

# North

## Community Services



Facing life's challenges together



Launceston and St Helens

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:

Launceston  
122 Elizabeth Street

St Helens  
56 Cecilia 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 and ADATS+)**

Our Drug and Alcohol Treatment Service (ADATS) is run by professional allied health workers. They will provide you with tailored treatment designed to support you to reduce the harm and impacts of substances on your life.

Our Drug and Alcohol Treatment Service Plus (ADATS+) is for young people aged 12+, or for people who are also experiencing homelessness or mental health issues.

Both ADATS and ADATS+ can provide screening and brief interventions, counselling, case management and relapse prevention support.

To access ADATS and ADATS+ 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). Or you can visit us at our Launceston office.

## **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 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**

Family Support provides information and support to anyone affected by a family member or significant other using alcohol or other drugs. You might be their step-parent, grandparent, sibling or child.



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). Or you can visit our Launceston office.

## Care Coordination Service

Anglicare's Care Coordination Service is for people who require complex care coordination associated with their drug and alcohol use. It identifies barriers and coordinates services for people who have significant alcohol and drug issues and one or more of the following: an acquired brain injury, mental or physical health issues, intellectual or cognitive impairments, risk-taking behaviours, at risk of homelessness, or factors in their environment that pose a risk (such as family violence).

This service operates from our Launceston office and can include outreach and support to access other services.

Referrals can be received from Alcohol and Drug Service (ADS) or directly from other providers following consultation with ADS.

ADS is a free alcohol and drug treatment service and resource provided by the Tasmanian Government Department of Health located at 13 Mulgrave St, South Launceston. It is open Monday to Friday 9 am and 5 pm or ring [1300 139 641](tel:1300139641).

## Break O'Day Alcohol and Drug Service (BOD)

If you are living on the East Coast, in the Break O'Day municipal area, the BOD Alcohol and Drug Service can support you to develop your skills to live free from substance dependence and to reduce the harm and impacts of substances in your life.

BOD Alcohol and Drug Service can offer counselling, practical support, information and education, advocacy and referrals to other appropriate services. BOD Alcohol and Drug Service offers face-to-face contact at our St Helens office or outreach in the home or community.

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).



# 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 Support Coordinator 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 a hospital or emergency department (ED). The service operates from Anglicare Tasmania's Launceston office 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).

## Recovery

Anglicare's Recovery program is for people recovering from a diagnosed mental health condition who live in independent accommodation. The program assists people to overcome barriers that get in the way of their efforts to attain the desired life through the provision of one-to-one support.

Recovery focuses on a strengths-based, person-centred approach and can include assisting people to achieve goals, strengthening connections to ongoing supports and networks and to test eligibility for the National Disability Insurance Scheme (NDIS).



This service is free, community-based, flexible and recovery-focused for people aged 16+, and who don't meet the criteria for Older Persons Mental Health Services.

You can self-refer or be referred by your GP, community services and allied health professional or other agencies and service providers.

The service operates from our Launceston office and can include outreach to the home or community. For more information contact [1800 243 232](tel:1800243232) or [connectsupport@anglicare-tas.org.au](mailto:connectsupport@anglicare-tas.org.au)

## **Rocherlea Residential Recovery Service**

Rocherlea is a residential service based in Launceston that provides intensive support to people over the age of eighteen with a mental health diagnosis.

There are two programs available:

1. Step Up Step Down program - short term residential program of intensive support.
2. Level 4 Program - for people learning or relearning living skills to move into living in the community.

To access these programs, you will need to be referred by the Adult Community Mental Health Services North (ACMHSN).

Call [1800 243 232](tel:1800243232) for more information.

