

## Ask Yourself:

- Is gambling affecting your life?
- Do you gamble to escape stressful situations, loneliness, guilt, depression or financial pressures?
- Are you increasing the amount you gamble or gambling more often?
- Are you concerned about a relative or friend's gambling behaviour?
- Is gambling affecting your relationships with family, friends, or employers?
- Do you find yourself covering up or making excuses for your gambling behaviour?
- Have you tried to 'chase' the money you lost from gambling the same day or the next?
- Have you lied to your family or friends to hide how much you spend gambling?

For assistance outside our service hours, please contact GambleAware by phone on:

# 1800 858 858

This is a 24 hours a day, seven days a week counselling, information and referral helpline for people with gambling problems, their families and others.

Gambling Help Online is also available. This is a live text and email based service providing 24 hour counselling and support in real time. Log in to: [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)

The GambleAware website provides a range of tools and services to those affected by problem gambling.

[www.gambleaware.nsw.gov.au](http://www.gambleaware.nsw.gov.au)

**GAMBLE AWARE**  
**Mid & Northern NSW**

[gambleaware.nsw.gov.au](http://gambleaware.nsw.gov.au)

**Specialist counselling for  
people who gamble harmfully  
and their families**

**A Free &  
Confidential  
Service**

**02 6651 4093**  
**For your nearest location**

**If you answered yes to any of the  
above questions, talking to a  
qualified counsellor can really help.**

**GAMBLE AWARE 1800 858 858**  
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## Counselling

Counselling is aimed at assisting people to overcome their harmful gambling. It includes strategies to establish and maintain change in regular gambling behaviour, as well as focusing on the underlying reasons for the development of problem gambling.

## What's involved in the Counselling Process?

Following phone contact, people are invited to make an appointment to see a counsellor. This may involve the person who gambles harmfully and/or family members and friends. It is an opportunity to identify and discuss the main concerns.

An initial assessment of the harmful gambling is undertaken, focusing on the impact of the gambling on personal wellbeing, family relationships, finances and work performance.

People are encouraged to set their own goals for change. Our service provides an individually tailored counselling program which may include referral to financial and legal services.

## What we offer

- A confidential counselling and assessment service for people who gamble harmfully, their families, friends and others
- Fully accredited and experienced counsellors Monday to Friday during business hours
- Range of locations across the North Coast from Tweed Heads to Port Macquarie
- A one-stop self-exclusion service for hotels and clubs
- Financial Counselling

## We can also provide:

### Educational Programs

Increase community awareness of the issues related to problem gambling.

### Workshop Presentations

Learn how to help someone you know overcome problems associated with gambling.

We can come to your town, club, organisation, community group, workplace or school.

For further information call  
GambleAware on 02 6651 4093

## Booking Appointments

**Simply phone GambleAware on 02 6651 4093 during business hours**

*"I'm glad I made the decision to get help"*

*"I couldn't have done it on my own"*

*"There is a life after gambling"*

*"What a relief to finally tell someone"*

## Privacy

As part of providing a service to you, Lifeline North Coast (NSW) will need to collect and record personal information from you that is relevant to your current situation.

All personal information gathered by the Counsellor during the provision of the counselling service will remain confidential and secure except when:

1. It is subpoenaed by a court, or
2. Failure to disclose the information would place you or another person at risk, or
3. Your prior approval has been obtained to:
  - provide a written report to another professional or agency, eg. lawyer,
  - discuss the material with another person eg. financial institution or creditor