

GambleAware support services in NSW



From 1 July 2021, GambleAware is the new gambling support and treatment service in NSW. Like Gambling Help, GambleAware will provide support and counselling for individuals and their families in NSW, and much more.

The change to GambleAware is more than a rebrand. GambleAware is a redesign of how the NSW Government provides gambling information, education, support and treatment all over the state. It is designed to connect more people across NSW to the right help, at the right time, from services that are right for them.

Why change now?

Gambling counselling and support services have helped tens of thousands of people experiencing gambling harm for over 20 years, all over the state. But we knew that many people in NSW affected by gambling were not getting all the help they needed. We took a hard look at the system NSW had in place to see what was working and what wasn't.

Here is what we found:

- Despite the vast range of services available to people affected by gambling harm, many didn't see themselves as candidates for those services.
- Stigma around gambling was a barrier to seeking support, and people didn't realise how much free confidential support was available – before they reached crisis point.
- There were challenges in coordinating services in some geographic regions. This disadvantaged individuals and communities when they needed support most.

GAMBLEAWARE
gambleaware.nsw.gov.au
1800 858 858

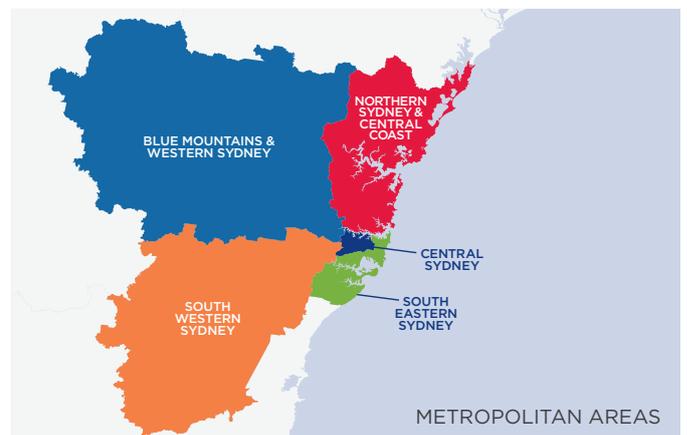
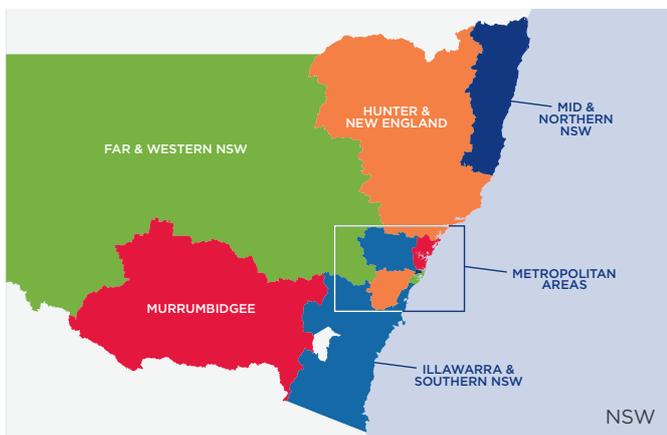


What has changed?

Dedicated regional GambleAware Providers

GambleAware has created 10 regions in NSW that align with local health districts to better integrate them with local community and health services. That means you're now in a region overseen by a specialist GambleAware Provider dedicated to providing support to everyone impacted by gambling harm throughout your region.

GambleAware Provider	Key centres include ...
Blue Mountains & Western Sydney	Parramatta, Penrith, Lidcombe, Blacktown, Katoomba, Lithgow, Springwood, Emerton, Richmond
Central Sydney	Campsie, Belmore, Camperdown, Ashfield, Lewisham
Far & Western NSW	Bathurst, Bourke, Broken Hill, Cobar, Coonamble, Dubbo, Orange
Hunter & New England	Cardiff, Forster, Gloucester, Maitland, Mayfield, Muswellbrook, Singleton, Taree, Armidale, Glen Innes, Gunnedah, Inverell, Moree, Narrabri, Tamworth, Walgett
Illawarra & Southern NSW	Wollongong, Shellharbour, Nowra, Ulladulla, Batemans Bay, Bega, Goulburn, Queanbeyan, Cooma, Harden
Mid & Northern NSW	Coffs Harbour, Grafton, Lismore, Port Macquarie and Tweed Heads
Murrumbidgee	Albury, Wagga Wagga, Corowa, Finley, Deniliquin, Holbrook, Glenroy
Northern Sydney & Central Coast	Manly Vale, Narrabeen, Ryde, Tuggerah, West Gosford, Wyong, Toukley, San Remo
South Eastern Sydney	Kogarah, Sutherland, Bondi Junction, Darlinghurst
South Western Sydney	Fairfield, Bankstown, Liverpool, Campbelltown, Bonnyrigg, Wingecarribee, Wollondilly



More community engagement

There will be more community engagement officers in your region to work with communities through outreach and community engagement. This means we can support more people who may not know help is there for them, particularly in Aboriginal and multicultural communities.

Greater access to specialised counsellors

The GambleAware framework makes more counsellors available and provides more ways for people to speak with them one on one – including in person, by video chat or using online chat.

People already accessing services in your region will continue to get ongoing support when they need it. Because the new GambleAware Provider will be delivering their local specialist services, they may be introduced to new services.

New GambleAware digital platform

We have invested in digital technology to improve the service experience for people seeking help and to provide more self-help options through apps and digital tools. This means the support people receive should just get better.

The new GambleAware website gambleaware.nsw.gov.au provides more gambling information and access to a greater range of support – from self-help to free peer-to-peer support to in-person and online counselling.

Need to refer a client to GambleAware?

If you or your organisation has a client you'd like to refer to a GambleAware service in your region, call GambleAware Illawarra and Southern NSW on **02 4267 6600**. Later this year, you will be able to refer or book appointments for your clients the digital platform at gambleaware.nsw.gov.au. Alternatively, call GambleAware on **1800 858 858**.

More questions about GambleAware?

The transition to GambleAware is a significant change for everyone in NSW experiencing gambling harm. If you have questions about supports and services in your region, get in touch with your GambleAware Provider.