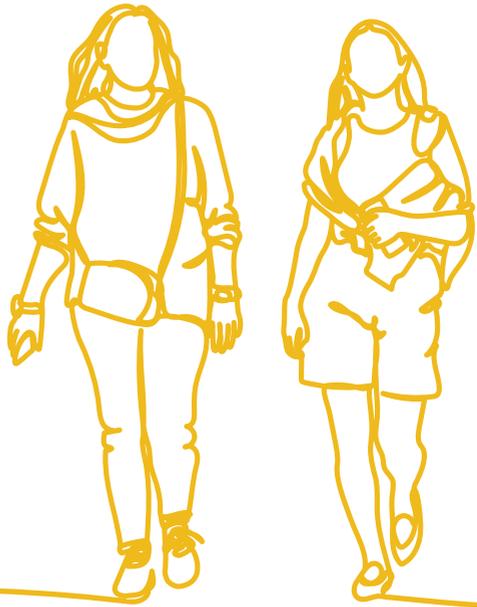
If you, or someone you know, would like to access this service, please get in touch. We encourage direct enquiries and welcome referrals from other agencies and community and health service providers.



For more information contact us or click on or scan the QR Code to visit the website.



*Funded by Primary Health Tasmania and the Department of Premier and Cabinet - Tasmania.*



## SMART Recovery Program

Anglicare's SMART Recovery Program is a free weekly group support service. It supports people who wish to change their behaviour around the use of alcohol, drugs, gambling, hoarding, smoking or vaping.

Our experienced counsellors use therapy techniques and motivational tools to encourage people to help themselves and others.

We also run SMART Recovery Family & Friends groups to support people in a close relationship with someone who has a problem behaviour.



For more information contact us or click on or scan the QR Code to visit the website.



*Funded by Primary Health Tasmania and the Department of Premier and Cabinet - Tasmania.*



# Needle and Syringe Program (NSP)

The NSP is a free, non-judgemental, confidential and friendly service. It aims to reduce the transmission of blood-borne viruses (such as Hepatitis and HIV) and prevent other injecting-related harms.

Anglicare has NSP outlets in Hobart, Glenorchy and Burnie, which provide:

- free injecting equipment such as needles and syringes and winged infusion sets
- referrals to other services such as health, drug treatment and welfare agencies
- distribution of sharps disposal containers, alcohol swabs, pill filters and sterile water
- education on the correct disposal of used equipment, and
- free take-home naloxone medication to people at risk of opioid-related overdose.

Our outlets are open at the following times:

- **Hobart:** Monday to Friday between 12.30 pm and 5.00 pm
- **Glenorchy:** Monday to Friday 10.00 am to 4.30 pm (closed 12.00 pm and 12.30 pm)
- **Burnie:** Monday to Friday 10.00 am to 2.30 pm

Anglicare has a 24-hour NSP vending machine at the back of our Hobart office on Victoria Street. The vending machine supplies fit packs containing 1ml, 3ml and 5ml syringes.



For more information on NSP services click on or scan the QR Code



*Funded by the Tasmanian Department of Health.*

## Care Coordination Service

The Care Coordination Service provides support for people in alcohol or drug programs who have other challenges in their lives. This can include mental or physical health challenges, intellectual or cognitive challenges, a risk of homelessness, or domestic and family violence.

The service works with clients to ensure they can access the supports they need.

Referrals can be made through the Tasmanian Department of Health's Alcohol and Drug Services (ADS). This can be done by the person seeking support, their GP, or another service or health professional.



For more information contact the ADS on **1300 139 641**.

*Funded by the Tasmanian Department of Health.*



## Family Support Service

The Family Support Service provides support for those who have a family member or someone close to them affected by the use of alcohol or other drugs. The service is free and confidential. It is delivered in the North and North West of Tasmania.

This service can be provided over the phone, in person or at home.

