

South

Community Services



Facing life's challenges together



Hobart, Glenorchy and Sorell

1800 243 232
anglicare-tas.org.au



Anglicare^{TAS}
Choice, support and hope

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Our offices are located at:

Hobart
159 Collins Street

Glenorchy
436 Main Road

Sorell
42 Cole 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).

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 Hobart and Glenorchy offices as follows:

159 Collins Street, Hobart
Monday to Friday between
12.30 pm and 5.00 pm

436 Main Road, Glenorchy
Monday to Friday between
10.00 am and 4.30 pm
(Closed from 12.00 pm
to 12.30 pm for lunch)



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.



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.

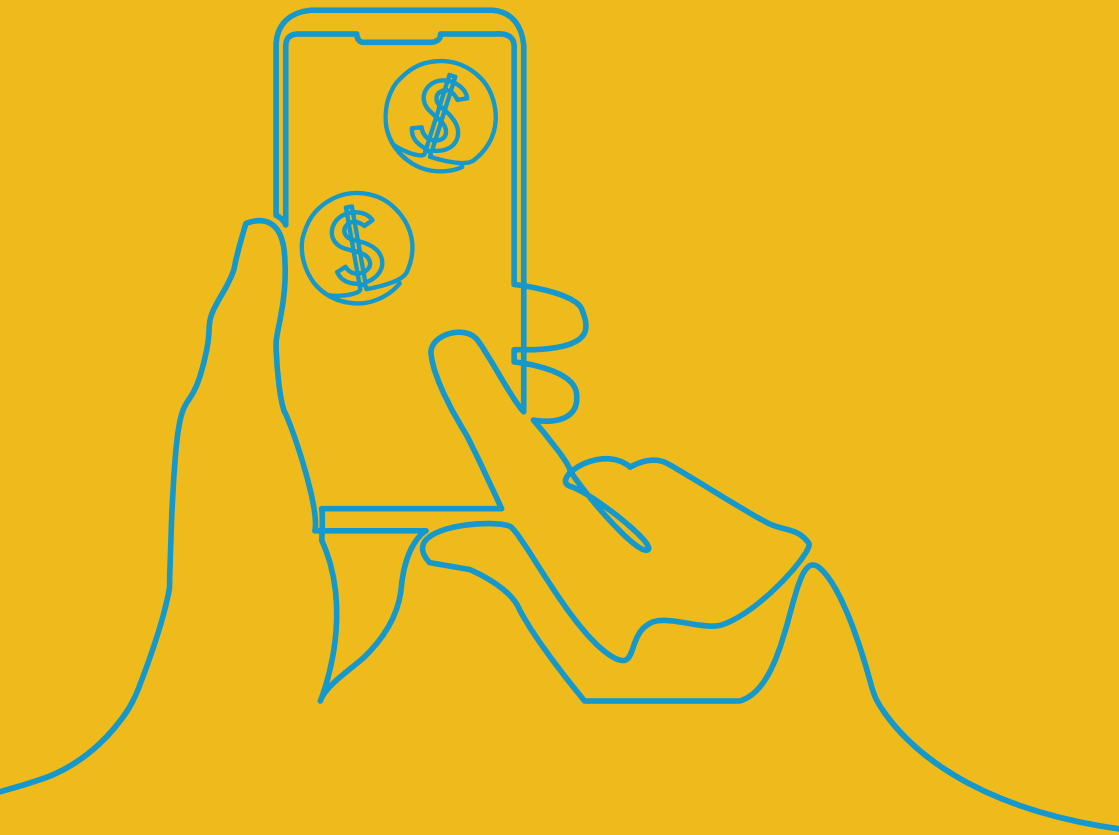
In partnership with ADS, the Care Coordination Service works with clients to create short- to medium-term care plans, which include setting goals, measuring the progress towards achieving these goals and the flexibility to include additional goals as the service progresses.

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 Hobart, Glenorchy and Sorell 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 St Johns Park, New Town. 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 Gambling Support Service is a free and confidential service that is available to individuals, families and communities impacted by gambling.

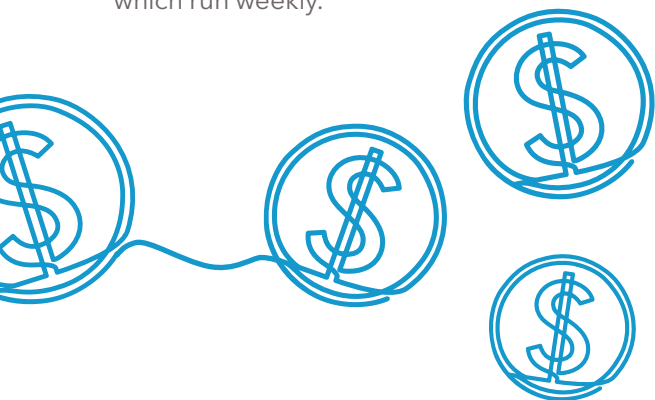
The Gambling Support Service provides a number of different interventions, these include:

- 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 Hobart, Glenorchy or Sorell 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).

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 Hobart 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.

Clients can only access this program if they are being case managed by Adult Community Mental Health Services.

The service operates from our Hobart, Glenorchy or Sorell 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

NDIS Counselling and Social Work Support Service

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 the below NDIS funding in your NDIS Plan.

- Capacity Building - Improved Daily Living - Individual Counselling
- Capacity Building - Improved Daily Living - Assessment Recommendation Therapy or Training - Counsellor
- Capacity Building - Improved Daily Living - Assessment Recommendation Therapy or Training - Social Worker

This service operates from our Hobart, Glenorchy and Sorell offices 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



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.



Child and Youth Mental Health Service

Our Child and Youth Mental Health Service (CYMHS) provides free outreach support for families with children and young people (0-18) who are showing early signs of developing mental health concerns.

We can provide brief interventions, intensive long-term support and community education to help you achieve your goals. We focus on wellbeing, are child-centred and strengths-based providing group work, counselling, practical support, advocacy and referrals.

This service is available from the Hobart, Glenorchy or Sorell offices, 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 (all with the consent of the family). Contact Anglicare's Community Engagement Coordinator on [1800 243 232](tel:1800243232) or connectsupport@anglicare-tas.org.

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 call us on [1800 243 232](tel:1800243232) or email tazkids@anglicare-tas.org.au. Taz Kids operates from our Hobart 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 Hobart, Glenorchy and Sorell 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

Family and Relationship Counselling Service

The Family and Relationship Counselling Service provides support for relationship issues for individuals as well as couples and families. It doesn't matter whether you've just got together, been a couple for years, or are separated. Counselling can help you to communicate better, manage emotions, become better parents, or manage the end of a relationship.

Couples counselling incurs a fee adjusted according to your ability to pay. As a guide, expect to pay \$1 per session for every thousand dollars of annual family income. It is free for Health Care Card or Pensioner Concession cardholders.

To find out more information ring [1800 243 232](tel:1800243232)

Family Law Counselling Service

The Family Law Counselling Service helps people with relationship difficulties to better manage their personal and interpersonal issues to do with children during separation or dispute. It aims to improve family relationships in the best interest of children by providing safe alternatives to formal legal processes. This is a free service. To find out more information ring [1800 243 232](tel:1800243232) or email 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 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. Anglicare also provides shelter accommodation for young men in Hobart.

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.

Gamblers Help 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:

- Kids in Focus
- Child and Youth Mental Health Services
- Family and Relationship Service
- Family Law Counselling

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

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

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

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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