

We create inclusive and safe environments for people from culturally diverse backgrounds, their families, and their communities

For assistance while waiting for your appointment, listed below are support services

Lifeline

Ph: 13 11 14

GambleAware

Ph: 02 6651 4093 for appointment or 1800 858 858 for a 24hr, 7 day a week counselling information and referral service

Gambling Help Online

[Gamblinghelponline.org.au](http://Gamblinghelponline.org.au)

A real time text and email counselling and support service Available 24 hours, 7 days a week

The Credit and Debit Hotline

1800 808 488

Monday to Friday 9.30am till 4.30pm

## We value your feedback

If you would like to make a complaint please email:  
[gambleawaremnc@lifeline.org.au](mailto:gambleawaremnc@lifeline.org.au)



A Free and Confidential Service

**GAMBLE AWARE 1800 858 858**  
**[gambleaware.nsw.gov.au](http://gambleaware.nsw.gov.au)**

Mid & Northern NSW

**While You Are Waiting  
for Your GambleAware  
Counselling  
Appointment**



**GAMBLE AWARE 1800 858 858**  
**[gambleaware.nsw.gov.au](http://gambleaware.nsw.gov.au)**

Mid & Northern NSW

**02 6651 4093**  
appointment information

## What to Expect from Counselling

- You will be treated with respect
- Issues raised in the counselling session will be treated with confidentiality. However, if there is serious safety concerns for your or someone close to you, your counsellor may be required to further action
- Will endeavour to be flexible and responsive to your schedule and commitments
- In consultation with you, other services may be suggested to collaborate with. This is to ensure that the best outcomes are available to you

## What we expect from you

- That you attend your scheduled appointments on time. When you are not able to attend, reasonable notice is given
- That you are open and willing to work collaboratively with your counsellor
- That you behave in a respectful way; not aggressive, violent, or rude
- That you come prepared. If you have been asked to bring something along, please do so. If you have been asked to complete a task outside of the counselling session, you follow it up
- A supportive, inclusive and non-judgemental environment

## Building Inner Strength

During rough times we often focus on the negatives. Try to think of other parts of yourself and look for positives in your life.

- Remind yourself that you will get through this
- Don't blame or criticise yourself
- Do something everyday that makes you feel positive – go for a walk, talk to a supportive family member or friend, spend some time outside
- Remind yourself that you are working towards positive change
- Avoid things that cause you distress or could trigger negative thoughts or unwanted behaviour

## Self Care

- Establish a daily routine – include enjoyable tasks that do not involve gambling or associated activities
- Exercise – it is great for improving your mood
- Eat healthy food
- Try meditation or mindfulness strategies
- Develop and maintain healthy sleeping patterns
- Avoid alcohol and drugs
- Avoid stressful situations

## Managing Distress

Be mindful of your situation and reassure yourself that you can handle your feelings and emotions. Know that you have taken the steps towards changing your situation for the better. Here are some tips for managing distress:

- Feelings need not be feared
- You are not your emotion
- Feelings come in waves, they come and go
- Let go of your emotions
- Before acting, think about the consequences
- Remember times when you did not feel like this
- Try not to judge yourself

## Relationships

If you begin to feel overwhelmed, ask a family member or friend for help. Having someone to talk to, someone to stay with you can be a great form of support.

- Choose people who care for you and are supportive
- If you don't feel up to doing something, it is fine to say no
- Let people know that you are dealing with issues and may need support
- This can be a stressful time. You may be irritable; try not to push people away
- Don't assume that people will not be interested in you or supportive of your needs