

# North West Community Services



Facing life's challenges together



Burnie, Devonport and Zeehan

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



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

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## Our offices are located at:

**Burnie**  
51 Wilmot Street

**Devonport**  
31 King Street

**Zeehan**  
102 Main Street





# Alcohol and other drugs

Anglicare cares about people whose lives are being affected by alcohol and other drugs.

We provide a comprehensive range of services to support people and their family or carers. Our support is free and confidential.

## Anglicare Drug and Alcohol Treatment Service (ADATS)

Anglicare Drug and Alcohol Treatment Service (ADATS) is an early intervention and psychosocial community-based program for Tasmanians (14 years and older) who have experienced negative impacts from the use of alcohol and/or other drugs, including tobacco and vaping.

ADATS provides an intensive, trauma-informed, personalised service for each individual, and if appropriate, their families and partners. ADATS can also assist people presenting with alcohol and other drug (AoD) issues who are assessed as also having mental health co-morbidities and/or at risk of homelessness.

ADATS can provide prevention and early interventions through community information and education, screening and brief interventions, counselling, case management and relapse prevention support.

ADATS is delivered face-to-face, by telephone, or email offering assertive outreach and counselling, and may be undertaken individually, in family sessions, or client group sessions (SMART Recovery Groups).

To access ADATS you can either self-refer or we can accept referrals from family and carers, community services and general practice, other medical practitioners, allied health professionals, state drug and alcohol and mental health services. To self-refer call Anglicare's Alcohol and other Drug Helpline on [1800 161 266](tel:1800161266) (operates Monday to Friday between 9 am and 5 pm).

## SMART Recovery Group Program

Anglicare host face-to-face SMART Recovery groups each week.

SMART Recovery is a group program offering a supportive environment for people to achieve behaviour change goals of their choice around alcohol and other drug use, or any behaviours of concern. Guided by trained peers and professionals, participants come to help themselves and help each other using a variety of cognitive behavioural therapy (CBT) and motivational tools and techniques.

SMART Recovery meetings are free and run weekly for 90mins.

Each meeting is guided by a trained facilitator. Meetings are available online or in-person. Further details can be found at [smartrecoveryaustralia.com.au](http://smartrecoveryaustralia.com.au)

To find your nearest group being run by Anglicare call [1800 243 232](tel:1800243232).



## Needle and Syringe Program (NSP)

The Needle and Syringe Program (NSP) is a non-judgemental, confidential, friendly service. It has a range of injecting equipment, disposal facilities and resources for people who inject drugs. You'll meet specialised staff who can provide interventions, referrals, equipment demonstrations and information.

The Anglicare NSP is located at our Burnie office and operates Monday to Friday between 10 am and 2:30 pm.

There is also an NSP outlet in Devonport which is operated by Youth, Family and Community Connections at 62 Stewart Street. It operates Monday to Friday between 9 am and 5 pm.

## Blood-Borne Virus Awareness Program (BBVAware)

Blood-borne viruses (BBVs) are potentially serious illnesses but they are manageable with the right information and support.

The Blood-Borne Virus Awareness (BBVAware) Program is a free service that aims to reduce the stigma in the community associated with blood-borne viruses. It provides:

- information and education sessions for frontline staff
- resources and information for people at risk of developing BBVs
- referral assistance to help people access testing for blood-borne viruses.

New treatments can cure hepatitis C and assist people living with HIV and hepatitis B to live full and healthy lives.

To find out more call Anglicare on [1800 243 232](tel:1800243232) or email us at [BBVAware@anglicare-tas.org.au](mailto:BBVAware@anglicare-tas.org.au).

## Family Support Service

The Family Support Service provides information and support to anyone affected by a family member or significant other using alcohol or other drugs. The service is confidential and available to those affected, including partners, children, siblings and grandparents.

You can either self-refer or be referred by your GP, community services agencies or other allied health professionals. To self-refer call Anglicare's Alcohol and other Drug Helpline on [1800 161 266](tel:1800161266) (operates Monday to Friday between 9 am and 5 pm). You can also join one of Anglicare's SMART Family and Friends support sessions.

## Care Coordination Service

Anglicare's Care Coordination Service is for Alcohol and Drug Service (ADS) clients with multiple and complex needs. All referrals for this program must be received from ADS.