We encourage direct enquiries and welcome referrals from other agencies and community and health service providers.



For more information contact us or click on or scan the QR Code to visit the website.

*Funded by the Tasmanian Department of Health.*



## Break O'Day Alcohol and Drug Service

This service provides support for people whose lives are being affected by alcohol and other drugs living in the Break O'Day council municipality.

Counselling can be delivered at our office in St Helens, over the phone or in person, including home visits. Our experienced counsellors provide practical support and skill development for yourself or someone close to you.

We encourage direct enquiries and welcome referrals from other agencies and community and health service providers.



For more information contact us or click on or scan the QR Code to visit the website.



*Funded by the Tasmanian Department of Health.*



# Gambling

The Gamblers Help counselling service is a free, confidential service for people affected by gambling. It is available to individuals, families and communities. This service is delivered across Tasmania including outreach into regional areas.

Our counsellors support people to reduce the harms of gambling through:

- professional counselling
- support groups
- refer you to other services such as Financial Counselling
- community education, and
- arranging a self-exclusion order on your behalf.

To find out more or to speak to one of our counsellors, call Gamblers Help on **1800 243 232** or visit one of our offices, Monday to Friday between 9 am and 5 pm.

For after-hours support, call the National Gamblers Helpline on **1800 858 858**.



For more information on the full range of Gamblers Help Support services that we provide click on or scan the QR Code to visit the website.



Funded by the Department of Premier and Cabinet - Tasmania.





# Mental Health and Wellbeing

Anglicare Tasmania provides government-funded mental health recovery and counselling services across Tasmania.

Mental health is made up of our psychological, emotional and social wellbeing. It affects how we feel, think and behave each day. Our mental health also contributes to our decision-making process, how we cope with stress and how we relate to others in our lives. People need good mental health to cope with the ups and downs of life.

## The Way Back Support Service

The Way Back Support Service provides personalised support for up to three months following a suicide attempt or suicidal crisis. A dedicated support coordinator will work with you or your loved one to develop a program which can include:

- supporting and encouraging them after discharge from the hospital,
- supporting them to develop a safety plan, and
- connecting them with the services they need such as community groups and financial or relationship counselling.

This service receives referrals from hospital emergency departments and other mental health service providers for people who have had a recent suicide attempt or crisis.



For more information contact us or click on or scan the QR Code to visit the website.



*Funded by Primary Health Tasmania.*



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

# Recovery Program

The Recovery Program provides one-on-one support to people with a diagnosed mental health condition who live independently. It provides tools for dealing with life's challenges and achieving goals.

Our practitioners support you by focusing on your strengths. This can include planning to achieve goals, strengthening support networks, and if required assisting with applying for ongoing support funding through our financial counselling service.

The program is free and can be delivered at home or from our offices located in the North and South of Tasmania. It is available for people over 16 who don't meet the criteria for Older Persons Mental Health Services.

We encourage direct enquiries and welcome referrals from other agencies and community and health service providers.



For more information contact us or click on or scan the QR Code to visit the website.



*Funded by the Tasmanian Department of Health.*

# Curraghmore Supported Living Program

Curraghmore is a supported independent living program in Devonport. It provides accommodation for people with NDIS funding who are experiencing mental health challenges.

The psychosocial NDIS mental health disability funding covered includes:

- Supported Independent Living (SIL)
- Individualised Living Option (ILO)
- Medium-term Accommodation (MTA), and
- Short-term Accommodation including respite (STA).

Curraghmore offers residents a comfortable home in a modern setting. It features private bedrooms with ensuite bathrooms and shared living and kitchen spaces. It also has a games room with a pool table, a sensory room, an outdoor area and a spa room.

Curraghmore runs activities such as weekly group cooking, bike riding, arts and crafts, games, walks, and attending local events.

While living at Curraghmore, clients have 24/7 access to mental health support workers. Our workers provide support with daily living skills and building independence.

