

## Community Liaison Officer Training - Working with Support Services and Community Networks

CLOs have key roles in providing information and assistance to patrons with gambling-related problems, supporting other staff in assisting those patrons, and providing assistance to staff with gambling-related problems.

### **Gambling and Financial Support & Counselling:**

Research shows that with an average of 4 to 5 sessions of counselling, problem gamblers can expect to see significant improvements not only in the severity of their gambling, but also in levels of depression and anxiety, and in the functioning of employment and relationships.

Financial counselling can assist patrons to address debts, cope with creditors, re-organise financial affairs, understand legal rights and responsibilities around financial commitments, and learn financial management strategies.

In each region, venues and CLOs should be considering what support services are available, across both gambling and financial support or counselling. In some regions, it may initially suit your patrons to refer them to a local health service or other family support service, if a gambling specific service is directly unavailable. Face-to-face support services vary in each region, and alternately phone and web based services may be available.

These services are supported by the NT & Australian Governments. Venues should be assisting patrons to access appropriate and available services to meet their needs. CLOs can assist patrons better, and make their role in supporting patrons easier, by making the link with the available services, whether they are face to face or phone/web, and maintaining liaison with them.

CLOs attending sessions, where staff from counselling services have presented, agreed that it is very useful to meet with these services directly as it helped with understanding the role of gambling and financial counselling in assisting patrons.

**ACTION: Make a link with your local support services – visit or call them or ask them to visit you at your venue. Ask some questions about how they operate**

### **Community Networks**

Venues also have a strong relationship with other community and sports organisations in their local area, often through providing sponsorship and support. These organisations can play a role in also informally supporting patrons. Patrons may need to occupy some of their time with other activities, for example sports, hobbies, or voluntary interests, or have others to talk or spend time with. Your local GP, or a religious leader or priest, may be also available to assist patrons.

By having a knowledge of the community and sports organisations that are operating in their area, and in discussion with patrons seeking advice, CLOs can assist their patrons by suggesting options in the local community.

**ACTION: Make a list of who else in your community can play a role in supporting patrons. If it was you, who would you talk to or engage with?**

### **Phone help lines and Online GamblingHelp**

While venues are aware of the 24-hour phone services available through 1800 858 858 (for gambling counselling) and 1800 007 007 (for financial counselling), there is also a national online gambling support service that may better suit patrons accustomed to the online environment, and it is available at [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)

**ACTION: Have a quick look at the Gambling Help online website. Which part of it seems most useful?**

### Service Listing for Support Services and Community Networks

A full listing of the above services and support in your local area will help all your staff do their job better. Venues are encouraged to work together to compile or update a listing of problem gambling support services and of other community and sports organisations in their region. The Katherine venues are currently working on their list, while in Alice Springs, venues have been able to use Lasseters' compiled listing as a basis for their venue listing. The AHA (NT) has requested a listing of all regions' funded support services from Licensing NT, and in any case may be able to assist venues in compiling an appropriate list to assist CLOs.

**ACTION:** Talk to the rest of your staff and make a list of ALL the support services, community and sports organisations in your local area. Put that list where staff can see it regularly, and keep a copy in your Gambling Register or resources

### AHANT Resources & Support

Contact [training@ahant.com.au](mailto:training@ahant.com.au) or 08 8981 3650 for further information about CLO training sessions and support services listings. Advice and support for writing your own venue's listing is available.

### Territory Community Services (incl Family support, financial counselling and Gambling support services):

NT Council of Social Services Community Directory: <http://www.ntcoss.org.au/sector-development/community-directories/>

### SUPPORT SERVICES, and the STAFF WE HAVE MET SO FAR:

- ALICE SPRINGS,

**Anglicare** Problem Gambling Financial Services, Tom Nevill, 8951 8000, [eneil@anglicare-nt.org.au](mailto:eneil@anglicare-nt.org.au)

**Holyoake** (Amity), Problem Gambling Counselling 8952 5899, [receptionist@Holyoake-alice.org.au](mailto:receptionist@Holyoake-alice.org.au)

- KATHERINE,

**Anglicare** Problem Gambling Financial Services, Robin Smith, 89636100, [rsmith@anglicare-nt.org.au](mailto:rsmith@anglicare-nt.org.au)

**Somerville** Financial Counselling, 8972 5100, [scs@somerville.org.au](mailto:scs@somerville.org.au)

- DARWIN, NORTHERN SUBURBS, PALMERSTON & RURAL

### FINANCIAL SERVICES & COUNSELLING

**Anglicare** Problem Gambling Financial Services, Mythily Krishnan, 8985 0000, [mkrishnan@anglicare-nt.org.au](mailto:mkrishnan@anglicare-nt.org.au)

**Anglicare** Initiatives Manager Money Matters, Robert Rooth, 8985 0000, [rrooth@anglicare-nt.org.au](mailto:rrooth@anglicare-nt.org.au)

**Somerville Community Services**, Manager Financial Services and Special Projects, Allison O'Connor, [allisono@somerville.org.au](mailto:allisono@somerville.org.au) Financial Counselling: **Darwin** 8920 4100 **Palmerston** 8935 5100

### COUNSELLING SERVICES

**Amity** – General number for Counselling and Self-Exclusion referrals: 8944 6565 [habitwise@amity.org.au](mailto:habitwise@amity.org.au)

**Amity** - Project Officer, Health Promotion, Tennele, 8944 6565, [tennele@amity.org.au](mailto:tennele@amity.org.au)

**Amity** – Project Officer (Harm Minimisation), Red Flag Training, Dianne Weaver, 8944 6565, [dianne@amity.org.au](mailto:dianne@amity.org.au)

**24 HOUR GAMBLING HELP ONLINE** – Online information and counselling service [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)

**24 HOUR FINANCIAL COUNSELLING HELP:** 1800 007 007

**24 HOUR GAMBLING PHONE HELP:** 1800 858 858