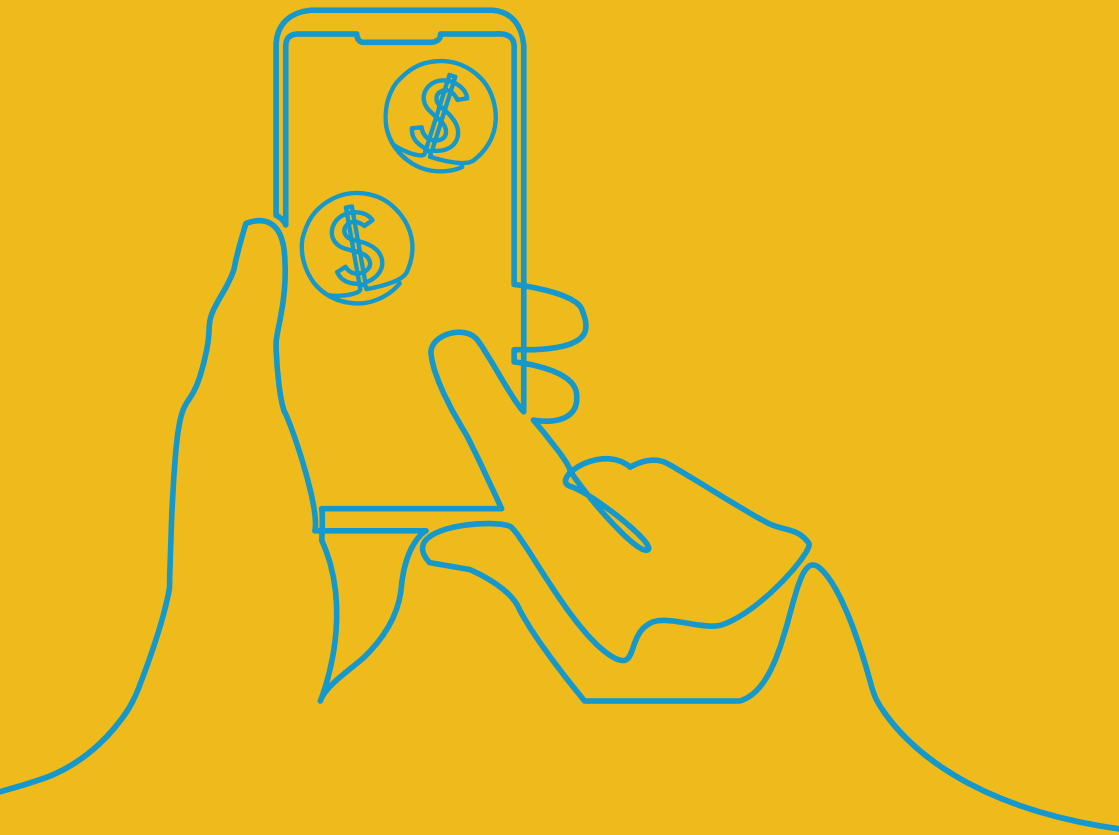
In partnership with ADS, the Care Coordination Service works with clients to create short- to medium-term care plans, which include, setting goals, measuring the progress towards achieving these goals and the flexibility to include additional goals as the service progresses.

The Care Coordination Service is responsible for overseeing each client's care and progress in relation to their individual care plan, which includes collaboration and referral to other service providers. The Care Coordination Service does not provide specialist or clinical interventions.

The service operates from our Burnie and Devonport offices and can include outreach and support to access other services.

ADS is a free alcohol and drug treatment service and resource provided by the Tasmanian Government Department of Health located at 11 Grove Street, Ulverstone. It is open Monday to Friday 9 am to 5 pm or ring [1300 139 641](tel:1300139641).





# Gambling

Gambling can quickly get out of control. The odds are against you and, in the long run, you'll never get ahead. It's designed that way.

## Gambling Support Service

The Gamblers Support Service is a free and confidential service that is available to individuals, families and communities impacted by gambling.

The Gambling Support Service provides a number of different interventions, these include:

- Client self-exclusions from gambling venues and assistance in lifting these self-exclusions;
- Therapeutic counselling with individuals and family members (after hours appointments are available);
- Therapeutic SMART Recovery Group Programs (after hours groups are available);
- Community education and capacity building activities;
- Referrals to other services, including free and specialised Financial Counsellors; and
- Gaming venue visits.