## **NDIS Counselling and Social Work Support**

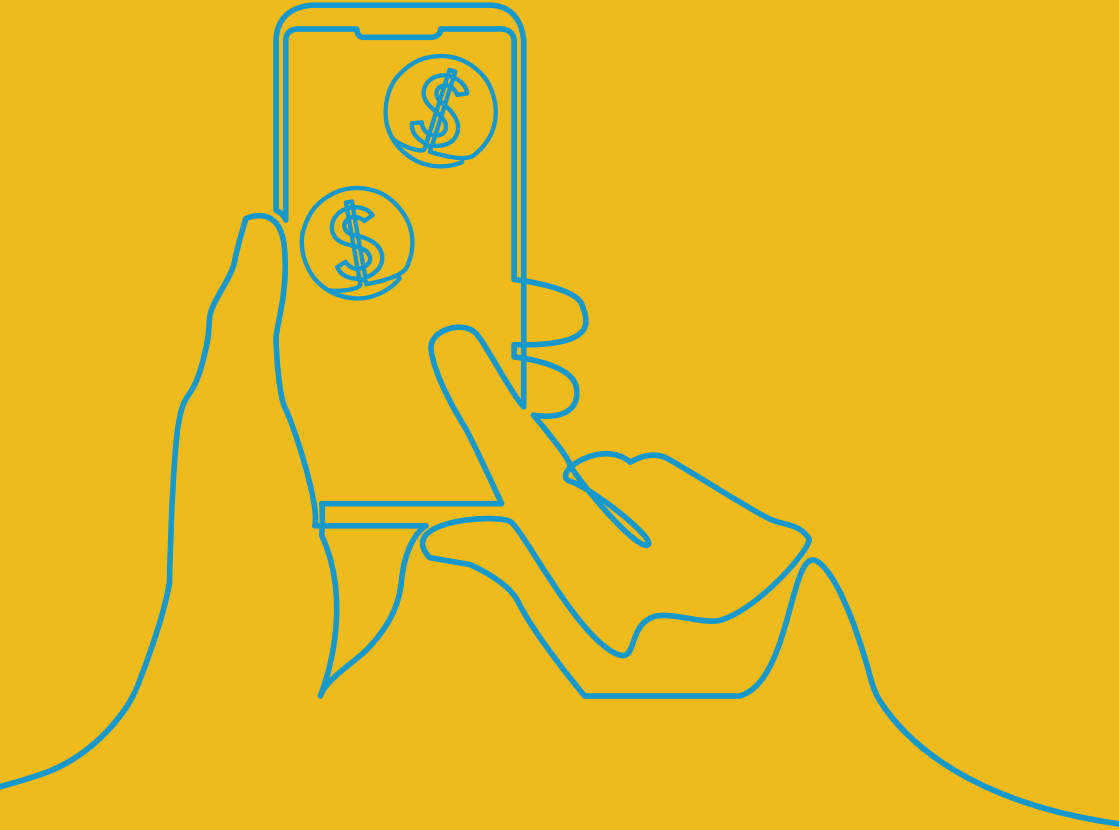
Anglicare social workers can deliver counselling under the National Disability Insurance Scheme (NDIS), providing a safe and supportive space for you to explore the challenges in your life and develop strategies and tools to address them.

You will need to have NDIS funding for either 'Capacity Building - Individual Counselling' or 'Core - Other Therapy' in your NDIS Plan. This service operates from our Launceston office and can include outreach in the home or community. Anglicare social workers are fully registered with the Australian Association of Social Workers (AASW).

For more information contact [1800 243 232](tel:1800243232) or email [connectsupport@anglicare-tas.org.au](mailto:connectsupport@anglicare-tas.org.au)







# 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.

## Gamblers Help

If gambling is affecting you or your family, you can use the Gamblers Help service. You can receive free personal or family counselling and group support. Learn strategies to help you or the people you care about.

If you'd like a 'self-exclusion deed' that bars you from gambling areas in Tasmania, we can arrange that. We can provide support and encouragement, too. If you are a community member in an area that has a gambling issue, we can arrange free educational workshops.

Gamblers Help is a free service and operates from our Launceston office with outreach to Break O'Day.

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 Launceston office. 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).



# 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.

You can meet with counsellors at our Launceston office with outreach into the community and East Coast.