We encourage direct enquiries and welcome referrals from other agencies and community and health service providers.



For more information contact us or click on or scan the QR Code to visit the website.



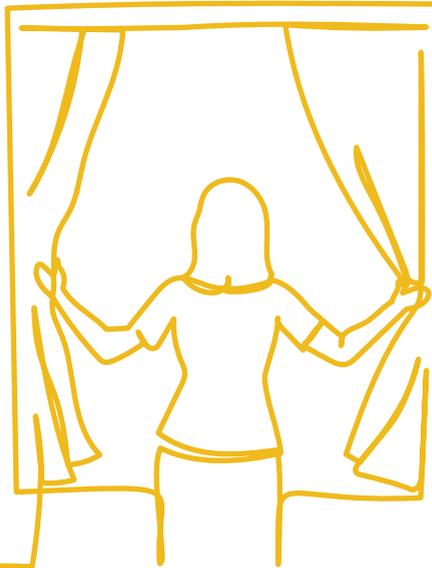
*Funded by NDIS.*

# Rocherlea Rehabilitation and Recovery Service

The Rocherlea Rehabilitation and Recovery Service is a residential program located in Launceston. It provides psychosocial support to people over the age of 18 with a mental health diagnosis. It is a safe and calm environment where people can recover from mental health challenges.

Rocherlea provides self-contained rooms, along with ten units for longer-term clients as they transition to independent living.

To access these programs, clients need to be referred by the Adult Community Mental Health Services North.



For more information contact us or click on or scan the QR Code to visit the website.



*Funded by the Tasmanian Department of Health.*



# Financial Counselling

Anglicare Tasmania's financial counsellors provide a free, independent and confidential service. Our counsellors are qualified and professional.





They can help to organise budgets, suggest ways to manage debt and refer people to other useful services.

Some of the other ways counsellors can help include:

- explaining options for dealing with debt
- negotiating with people that clients owe money to
- explaining clients' rights and responsibilities as a consumer
- exploring possible options to access superannuation
- providing information about bankruptcy and its alternatives, and
- referral to legal services if required.

This service also provides specialist support to people affected by gambling harm.

Financial counselling can be provided face-to-face, by telephone or by email. The service is delivered across Tasmania with outreach to communities in regional areas.

If you would like to make an appointment or speak to someone please start by calling the National Debt Helpline on **1800 007 007** and you will be transferred to a member of our financial counselling team.



For more information you can click on or scan the QR Code to visit the website.



*Funded by the Australian Government Department of Social Services and the Department of Premier and Cabinet - Tasmania.*



# Families, Children and Young People

Anglicare Tasmania offers a wide range of services and programs that support children and young people, as well as their families and caregivers.

Our services and programs cater to the child or young person, the unique family circumstances surrounding them, and the level of support required. These include;

- early intervention programs
- counselling services for families
- education programs provided at home or in the community
- parental and attachment-based support, and
- group and activity-based programs.

## Child Youth Health Minds Program (CYHMP)

The CYHMP is a free support service for children and young people (0 to 18 years old) who are showing early signs of mental health challenges.

Our staff work alongside young people, their families and carers to support the young person's mental wellbeing and work towards their goals. This is achieved through interventions, long-term support and community education.

This service is delivered from our offices in Hobart, Burnie and Zeehan. We also offer outreach in the home, school and community, and through regular visits to King Island.

We encourage direct enquiries and welcome referrals from other agencies and community and health service providers.



For more information you can click on or scan the QR Code to visit the website.



*Funded by the Australian Government Department of Social Services.*

# Taz Kids Program

Taz Kids provides free clubs and activities for young people who have a parent or carer experiencing mental health challenges. This service is delivered across Tasmania.

Taz Kids Clubs are run in primary and high schools around the State for up to seven weeks. Young people are provided with opportunities to have:

- fun, play games and work on creative projects together
- a supportive peer group, and
- a friendly and safe environment in which to ask questions about mental health and wellbeing.