To find out more, book an appointment to arrange self-exclusion or self-refer to counselling and support, please call Gamblers Help on [1800 243 232](tel:1800243232) or visit our Burnie and Devonport offices. We encourage self-referrals, but you can also be referred by your GP, another service or allied health professional.

For after-hours support call [1800 858 858](tel:1800858858) (National Gamblers Helpline).

You can also join one of Anglicare's SMART Recovery group sessions which run weekly.





# Mental health and wellbeing

We all have to face challenges in life. People who have good mental health are more likely to be able to cope with the ups and downs.



Our mental health is made up of our psychological, emotional and social wellbeing. This means 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.

## **The Way Back Support Service**

The Way Back Support Service is a free non-clinical service that was designed by Beyond Blue to give personalised support for up to three months following a suicide attempt or suicidal crisis.

A dedicated Way Back Practitioner will work with you to develop a personalised program, based on your needs.

This can include:

- encouraging and supporting you following your discharge from hospital
- working with you to develop a suicide safety and support plan
- connecting you with services that can help such as community groups and financial or relationship counselling

It's not always easy asking for help, but support and personal connection can make all the difference.

The Way Back is a service referred by clinical mental health services after presentation to the emergency department (ED). The service operates from Anglicare Tasmania's Devonport and Burnie offices and can provide outreach to home, community or hospital.

For more information please contact The Way Back Support Service at Anglicare Tasmania on [1800 243 232](tel:1800243232) or [wayback@anglicare-tas.org.au](mailto:wayback@anglicare-tas.org.au) between 9 am and 4 pm Monday to Friday (excluding public holidays).



## Curraghmore Supported Living Program

Curraghmore is a Supported Independent Living program located in Devonport.

The program provides for people who live with mental ill-health and have received NDIS funding (mental health) for one or more of the following supports:

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

If you have the required NDIS funding and are interested in finding out more about Curraghmore, contact Anglicare Tasmania on [1800 243 232](tel:1800243232) or [curraghmore@anglicare-tas.org.au](mailto:curraghmore@anglicare-tas.org.au)



# Financial counselling

Anglicare makes it easy to get help and explore options when money challenges make life difficult.



Financial Counsellors provide a free, independent and confidential service. They can help you organise your budget, suggest ways to manage your debt and refer you to other useful services. Financial counsellors can advise about consumer credit law, debt enforcement practices, bankruptcy, industry hardship policies and government concessions.

A Financial Counsellor can assist you with:

- your options for dealing with debt
- negotiating with creditors
- your rights and responsibilities as a consumer
- accessing your superannuation
- bankruptcy and its alternatives
- referral to legal services if needed; and
- money management and budgeting.

Financial Counselling also provides specialist support to people affected by gambling harm and can assist clients to access additional gambling supports.

Financial Counselling is delivered face-to-face, by telephone or email. We regularly provide outreach to communities across the region.

Community-based organisations can ask for education sessions for their members about any financial issue.

For more information or to self-refer, please call the National Debt Helpline on [1800 007 007](tel:1800007007).





# Families, children and young people

Many of our services are designed specifically to support you through the different stages of your life.

We can also provide support to rebuild family relationships. Our programs are free and confidential.



## Kind Individuals Delivering Support (KIDS) Program

We know that children thrive when families have access to the support they need. If you live in the East Devonport, Kentish or Latrobe regions and want to build your confidence and skills as a parent, KIDS can support you.

The Kind Individuals Delivering Support (KIDS) Program aims to empower caregivers by providing education that is led by you and your family's needs.

The program provides support by:

- explaining the different stages of your child's growth and development
- working with you to find ways to respond to the changing needs of your growing child
- helping to identify services that can provide further information and assistance
- providing access to parenting education and programs as well as listen to any worries you may have.

KIDS also has a Facebook page [@KIDSparentingsupport](#) that shares lots of easy to understand parenting tips and activities. It acts as an information portal for family events in the areas of service.

Referrals to KIDS can be self-referred, or through other agencies. For more information contact [1800 243 232](tel:1800243232), [connectsupport@anglicare-tas.org.au](mailto:connectsupport@anglicare-tas.org.au) or visit our Devonport office.

## Child and Youth Mental Health Service

Our Child and Youth Mental Health Service (CYMHS) provides free non-clinical outreach support for families with children and young people (0-18) who are showing early signs of, or could be at risk of, developing mental illness.

Anglicare's professional staff work alongside young people, their families and carers to support the young person's mental wellbeing. We can provide brief interventions, intensive long-term support and community education to help you achieve your goals.