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

Financial counselling is a free and confidential service.

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





# Families, youth and children

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.



## Home Interaction Program for Parents and Youngsters (HIPPY)

HIPPY is a free two-year home-based early childhood enrichment program for families with children who are turning four, enrolled in pre-kinder or kindergarten, and who live in and around Launceston.

HIPPY helps:

- Parents learn many things including how to be more involved in their child's learning, understanding more about child development and the way children learn and how to encourage a love of learning in children.
- Children by preparing them for school, building their self-esteem and confidence in learning and providing opportunities to enjoy time with parents.

HIPPY tutors visit you fortnightly to give you support and resources to show you some fun learning activities you can do with your child for 10 to 15 minutes each day.

For more information on how to join contact Anglicare on [1800 243 232](tel:1800243232) and speak to a HIPPY coordinator.

## Communities for Children (CfC)

In Launceston and the Tamar Valley, our CfC initiative oversees the delivery of free programs and activities with other non-government service providers.

The initiative aims to improve the health and wellbeing of families and the development of young children from birth through to age 12 years (and may include up to 18 years). Programs support education and skills training, child/youth focussed groups, family and community capacity building.

There are also six community committees consisting of community members, young people, businesses, schools, neighbourhood houses, child and family centres, employment agencies, local council members and other child and family service providers.

For more information contact Anglicare on [1800 243 232](tel:1800243232) and speak to the Communities for Children Program Manager.



## Taz Kids

Taz Kids provides free clubs in schools and camps and family days in the school holidays; for young Tasmanians aged 7-17 years 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](tel:1800243232) or [tazkids@anglicare-tas.org.au](mailto:tazkids@anglicare-tas.org.au). Taz Kids operates from our Launceston office.

## Kids in Focus

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 Launceston office 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)

## East Coast Counselling Service (ECCS)

ECCS can provide counselling, information, advocacy and advice for people living in the areas of St Helens, Bicheno and the Fingal Valley. The service is available for adults, families, couples and children who may be experiencing personal and interpersonal difficulties associated with crisis, stress or social isolation.

The service operates from the St Helens office and can provide outreach in the community. You can either self-refer or be referred by your GP, other agencies, service providers or allied health professionals.

Contact Anglicare's Community Engagement Coordinator on [1800 243 232](tel:1800243232), [connectsupport@anglicare-tas.org](mailto:connectsupport@anglicare-tas.org) or visit the St. Helens office.



## East Coast Emergency Relief

This service can help you if you are living on the East Coast and experiencing hardship. Financial or material assistance includes food parcels or vouchers (such as for supermarkets, utilities and petrol). The service can also refer you to Financial Counselling who can help you with your budget. This service is available by appointment.

East Coast Emergency Relief can be accessed by calling [1800 243 232](tel:1800243232).

## 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 Launceston office, providing outreach in the home and community.

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

## Supported Youth Program (SYP)

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

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](tel:1800000123). SYP operates from our Launceston office, providing outreach in the home, school and community.





# 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.

To find out more, please call Housing Connect on [1800 800 588](tel:1800800588).

## **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).



# Funding bodies

Housing Connect is supported by the Crown through the Department of Communities 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. Financial counselling services are also supported by the Crown through the Department of Premier and Cabinet.

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

Gamblers Help is funded by the Tasmanian Government through the Department of Premier and Cabinet. Visit the Department of Premier and Cabinet website for more information.

HIPPY is funded through the Brotherhood of St Laurence.

East Coast Emergency Relief is funded by Salvation Army Tasmania.

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

- Communities for Children (CfC)
- Kids in Focus
- Reconnect

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

The following services are supported by the Crown through the Department for Education Children and Young People:

- Pathway Home
- Supported Youth Program (SYP)
- East Coast Counselling Service

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

- Break O'Day Alcohol and Drug Service
- Care Coordination Service
- Taz Kids
- BBVAware Program
- The Way Back 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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