

Our Mission

GambleAware Mid & Northern NSW offers a free counselling service throughout our region, specific for people affected by gambling and their loved ones.

GambleAware is funded by the Responsible Gambling Fund, an initiative of the NSW Government. Please review our client charter as it acts as a guide to what you can expect from our service.

GambleAware is committed to providing you with excellent client service and welcomes feedback on the services we have provided you. Please direct any feedback to one of our team, or email: gambleawaremnc@lifeline.org.au

Your Responsibilities

GambleAware undertakes to provide you with the best service we can. To assist us to help you, we request that you:

- notify us if you have special needs or require the services of an interpreter.
- keep appointments and/or if unable to attend notify GambleAware as soon as possible.
- be as honest as you can about your situation.
- participate in the development of a counselling and/or plan and other interventions where appropriate.
- treat staff with courtesy and respect.
- attend the service free from the influence of alcohol or other substances that may impact your ability to engage with the service.

Our Inclusivity

We value inclusivity and diversity, and will always use our best efforts to provide services which are appropriate and sensitive to each individual's particular needs. Our commitment to inclusiveness will be evident in our organisational responses, culture, policies and procedures, as part of our Strategic Plan. We treat all who come to us for help with the utmost respect, integrity, and honesty. Our service is for anyone affected by gambling and their loved ones.

Your Rights

People using GambleAware Mid & Northern NSW have the right to:

- be provided a service in a safe environment.
- be provided a service in a fair, honest, and non-judgmental manner.
- be given adequate information on all available services and treatment options.
- participate actively in their therapeutic process.
- have information about them kept confidential unless disclosure is otherwise authorised.
- be provided with a timely and effective service that responds to your needs.
- make a complaint, and have that complaint addressed efficiently.
- be provided culturally sensitive services that consider their values and beliefs.

Our Complaints Policy

GambleAware aims to provide excellent client service and positive client experiences. We welcome feedback, including complaints, on any services you have received. If you would like to share your feedback, please:

- Speak with the staff member who provided your service.
- If you are not satisfied with the response, you can ask to speak with the Manager.
- If you remain unsatisfied with the response, you can contact the Services manager by email: gambleawaremnc@lifeline.org.au

When we receive any written complaints, we will:

- acknowledge your concern (within 2 business days).
- investigate any complaint.
- provide an appropriate response.
- keep you informed of the process.
- advise you of our response.

Our Responsibilities

GambleAware Mid & Northern NSW is expected to deliver services in a way that is consistent with the charter. Our service is provided to you in partnership between Lifeline North Coast, Lismore & District Financial Counselling Service, and Kempsey Neighbourhood Centre. Our services are responsible for:

- treating clients with respect, dignity, and courtesy.
- providing an accessible service that considers individual and cultural diversity.
- providing treatment services in collaboration with clients.
- achieving and maintaining appropriate standards of proficiency and participating in ongoing professional review and development.
- providing services in a safe environment.
- ensuring that client information is kept confidential unless disclosure is otherwise authorised.
- providing information to clients about our complaints processes.
- adhering to relevant professional and codes of conduct.
- complying with all government stipulations to bring this service to you.

Our Confidentiality

As a provider of quality counselling and consulting services, it is necessary to lawfully collect and record relevant personal information. Information on our counselling and confidentiality agreement policy outlines the confidentiality principles, laws, and codes of practice under which GambleAware Mid & Northern NSW operates. This is available on request. We will never use or disclose official, health or personal information without proper authority or for purposes that breach privacy law

Our Privacy Statement

GambleAware is committed to providing you with a quality service that includes ensuring that your privacy is maintained. We are bound by the Privacy Act 1988 and the Health Records and Information Privacy Act 2002 (MSW) ('HRIP Act').