

Gambler's Help City & Inner North (GHCIN)
is part of Melbourne Counselling Service,
which belongs to The Salvation Army
Crossroads Network.

We cover the Cities of
Melbourne
Yarra
Moreland
Moonee Valley

We offer
therapeutic counselling
financial counselling
community education
venue support

**Our services are
FREE & CONFIDENTIAL**

For information about appointments
please call **(03) 9653 3250** and ask to
speak to a Gambler's Help intake worker.

For after hours support, please contact
Gambler's Helpline on 1800 858 858.

Call **9653 3250**
to make an appointment
(our intake workers are available
Monday–Friday 9am–3pm)

or email:
mcsintake@aus.salvationarmy.org

Our services are available from 3 sites:

Melbourne City
Level 2, 69 Bourke Street

Brunswick
Merri Community Health Service
11 Glenlyon Road

Collingwood
Neighbourhood Justice Centre
241 Wellington Street

All mail to: PO Box 18375
Collins Street East, Victoria 8003



**GAMBLER'S HELP
CITY & INNER NORTH**

Many ways to get support



Financial Counselling

Gambler's Help Financial Counselling is a specialist service available to anyone who is experiencing financial difficulty related to gambling.

Financial counsellors have expertise in debt recovery law and help people who are in debt to understand and exercise their rights and responsibilities by providing information, options, advocacy and support.

They can help you:

- assess your financial situation
- provide strategies to help protect assets and reduce further financial risk
- explore bill payment options
- negotiate payment of debts to creditors
- plan budgets and manage debts
- obtain information about various forms of assistance, for example Government concessions and entitlements
- obtain referrals to other appropriate services.

Financial counsellors do not provide emergency relief, money or accommodation, nor are they taxation agents.

Clients can see a Gambler's Help financial counsellor with or without also seeing a therapeutic counsellor.

Therapeutic Counselling

Gambler's Help Therapeutic Counselling is a free specialist counselling service for individuals, couples and families who are affected by gambling.

Our gambling counsellors provide an opportunity to talk about issues or concerns in a safe, confidential and accepting environment.

Areas that may be explored in counselling include:

- how to manage gambling urges
- issues that can underlie gambling problems such as anxiety, anger, boredom, loneliness, depression or relationship difficulties
- beliefs about gambling such as the likelihood of winning, randomness and the programming of poker machines.

Therapeutic counselling is also available without appointment on Wednesdays 12pm–3pm in the City. Come to the reception at our Bourke Street office and ask to see the Drop-In Gambling Counsellor.

Venue Support Program

The Venue Support Program aims to facilitate and support the ongoing development of responsible gambling practices and environments in the gaming industry consistent with approved industry Responsible Gambling Codes of Conduct.

In particular, the program aims to build the capacity of staff in gaming venues to identify patrons exhibiting gambling behaviours that may be associated with problem gambling and to support relevant staff to respond appropriately to these patrons.

The program also aims to raise staff awareness of statewide and local Gambler's Help services, Self-Exclusion programs and other support services.

Community Education

As well as providing treatment services, GHCIN delivers health promotion services to:

- create awareness of the risks associated with problem gambling
- promote responsible gambling messages
- promote help-seeking behaviours and increase awareness of local Gambler's Help services
- prevent problem gambling by addressing the underlying causes.

Our community educator provides local community education and prevention activities. These are tailored to local communities, but can include attending community events and providing talks to workplaces, community groups, schools and sporting clubs.

GHCIN is a member of Primary Care Partnerships which comprise agencies and organisations from a wide range of sectors. Working together, these partnerships use a mix of strategies to address priority health and wellbeing issues, including problem gambling issues, and to raise awareness of gambling as a public health issue across Melbourne, Yarra, Mooney Valley and Moreland.