This program has a primary focus on children and young people while working with them in a whole-of-family context. This service is available



from the Burnie office, providing outreach in the home, school and community.

CYMHS invites referrals from anyone including family, carers, service providers and school teachers or school social workers (family consent is required). Contact Anglicare's Community Engagement Coordinator on **1800 243 232** or [connectsupport@anglicare-tas.org.au](mailto:connectsupport@anglicare-tas.org.au).

## Reconnect Program

The Reconnect Program is an early intervention service for young people aged 12-18 who are homeless or at risk of becoming homeless. It aims to help stabilise their living situation, develop more positive relationships with their family, and support connections with education, work, training and the community.

Your worker can meet you at school, home, our office or any other place you feel safe to provide one-on-one support and family counselling, family mediation or practical support. Reconnect operates from our Burnie and Devonport offices and can include outreach to home and/or school.

Reconnect invites referrals from anyone including young people, family, carers, service providers, Strong Families Safe Kids Advice and Referral Line and schools (consent from young person is required). Contact Anglicare's Community Engagement Coordinator on **1800 243 232** or [connectsupport@anglicare-tas.org.au](mailto:connectsupport@anglicare-tas.org.au).

## Taz Kids Program

Taz Kids provides free clubs in schools and activity and family days in the school holidays; for young Tasmanians aged 7-17 who have a parent or guardian with mental health issues. When someone in the family is struggling with mental health, they're not the only ones who feel the stress. Sometimes kids need a supportive environment where they can connect with other kids in similar situations.

To find out more or register your interest on **1800 243 232** or [tazkids@anglicare-tas.org.au](mailto:tazkids@anglicare-tas.org.au). Taz Kids operates from our Devonport office.





## Kids in Focus Program

The Kids in Focus Program is a voluntary program that can assist families with children up to 18 years of age who are impacted by parental use of alcohol or other drugs. It provides children and their families with the tools to thrive and succeed, as individuals and as a family; supporting parents in making positive changes. Kids in Focus operates from our Burnie and Devonport offices and can provide outreach in the home and community.

Kids in Focus invites referrals from anyone including family, carers, service providers, Strong Families Safe Kids Advice and Referral Line and schools. Contact Anglicare's Community Engagement Coordinator on [1800 243 232](tel:1800243232) or [connectsupport@anglicare-tas.org.au](mailto:connectsupport@anglicare-tas.org.au)

## North West Early Start Therapeutic Support (NESTS)

NESTS is a free, voluntary program for 0-5 year olds (including unborn children) and their family. It focuses on building a strong emotional connection, sometimes called an attachment, between child and primary caregiver.

A NESTS worker meets with the primary caregiver. They will support you to reach your parenting goals. You will receive resources and information and will be connected with helpful groups and courses.

NESTS operates from our Burnie and Devonport office, providing outreach in the home and community.

To access NESTS call the Strong Families Safe Kids Advice and Referral Line on [1800 000 123](tel:1800000123). You will then be referred to NESTS.

## Pathway Home

Pathway Home provides intensive support and skill-building to families that have children in out-of-home care and are seeking support for family restoration. Support is tailored to the needs of the child, and the program assists families to get their children home and keep them there. Pathway Home operates from our Burnie and Devonport offices, providing outreach in the home and community.

Referrals for Pathway Home are only received from Practice Managers at Child Safety Services.



## Relationship Abuse of an Intimate Nature (RAIN)

Relationship Abuse of an Intimate Nature (RAIN) offers case management including advocacy, safety planning, risk assessment and counselling to people that have experienced intimate partner violence. RAIN can offer brief interventions or longer term support.

RAIN is not a crisis service and it does not support perpetrators. RAIN is provided from our offices in Devonport, Burnie and Zeehan, with outreach to Circular Head and phone support to King Island.

We encourage self-referrals, but invite referrals from other agencies and service providers, with consent. Contact Anglicare's Community Engagement Coordinator on **1800 243 232**, [connectsupport@anglicare-tas.org.au](mailto:connectsupport@anglicare-tas.org.au) or visit our Burnie, Devonport or Zeehan office.

## Supported Youth Program

The Supported Youth Program (SYP) provides support to vulnerable young people aged 10 to 18 who have been identified by community or welfare professionals as having significant or multiple risk issues.

