

## Problem Gambling Assistance & Referral

All jurisdictions in Australia have strategies in place for the support and treatment of problem gamblers. Providers of problem gambling help services include counselling agencies, group support agencies, individuals, clinics and hospitals. Problem gambling services are largely funded by government departments and by levies imposed on gambling organisations, although some agencies are privately funded.

Problem gambling agencies are varied in the types of services provided, and the accreditation requirements of staff. Some agencies provide psychiatric and medically orientated services, whereas other assistance may be provided by psychologists, counsellors or community groups. The various agencies have in place requirements as to the accreditation and education levels they require for counsellors to have, ranging from tertiary qualifications to the attendance at relevant training courses.

### Central Contacts

The telephone referral services offered by organisations under the auspices of G-Line, Break Even and Gambler's Help (among others) assess the requirements of clients and refer them to the appropriate agency.

The 24-hour assistance numbers in Table 8-28 provide both a counselling and referral service for individuals experiencing problems with their gambling.

### 24-hour telephone assistance across Australia

State	Service	Phone	TTY
AUST	Gambling Helpline	1800 858 858	
NSW	G-Line	1800 633 635	1800 633 649
VIC	Gambler's Help	1800 156 789	1800 777 706
QLD	Gambling Help	1800 633 649	
WA	G-Line	1800 622 112	
SA	Gambling Helpline	1800 060 757	
TAS	Gambling Helpline	1800 000 973	1800 000 974
ACT	Lifeline	13 11 14	
	Gambling Care	6247 0655	
NT	Amity Community Services	1800 629 683	

## Organisations

### New South Wales

#### G-Line – 1800 633 635

G-line (NSW) is a free telephone helpline offering crisis counselling for people affected by gambling problems. G-line (NSW) counsellors can also refer callers to face-to-face counselling services and provide printed materials. As well as the statewide service some 47 organisations are located in regions across New South Wales

### Victoria

#### Gamblers Help – 1800 156 789

Gambler's Help Services is the primary point of contact for Victorians who are concerned about their own gambling, or the gambling of friends or family. Gambler's Help Services deliver problem gambling and financial counselling services, community education, and specialist services for Koori clients as well as clients from culturally and linguistically diverse communities. These services are delivered through 17 auspice agencies from over 100 sites throughout Victoria, including locations in metropolitan and rural areas.

### Queensland

#### Gambling Helpline – 1800 633 649

Help is available for problem gamblers in Queensland through a network of treatment and support programs funded by the Queensland Government. Gamblers and people affected by gambling can access:

- Face-to-face Gambling Help - services are available in metropolitan, regional and rural areas of Queensland providing addictions and financial counselling and other services.
- Telephone Support - the Gambling Helpline is available state-wide and is a toll-free, confidential 24 hour telephone service and responds to requests for information, referral and crisis counselling.

### South Australia

#### Break Even – 1800 060 757

Break Even Problem Gambling Help services are offered through a number of auspice agencies throughout the state which provide:

- Free confidential counselling for individuals, couples and families;

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- Community education and information sessions; and
- Information and resources for community and health workers.

## Western Australia

### **Helpline and Gambling Help WA – 1800 622 112**

The 24 hour Helpline is operated by McKesson Asia-Pacific while Gambling Help WA is a free counselling service provided by Centacare.

## Tasmania

### **Break Even – 1800 000 973**

The Breakeven services network is offered statewide by major auspice organisations. These bodies offer:

- personal and family counselling
- financial counselling
- exclusions from gambling venues
- resources and information about problem gambling.

## Australian Capital Territory

### **Gambling Care – 6247 0655**

Gambling Care Lifeline Canberra Inc provides free and confidential counselling and support offered to people experiencing difficulties with their gambling. The service is available to gamblers, their partners, families or friends or anyone else in the ACT, who may be adversely affected.

## Northern Territory

### **Amity Community Services – 1800 629 683**

Amity's client group consists of people experiencing problems relating to their own or someone else's lifestyle, and those at risk of developing problems. services offered include counselling assistance, motivational interviewing, skills training and web-based support. Other organisations providing services in the Northern Territory include Anglicare NT and Waltja Tjutangku Palyapayi.