Taz Kids activities are run during the school holidays at venues around Tasmania. They provide an opportunity to make new friends, be part of a team, get outdoors and have fun. This helps strengthen coping skills and builds resilience.

Families are also provided with connection and social opportunities through regular family events.

We encourage direct enquiries and welcome referrals from other agencies and community and health service providers.



For more information you can click on or scan the QR Code to visit the website.



*Funded by the Tasmanian Department of Health.*

# Kids in Focus Program

The Kids in Focus Program assists families with children up to the age of 18 who are impacted by a parents' use of alcohol or other drugs.

We support parents to make positive changes for themselves and their children by:

- building their parenting skills and capacity
- developing routines and structure at home
- encouraging engagement with community activities and supports
- providing information and support around AOD reduction and treatment, and
- focusing on attachment and children feeling/being safe in their home.

This service is delivered across Tasmania with outreach into the home and community.

We encourage direct enquiries and welcome referrals from other agencies and community and health service providers.



For more information you can click on or scan the QR Code to visit the website.



*Funded by the Australian Government Department of Social Services.*

# Family and Relationship Counselling Service (FARS)

The FARS service aims to strengthen relationships, support families and ensure the safety and wellbeing of children. Counselling is available to individuals or couples to help with better communication, managing emotions, building parenting skills, managing grief and loss or managing the end of a relationship.

A fee for the service may apply to some income earners.

We deliver this service in the south of Tasmania and offer outreach into the community.

We encourage direct enquiries and welcome referrals from other agencies and community and health service providers.



For more information you can click on or scan the QR Code to visit the website.



*Funded by the Australian Government Department of Social Services.*

# Family Law Counselling Service

The Family Law Counselling service helps couples and families to manage relationship issues arising from relationship changes, separation and divorce. This service is available to intact or separated families, extended families and carers, with the needs of children being the priority.

This service aims to provide an alternative to the formal legal process through counselling, support and therapeutic intervention.

We deliver this service in the South of Tasmania through our Hobart, Glenorchy and Sorell offices and community.

We encourage direct enquiries and welcome referrals from other agencies and community and health service providers.



For more information you can click on or scan the QR Code to visit the website.



*Funded by the Australian Government Department of Social Services.*

# Home Interaction Program for Parents and Youngsters (HIPPY)

The HIPPY program helps children living in Launceston become ready for school. It is available to families with children turning 4 years old and enrolled in pre-kinder or kindergarten.

Our HIPPY tutors give parents the support and tools to create a fun learning environment at home. Parents and children will spend 10 to 15 minutes a day enjoying learning activities. The quality time spent together gives children a great start for their early years at school.

Our tutors help parents every step of the way. They provide home-visits and show them how to do the HIPPY activities. They also facilitate group meetings where parents can get ideas for new activities and talk to other parents.

We encourage direct enquiries and welcome referrals from other agencies and community and health service providers.



For more information you can click on or scan the QR Code to visit the website.



*Funded through the Brotherhood of St Laurence.*



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

# Communities for Children kanamaluka (in Launceston and the Tamar Valley) (CfC)

The CfC program works with local services and organisations in the Launceston and Tamar Valley areas to support children between 0-12 and their families.

The program supports children to:

- feel loved and be healthy
- learn, take part, and have the material basics, and
- develop a positive sense of culture and identity.

The program aims to strengthen family relationships, improve the wellbeing of children, and encourage families to become involved in their community. One of the ways that this is achieved is by funding non-government community partners to deliver programs that support its aims.



For more information you can click on or scan the QR Code to visit the website.



*Funded by Australian Government Department of Social Services.*

# East Coast Counselling Service

The East Coast Counselling Service provides counselling, information, advocacy and advice for people living in St Helens, Bicheno and the Fingal Valley areas. The service promotes healthy lives and relationships.

