

FACT SHEET

WHAT IS (GAMBLING) COUNSELLING?

Counselling - free and confidential support that works

Counselling is available for individuals, couples, family and friends. It is common for people to feel anxious about seeing a counsellor for a gambling related problem.

Below are some answers to common questions people have about counselling.

WHAT TO EXPECT FROM COUNSELLING

- Counselling is free and provided in a safe and confidential environment
- Counselling is available to individuals, couples, family and friends
- Counsellors assist people to address personal issues, such as gambling and other related issues (such as financial issues), in a non - judgmental way
- It is up to you how long you undertake counselling

WHAT IS FINANCIAL COUNSELLING?

Financial counselling is about helping people address money problems related to gambling. If you think that you or someone you know is experiencing financial hardship due to gambling then it may be a good idea to see a financial counsellor.

Financial counsellors can help you deal with debts and help you to budget and manage credit issues.

WHAT TO EXPECT FROM FINANCIAL COUNSELLING

- Financial counselling is free and provided in a safe and confidential environment
- Financial counselling is available to individuals, couples, family and friends
- Financial counsellors can help you:
 - Develop effective ways to budget and deal with debts
 - Understand your rights and responsibilities when managing credit issues
 - Negotiate formal debt agreements and talk to creditors
 - Check whether you are entitled to concessions
 - Understand the legal process

WHAT A FINANCIAL COUNSELLOR WILL NOT DO

- Pay bills for clients
- Provide investment or non-financial legal advice
- Organise a debt consolidation loan
- Make decisions on behalf of the client

GETTING HELP

It can be very difficult dealing with a gambling problem, especially if you are trying to do it on your own. You can meet with a professionally trained counsellor face-to-face either on a one-off basis, or for ongoing support. Call the Gambling Helpline to make an appointment. All it takes is a phone call.

There is a Gambling Help Service in your local area, to help you. However, you can access any Gambling Help Service across the state if you do not wish to seek help in your own area.

Gambling Help Services offer:

- Free, confidential and professional help in a non-judgmental environment
- Counselling and therapy for individuals, couples, family and friends
- Financial counselling to help sort out your financial problems
- Information and support
- Support groups (where available)

Anyone can speak confidentially to a friendly, non judgemental professional 24/7 free call 1800 858 858. Interpreters are available.

Visit www.problemgambling.sa.gov.au for more information.



GAMBLING HELP SERVICES

Gambling Help Services provide FREE and confidential counselling and assistance

METROPOLITAN SERVICES

Eastern

- Relationships Australia SA Tel: 08 8223 4566 (Adelaide)

Northern

- Relationships Australia SA Tel: 08 8250 6600 (Salisbury, Elizabeth and Ridgehaven)

Southern

- Relationships Australia SA Tel: 08 8377 5400 (Oaklands Park including Noarlunga and Aldinga outreach)

Western

- Relationships Australia SA Tel: 08 8340 2022 (Port Adelaide)

Tel: 08 8245 8100 (Hindmarsh)

COUNTRY SERVICES

Adelaide Hills

- Relationships Australia SA Tel: 08 8223 4566 (Mount Barker outreach)

Barossa

- Relationships Australia SA Tel: 08 8250 6600 (Gawler and Nuriootpa outreach)

Tel: 1800 182 325 (Country Free Call)

Eyre and Western

- UnitingCare Wesley Country SA Tel: 1300 456 946 (Whyalla and Port Lincoln)

Far North

- UnitingCare Wesley Country SA Tel: 1300 456 946 (Port Augusta)

Fleurieu and Kangaroo Island

- Relationships Australia SA Tel: 08 8377 5400 (Victor Harbor and Kingscote outreach)

Tel: 1800 182 325 (Country Free Call)

Limestone Coast

- Lifeline South East (SA) Tel: 08 8723 2299 (Mount Gambier)

Murray Mallee

- Relationships Australia SA Tel: 08 8582 4122 (Berri, including Waikerie, Loxton and Renmark outreach)

Tel: 08 8223 4566 (Murray Bridge outreach)

Tel: 1800 182 325 (Country Free Call)

Yorke and Mid North

- UnitingCare Wesley Country SA Tel: 1300 456 946 (Port Pirie and Kadina)

TARGETED SERVICES

Aboriginal Gambling Help Services

- Flinders University Tel: 08 8182 4911 (North/West Metro)

Tel: 08 8204 6982 (Southern Metro)

- Aboriginal Family Support Services Tel: 08 8641 0907 (Port Augusta)

Tel: 08 8582 3192 (Berri)

Tel: 0418 499 649 (Murray Bridge)

Tel: 08 8683 1909 (Port Lincoln)

- Ceduna Koonibba Aboriginal Health Service Tel: 08 8626 2600 (Ceduna)

Aboriginal Gambling Therapy Service

- Southern Adelaide Local Health Network Tel: 08 8204 6982 (Adelaide)

Cambodian Gambling Help Service

- Relationships Australia SA Tel: 08 8245 8100 (Hindmarsh)

Chinese Gambling Help Service

- Overseas Chinese Association Tel: 08 8445 1677 (Findon)

Vietnamese Gambling Help Service

- Community Access and Services SA Tel: 08 8447 8821 (Athol Park)

Multicultural Gambling Help Service

- Relationships Australia SA Tel: 08 8245 8100 (Hindmarsh)

Criminal Justice Gambling Help Service

- Offenders Aid and Rehabilitation Service Tel: 08 8218 0700 (Adelaide)

Intensive Therapy Gambling Help Service

- SA State Intensive Gambling Help Service Tel: 08 8232 3333 (Metro/Country)

Lived Experience in Gambling Program

- Relationships Australia SA Tel: 08 8245 8100 (Hindmarsh)

Gambling Helpline

- For immediate help 24/7 free and confidential Tel: 1800 858 858

Gambling Help Online

- For 24/7 free online counselling www.gamblinghelponline.org.au

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Rehabilitation Fund



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