

## Latrobe Community Health Service (LCHS) delivers Gambler's Help in Gippsland to help people prevent, reduce or stop gambling.

We offer free and confidential information, advice and counselling to anyone affected by gambling – supporting people who live/work in Gippsland with phone-based and face-to-face support at LCHS locations in Warragul, Moe, Morwell, Churchill, Traralgon, Sale, Bairnsdale, & Wonthaggi.



### Your local Gambler's Help

Your local Gambler's Help service is Latrobe Community Health Service. We offer free, confidential information, advice and counselling to anyone affected by gambling.

**Phone:** 1800 242 696  
**Email:** [GamblingSupportServices@lchs.com.au](mailto:GamblingSupportServices@lchs.com.au)  
**Hours:** 8.30am - 5pm Monday - Friday  
After hours services can be arranged.

You can also contact Gambler's Help on 1800 858 858 or go to [gamblershelp.com.au](http://gamblershelp.com.au) 24 hours a day for immediate support.



## Concerned about gambling? **We can help.**



### Therapeutic counselling

Our therapeutic counsellors support with strategies that help to reduce or stop gambling - or help you cope with someone else's gambling. Our counselling sessions are available for individuals, couples or families who live in Gippsland.

### Financial counselling

Our accredited financial counsellors support people who are experiencing financial hardship as a result of gambling. They can help you negotiate with creditors, get your budget back on track, or help you access hardship and relief programs. We can also provide information so you can avoid or apply for bankruptcy.

### Community engagement

The community engagement program works predominantly with schools and community groups to educate and raise awareness of the risks associated with gambling – to prevent gambling before it occurs.

### 'Self-exclusion'

'Self-exclusion' is an industry-operated program for people who want to ban themselves from playing electronic gaming machines. The Australian Hotels Association Victoria and Community Clubs Victoria work together to provide the program, which is free to join, in clubs and hotels with pokie machines across Victoria. When you join, you agree you will not enter the restricted gaming area of the clubs or hotels you have nominated.

These venues are listed in the self-exclusion deed that you sign. Self-exclusion support can be provided by therapeutic counsellors or financial counsellors.

### Support for family and friends

Gambling becomes a problem when it harms your mental or physical health, finances, relationships with others, social life, reputation, or ability to work. Signs to look out for include unexplained debts, secrecy about gambling, or losing a wallet or money regularly. Our program provides counselling support to family and friends of the person who is gambling.

### Venue support

Our Venue Support team works with gaming venue staff and management to help develop and maintain responsible gambling environments. Venue support workers train and educate venue staff and support gaming venues to meet and exceed the requirements of Responsible Gambling Codes of Conduct, which are applicable to certain license holders in the gambling industry.

### BetStop – the National Self-Exclusion Register™

BetStop lets you exclude yourself from all Australian licenced online and phone wagering services in one single step.

Registering for BetStop is quick and easy – all you need is a mobile phone number, email address and either an Australian driver's licence or Medicare card.

The service is free and your personal details will be protected.

Find more on [www.betstop.gov.au](http://www.betstop.gov.au)

## How to refer to LCHS Gambler's Help program

### 1. Awareness

- Observe and be aware of the signs
- Spending more money and time than they intended on gambling
- Feel guilty and ashamed about gambling
- Trying to win back losses
- Miss important things in life such as family time, work, leisure activities, appointments, because of gambling
- Thinking about gambling every day
- Having arguments with family and friends about gambling
- Lie or steal to get money for gambling
- Get into debt or struggle financially due to gambling.

### 2. Screening

- Ask the question "Are you or anyone you know affected by gambling harm?" if you think someone is experiencing gambling harm
- Ask them in a calm, understanding and supportive manner
- Encourage professional help.

### 3. Referring

Latrobe Community Health Service

Call: 1800 242 696

[GamblingSupportServices@lchs.com.au](mailto:GamblingSupportServices@lchs.com.au)

Our client services team will assist the person in linking with a Therapeutic or Financial counsellor

Available Monday to Friday 8:30am - 5:00pm

Those outside Gippsland can also access free, 24/7 immediate support and information by calling Gambler's Help on 1800 858 858 or go to [gamblerhelp.com.au](http://gamblerhelp.com.au)