



gambling problems?
we're here to help

*anyone
anytime
anyway*



gambling **HELP**

PHONE • FACE TO FACE • ONLINE

**Gambling Help is a
service that assists problem
gamblers and their families in NSW.**

It includes a range of counselling and self-help options that can be accessed by phone, online and face to face from most parts of the state. All Gambling Help services have a common goal: to help people understand and overcome problem gambling, and to provide support, advice and encouragement as they do so.

Gambling Help services are funded by the Responsible Gambling Fund on behalf of the NSW Government.

***All services are free of charge and
completely confidential.***



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1800 858 858

www.gamblinghelp.nsw.gov.au

call us

1800 858 858

Gambling Help by phone

Gambling Help runs a phone service that is available **24 hours a day, seven days**

a week. It is staffed by people who really understand how difficult it is to get your gambling problems under control. They're not there to judge you or tell you that what you're doing is wrong. They're there to listen and, when you're ready, they're there to provide helpful, practical tips and information.

The service is:

- Completely confidential. You won't have to give your name if you don't want to and the call won't even show up on your landline bill (though it will appear on mobile phone accounts).
- Free of charge for landlines and available as many times as you want to use it.
- A source of useful free print information, such as a practical workbook.
- A service that can advise you about the process of excluding yourself from your usual gambling venues.
- A service that can refer you to face to face support services near you, and tell you what to expect if you decide to try them out.



Gambling Help face to face services

There are more than 40 free face to face Gambling Help services available throughout NSW. Many of those services operate within other organisations – for example, Lifeline or Wesley Mission. However, they all come under the Gambling Help umbrella, providing the same counselling services. They can assist problem gamblers and also those affected by the problem gambling of a friend or family member. Several also offer specialist financial counselling.



meet
with
us

Gambling Help counsellors are specially trained and have a wealth of experience in helping people find their way out of gambling-related difficulties.

They understand just what you're going through, and offer exactly the kind of support and assistance that you need most. They also understand the importance of privacy and confidentiality.

For details of the nearest service to you, call Gambling Help on 1800 858 858 or look up our interactive directory online. The map allows you to select from all sources of assistance in NSW, or just to select Gambling Help services. It's important to note that other counselling services may charge a fee, but all Gambling Help services are completely free of charge.

Contact your local Gambling Help service.

online

www.gamblinghelp.nsw.gov.au

Gambling Help online

Gambling Help is also available online for people who prefer to use a live text or email-based service to talk about their gambling issues. Just like our phone-based service, it provides 24-hour real-time counselling and support. It is operated by qualified and experienced experts who are ready to listen and provide assistance. **The service is free and completely confidential.** You can remain anonymous if you wish, and return as many times as you need to. (commences mid-2009)



**Free.
Confidential.
Experienced.**

Gambling Help self–help

Many problem gamblers and their families prefer not to seek counselling but still need assistance in working through gambling issues on their own. Many self-help resources can be found on the Gambling Help website. For example you can **listen to the stories of others**, or try the interactive tools such as the quiz or the gambling calculator. There is also a section especially for friends and family.

Also available is **a free workbook that provides practical, sensible advice**, and also shows how you can keep a gambling diary. You can either download the contents or order it in booklet format. The booklet has a plain white cover.



self
help

Contact your local Gambling Help service:

*other
languages*

Gambling Help in other languages

Free Gambling Help services are available face to face or by phone through the following services:

MULTICULTURAL SERVICES	PHONE NO
Arab Council Australia	02 9709 4333
Auburn Asian Welfare Centre (services the Chinese speaking community)	02 9646 3695
Greek Welfare Centre	02 9516 2188
Multicultural Problem Gambling Service (statewide service)	02 9840 3329 or 1800 856 800
Vietnamese Community in Australia	02 9727 5599
Co-As-It (services for the Italian speaking community)	via Gambling Help 1800 858 858

The Gambling Help phone counselling service can also arrange for an **interpreter in any language**. Just call 1800 858 858 and tell them which language you prefer.

Print materials in many different languages are available through the Gambling Help website.

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