Examples include an unstable home environment or homelessness, disengagement with school, use of alcohol or drugs, and limited networks and connections. SYP aims to empower young people to thrive, build capacity and develop practical skills for day-to-day living.

To access the SYP service call Strong Families Safe Kids Advice and Referral Line on **1800 000 123**. SYP operates from our Burnie and Devonport offices, providing outreach in the home, school and community.



## Youth and Family Preservation Program

The Youth and Family Preservation Program (YFPP) is part of SYP and is designed to support vulnerable young people between the ages of 10 and 15 who are experiencing homelessness or are at risk of becoming homeless.

The program operates with the objective of preventing relationship breakdown between the young person and their caregivers thus reducing the risk of homelessness.

Together we will explore strategies and work through challenges to promote the stabilization of the young persons' current living situation.

To access the YFPP services call Strong Families Safe Kids Advice and Referral Line at [1800 000 123](tel:1800000123). The YFPP services is available across the north west, providing outreach in the home, school and community.

## West Coast Support Service

Our West Coast Support Service provides parenting support to families living on the West Coast through group work, education, skill building and connecting caregivers and children with other supports they may need.

This service operates from our Zeehan office for families and caregivers with children (0-18 years old) and provides outreach and service to surrounding townships throughout the West Coast.

To find out more or self-refer, visit our Zeehan Office or call [1800 243 232](tel:1800243232). The West Coast Support Service also invites referrals from other service providers, agencies, schools and community houses (all with the consent of the family). Contact Anglicare's Community Engagement Coordinator on [1800 243 232](tel:1800243232) or [connectsupport@anglicare-tas.org.au](mailto:connectsupport@anglicare-tas.org.au).



# Housing

Finding the right home is a big part of life and an important decision for anyone.

At Anglicare, we understand that many Tasmanians can't afford to buy a house. There is also a big shortage of rental properties.



When searching for an affordable home, many people will live in a series of short-term, problematic housing situations, often relying on the help of family or friends to put them up temporarily. This instability can affect health and wellbeing, and make it difficult to keep children in school. It can also make employment or looking for work very difficult.

Anglicare works with people to help obtain and maintain tenancies.

We can also connect people to other services they may need during this time to improve their wellbeing and personal opportunities.

Anglicare has supported accommodation for adults who are looking for safe and affordable housing with onsite support in the Burnie area.

Young people who are looking to pursue education and employment in a supported environment in Devonport may be eligible to live at Eveline House.

## **Access to Anglicare's housing services**

### **Housing Connect**

Housing Connect is the one-stop-shop for all your housing and support needs. You will only need to have one assessment for emergency accommodation or a long-term home.

Housing Connect can help you with:

- applying for public or community housing
- support and advice with your private rental, including bond and rent arrears
- emergency accommodation
- support and advice on how to stay in your home
- help after family violence; and
- information and advice on your housing options.

Housing Connect is a free service.

To find out more, please call Housing Connect on [1800 800 588](tel:1800800588). Housing Connect Front Door is a drop-in service available in the Burnie and Devonport Offices. Drop-in appointment times are 9 am to 11 am and then 1 pm and 4 pm.



# Funding bodies

Housing Connect is funded by the Tasmanian Government via Homes Tasmania.

The Financial Counselling Service is funded by the Australian Government Department of Social Services. Visit [www.dss.gov.au](http://www.dss.gov.au) for more information. This service is also supported by the Tasmanian Government through the Department of Premier and Cabinet.

Gamblers Help is funded by the Tasmanian Government through the Department of Premier and Cabinet.

RAIN is funded by the Tasmanian Government through the Department of Premier and Cabinet.

ADATS is supported by funding from Tasmania PHN (Primary Health Tasmania) through the Australian Government's PHN Program.

The following services are funded by the Australian Government Department of Social Services:

- Child and Youth Mental Health Services
- KIDS
- Kids in Focus
- Reconnect Program

Visit [www.dss.gov.au](http://www.dss.gov.au) for more information.

The following services are funded by the Department for Education, Children and Young People (Tasmania):

- NESTS
- Pathway Home
- Supported Youth Program
- Youth and Family Prevention Program

The following services are supported by the Crown through the Department of Health Tasmania:

- BBVAware Program
- Care Coordination Service
- Family Support Service
- Needle and Syringe Program
- SMART Recovery Program
- Taz Kids
- The Way Back Support Service
- West Coast Support Service





# 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



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