The service is free, confidential, and available to anyone including children, couples or families affected by:

- grief, separation or conflict
- drugs, alcohol or gambling
- mental health or stress
- family violence, and
- parenting issues.

Our experienced counsellors also provide parenting advice, education, community access and skills development.

We encourage direct enquiries and welcome referrals from other agencies and community and health service providers.



For more information you can click on or scan the QR Code to visit the website.



*Funded by the Department of Premier and Cabinet - Tasmania.*

# Family Time Service

The Family Time Service aims to facilitate enjoyable, safe and supportive family time. This may include supporting the development of daily living tasks and parenting skills, or supervising visits.

This service is available in the North and North West of Tasmania. It can be customised for each family and can include arranging transport.

The meeting location can be in a public place (Such as a park, library or museum) or at parent's homes (following risk assessments and Child Safety approval, if applicable). Sessions are available Monday to Friday between 9am and 5pm.

This is a Fee for Service program and sessions will be charged for a minimum of 2 hours, this includes transport time. 24 hours' notice is required for cancellation, otherwise the full amount will be charged.

For more information or to book, call [1800 243 232](tel:1800243232) and speak to the Families, Children and Young People Program Manager in the North or North West.



For more information you can click on or scan the QR Code to visit the website.



*Funded by Australian Government Department of Social Services.*

# Youth After Hours Diversion Service (YADS)

YADS is a 6 month Pilot Program which services the Bridgewater, Hobart and Bellerive Police Stations.

The aim of the service is to provide support to young people when they are arrested by Police where:

- a responsible adult cannot be identified; or
- the young person's caregiver needs added support.

The young person is supported while in Police custody/protection. They will be listen to and respect the culture, family and community of the young person by linking them with the right support for them.

YADS will help the young person to access accommodation and other supports they may need. Supports can be:

- Legal advice
- Drug and alcohol
- Housing
- Health
- Other

YADS cannot provide legal advice.

The YADS service is provided by Anglicare Tasmania in conjunction with CatholicCare Tasmania.



For more information you can click on or scan the QR Code to visit the website.



*Funded by the Australian Government Department of Social Services and the Department of Premier and Cabinet – Tasmania.*

# Pathway Home

The Pathway Home Program supports parents of children and young people returning to their family home in the North and North West of Tasmania.

Pathway Home is designed for children and young people living in out-of-home care who are referred by the Child Safety Service.

The aim is to support and assist families to ensure a safe family environment. This can involve counselling, day-to-day support and guidance, and providing information for assistance and services available.



For more information you can click on or scan the QR Code to visit the website.



*Funded by the Tasmanian Department for Education, Children and Young People.*



# Supported Youth Program (SYP)

The SYP supports young people between the ages of 10 and 18 who are experiencing challenges related to their environment, health and wellbeing. This can include:

- an unstable home environment or homelessness
- difficulties or lack of engagement with school
- difficulties fitting in socially, and
- use of alcohol or drugs.

The goals of the program are tailored to each young person. Our experienced practitioners support them to engage with services, community and activities that promote their health, wellbeing and learning.

This service is available to those living in the North and North West of Tasmania. Referrals can be made through the Strong Families Safe Kids Advice and Referral Line on **1800 000 123**.



For more information you can click on or scan the QR Code to visit the website.



*Funded by the Tasmanian Department for Education, Children and Young People.*



# Youth and Family Preservation Program (YFPP)

The YFPP is part of the Supported Youth Program. It supports young people between the ages of 10 and 15 who are homeless or at risk of becoming homeless.

Our practitioners work with young people to create a safe living environment strengthening their relationships with parents and caregivers. Services include therapeutic support, mediation and counselling.

This service is available to those living in the North and North West of Tasmania. For further information and access, call the Strong Families Safe Kids Advice and Referral Line on [1800 000 123](tel:1800000123).

