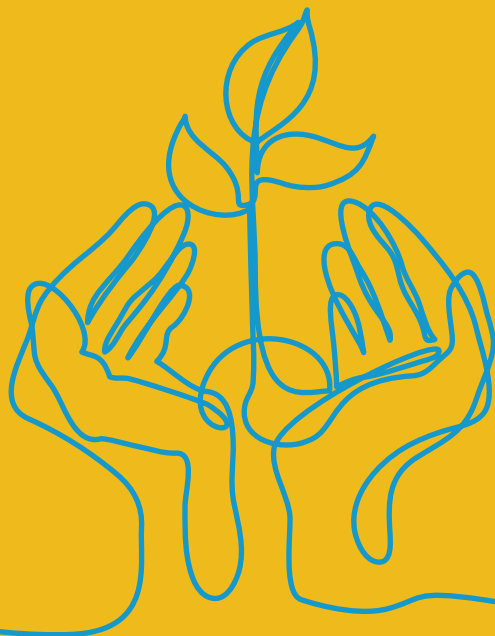


North

Community Services



Facing life's challenges together



Launceston and St Helens

1800 243 232
anglicare-tas.org.au



AnglicareTAS
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)

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

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



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.

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.

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

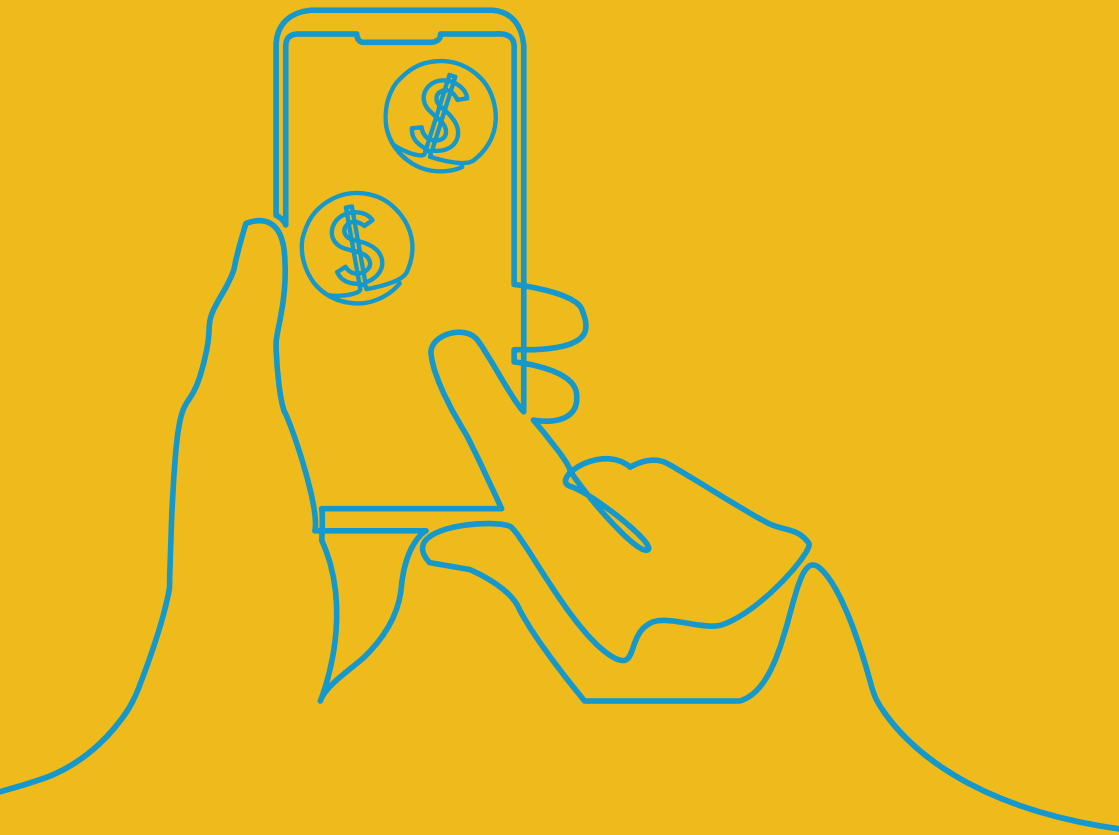
ADS is a free alcohol and drug treatment service and resource provided by the Tasmanian Government Department of Health located at 13 Mulgrave St, South Launceston. It is open Monday to Friday 9 am to 5 pm or ring [1300 139 641](tel:1300139641).

Break O'Day Alcohol and Drug Service

The Break O'Day (BoD) Alcohol and Drug Service is a non-crisis service that delivers alcohol and other drug services within the Break O'Day area. The 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.

To access BoD Alcohol and Drug Service 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, mental health services and Tasmanian Police. To self-refer call Anglicare's Alcohol and other Drug Helpline on [1800 161 266](tel:1800161266) (operates Monday to Friday between 9 am to 5 pm).





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.