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# Kind Individuals Delivery Support (KIDS) Program

The KIDS Program provides free, in-home support for parents living in the East Devonport, Latrobe, Sheffield and Kentish area. It helps to empower parents by providing them with education and support.

We help parents build their confidence and skills by:

- providing information on the stages of a child's growth and development and changing needs, and
- identifying services and other education opportunities available to support them.

We encourage direct enquiries and welcome referrals from other agencies and community and health service providers.

You can also follow the Facebook page [@Kidsparentingsupport](#) for up to date events and advice for parents.



For more information you can click on or scan the QR Code to visit the website.



*Funded by the Australian Government Department of Social Services.*



## Reconnect Program

The Reconnect Program supports young people between the ages of 12 and 18 (or up to 21 if they have newly arrived in Australia) who are homeless or at risk of becoming homeless. It is a free service available to young people and their families living in the North West of Tasmania.

The program helps young people to:

- stabilise their living situation
- strengthen family relationships, and
- improve their engagement with work, education, training and the community.

Our trained practitioners offer both individual and family counselling and support.

We encourage direct enquiries and welcome referrals from other agencies and community and health service providers.



For more information you can click on or scan the QR Code to visit the website.



*Funded by Australian Government Department of Social Services.*



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

# North West Early Start Therapeutic Support (NESTS)

The NESTS program assists parents and caregivers with young children between the ages of 0 and 5, living in the North West of Tasmania. It supports caregivers to strengthen their emotional connection with and relationship to the child.

Our NESTS support staff help caregivers through:

- home visits
- support in reaching parenting goals
- providing resources and information
- parenting education
- identifying and recognising strengths, and
- discussions about helpful groups and courses.

To check your suitability and be referred call Strong Families Safe Kids on **1800 000 123**.



For more information you can click on or scan the QR Code to visit the website



*Funded by the Tasmanian Department for Education, Children and Young People.*

# Relationship Abuse of an Intimate Nature (RAIN)

RAIN is a free service for people who have experienced domestic or family violence, which can include physical, sexual, verbal, financial and emotional violence. The service provides counselling, advocacy, safety planning and practical support. It is available to people living in the North West and West of Tasmania.

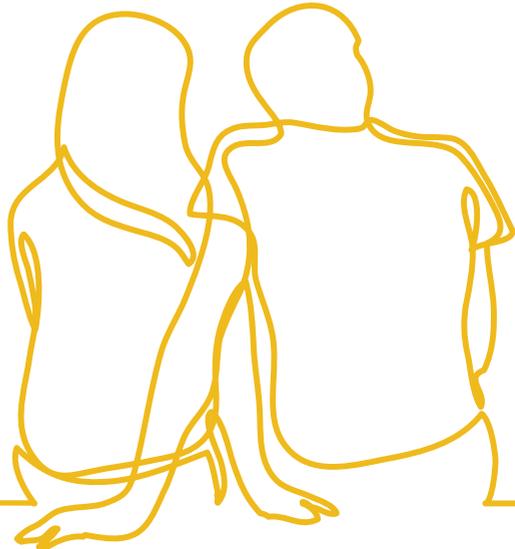
We encourage direct enquiries and welcome referrals from other agencies and community and health service providers.



For more information you can click on or scan the QR Code to visit the website.



*Funded by the Department of Premier and Cabinet - Tasmania*



# West Coast Support Service

The West Coast Support Service provides parenting support to caregivers with children up to 18 years old who are living on the West Coast of Tasmania. This can include:

- group work
- education
- skills building, and
- connecting caregivers and children with other support services.

The service is delivered from our Zeehan office and also offers outreach to surrounding townships.

We encourage direct enquiries and welcome referrals from other agencies and service providers.



For more information you can click on or scan the QR Code to visit the website.



*Funded by the Tasmanian Department of Health.*





# Housing

Anglicare is funded by the Tasmanian Government through Homes Tasmania to provide a range of Housing support services. These include providing the Housing Connect front door service across Tasmania and a range of supported accommodation options.



SUPPORTED BY

Homes  
Tasmania



# Housing Connect Front Door

Housing Connect Front Door is Tasmania's entry point for assistance for people who are experiencing homelessness or are in housing need.

They can help you:

- to apply for social housing or update your application if your circumstances have changed
- to apply for private rental assistance such as bonds and rent arrears
- to find a bed for the night, including referral to crisis accommodation
- to access supports following family violence, including rapid rehousing
- with support and advice on how to keep your tenancy
- with referrals to other support services

Anglicare Tasmania provides the Housing Connect front door service from our offices in Hobart, Launceston, Devonport and Burnie.

Call Housing Connect on **1800 800 588**.



For more information you can click on or scan the QR Code to visit the website.



*Funded by Homes Tasmania.*

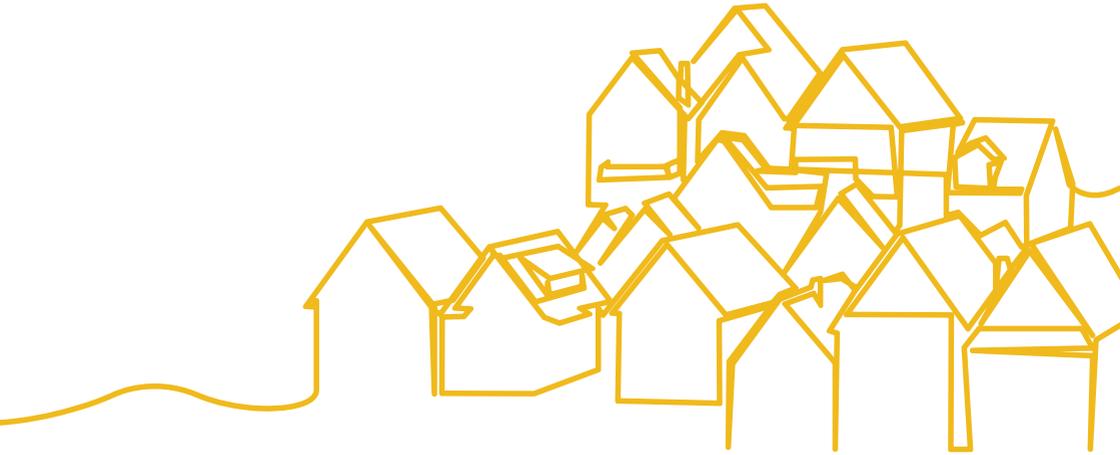
# Youth2Independence (Y2I) Program

The Y2I program and facilities support young people between the ages of 16-24, who are experiencing or at risk of homelessness. It is a transitional program that is led by the student over a period of up to two years. The facilities offer a safe and affordable home base. Using Advantaged Thinking, Y2I aims to tap into the students' goals and ambitions and nurturing their talents.

Anglicare manages four Youth2Independence facilities in Tasmania which include:

- Thyne House in Launceston
- Eveline House in Devonport
- Trinity Hill in Hobart
- Campbell Street in Hobart

Young people who are interested in the Y2I program can apply through Housing Connect.



For more information on the Y2I program use the QR Code to visit the website.



*Funded by Homes Tasmania.*

# Emergency contacts

If you are concerned about yourself or someone else:

Call **000** and ask for an ambulance. Stay on the line, speak clearly, and be ready to answer the operator's questions.

You could also visit your local hospital's emergency department.

If you need to talk to someone at any time of the day or night, we recommend the following services:

**Lifeline 13 11 14**

**Suicide Call Back Service 1300 659 467**

**Kids Helpline 1800 55 1800**

**Mental Health Services Helpline 1800 332 388**

**Beyond Blue 1300 22 4636**



**AnglicareTAS**  
*Choice, support and hope*

**1800 243 232**  
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