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

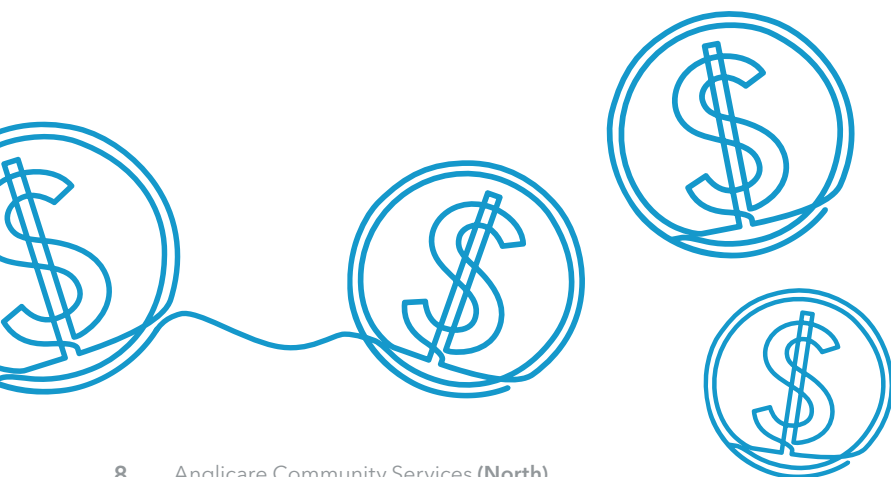
The Gambling Support Service provides a number of different interventions, these include:

- 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 Launceston and St Helens 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 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 between 9 am and 4 pm Monday to Friday (excluding public holidays).



Recovery Program

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.

The Recovery Program 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

Rocherlea Rehabilitation and Recovery Service

The Rocherlea Rehabilitation and Recovery Service is a community based residential service located in Launceston that provides psychosocial support to people over the age of 18 with a mental health diagnosis.

There are two programs available:

- 1. Step Up Step Down** - short-term residential program providing services for consumers who need a level of care that does not require admission to an inpatient mental health unit, but who would benefit from more intensive support.
- 2. Level 4 Program** - a longer term residential program for people needing support to learn skills as they transition to community living.

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.



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:

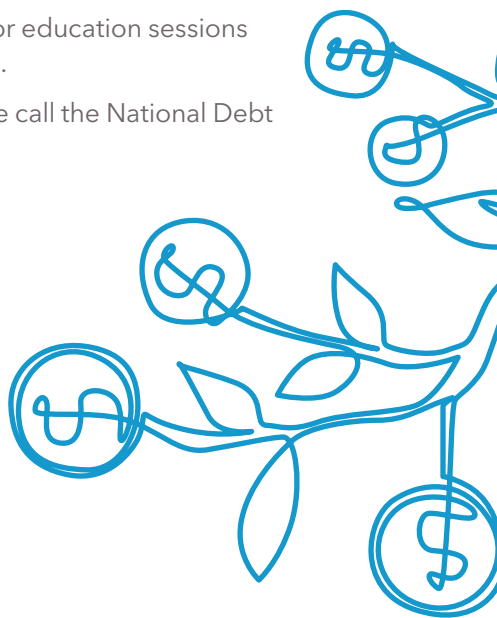
- your options for dealing with debt
- negotiating with creditors
- your rights and responsibilities as a consumer
- accessing your superannuation
- bankruptcy and its alternatives
- referral to legal services if needed; and
- money management and budgeting.

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.



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 4 and who live in and around Launceston.

HIPPY helps:

- Parents learn and teach through play-based activities 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, activity packs and storybooks 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 kananmaluka

Communities for Children (CfC) kananmaluka is a federal government funded initiative that operates in communities in Launceston and the Tamar Valley.

We collaborate with other organisations to provide a holistic service system for children from birth through to age 12 (and may include up to 18 years) and families by strengthening relationships, improving the wellbeing of children and young people and increasing participation of people in community life. We also fund non-government organisations to develop and facilitate a whole-of-community approach which builds on community strengths and the existing infrastructure of organisations, networks and resources. We work at the local level which provides communities with the opportunity to develop flexible and innovative approaches that best reflect their individual circumstances.



CfC kanamaluka covers the geographical areas of Waverley, Ravenswood, Inveresk, Mowbray, Mayfield, Alanvale, Newnham, Rocherlea, Beaconsfield, Lilydale, Dilston, Mt Direction and Hillwood including the small townships through to and including George Town.

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

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 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. Taz Kids operates from our Launceston 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 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



East Coast Counselling Service

The East Coast Counselling Service (ECCS) provides counselling, information, advocacy and advice for people living in the areas of St Helens, Bicheno and the Fingal Valley. The service can be accessed by any individual including children, couples or families that would benefit from counselling to support their help and wellbeing. This may include but not be limited to grief, separation, conflict, drugs and alcohol, mental health, family violence, stress and parenting issues.

All referred can be made by calling Anglicare's Community Engagement Coordinator on **1800 243 232**, or email 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**.

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

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](tel:1800000123). SYP operates from our Launceston office, 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 stabilisation 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.



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 long-term housing with onsite support.

Transitional accommodation is an option for young people who are looking to pursue education and employment in a supported environment.

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 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 for more information. This service is also supported 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.

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

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 kanamaluka
- Child and Youth Mental Health Services
- Kids in Focus

Visit www.dss.gov.au for more information.

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

- East Coast Counselling Service
- 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
- Break O'Day Alcohol and Drug Service
- Care Coordination Service
- Family Support Service
- Recovery Program
- Rocherlea Rehabilitation and Recovery Service
- Taz Kids
- 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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