

## **making contact**

Talking to someone is easier than you think.

To make an appointment in the Southwest please call the Bunbury office on (08) 9721 5177.

To make an appointment in the Perth metropolitan or other regional areas, telephone (08) 9325 6644 and ask to speak to the Client Liaison Officer.

For 24 hour telephone support, please contact the Gambling Helpline on 1800 858 858.

Day and evening appointments are available.



**GAMBLING HELP WA**

## **about Centrecare**

Centrecare is a Catholic not-for-profit organisation which aims to strengthen people and communities through the provision of professional social services, inspired by compassion and recognition for human dignity.

### **Perth**

456 Hay Street, Perth WA 6000  
(08) 9325 6644  
enquiries@centrecare.com.au

### **Bunbury**

103 Clarke Street, Bunbury WA 6230  
(08) 9721 5177  
bunbury@centrecare.com.au

### **Cannington**

22 Pattie Street, Cannington WA 6107  
(08) 9451 1100  
cannington@centrecare.com.au

### **Esperance**

Upstairs  
22a/91 Dempster Street, Dutton Arcade, Esperance WA 6450  
(08) 9083 2600  
esperance@centrecare.com.au

### **Gosnells**

2302-2308 Albany Highway  
Gosnells WA 6110  
(08) 9498 9200  
gosnells@centrecare.com.au

### **Joondalup**

First floor  
85 Boas Avenue, Joondalup WA 6027  
(08) 9300 7300  
joondalup@centrecare.com.au

### **Kalgoorlie**

168 Egan Street, Kalgoorlie WA 6430  
(08) 9080 0333  
kalgoorlie@centrecare.com.au

### **Leonora**

18 Tower Street, Leonora WA 6438  
(08) 9037 6561  
kalgoorlie@centrecare.com.au

### **Midlan**

45 Yelverton Drive, Midland WA 6056  
(08) 9436 0600  
midland@centrecare.com.au

### **Mirrabooka**

12 Brewer Place, Mirrabooka WA 6061  
(08) 9440 0400  
mirrabooka@centrecare.com.au

### **Victoria Square**

25 - 27 Victoria Square, Perth WA 6000  
(08) 9288 2233  
victoriasquare@centrecare.com.au



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**CENTRECARE**

# **when gambling becomes a problem**

a Centrecare service for  
people affected by problem gambling,  
their partners and families



# when...

## ... you want to stop gambling with your future

For many people gambling is a form of recreation. However, for some, the time and money spent on gambling can affect many aspects of their life including relationships with family and friends. Talking to someone who can provide support and assistance can be an important step in regaining a sense of control over your decisions in relation to gambling.



### Do you:

- think you might have a gambling problem;
- argue with family over money and your gambling;
- feel depressed, anxious, guilty or stressed as a result of your gambling;
- find it difficult or impossible to stop gambling;
- find your gambling is affecting your close relationships, finances, work or educational performance;
- hide your gambling from people close to you;
- need to gamble with larger amounts of money to get the same feeling of excitement;
- borrow money or sell something to gamble;
- regularly gamble beyond what you can afford; and/or
- re-invest your winnings and chase your losses?

If you answer “yes” to any of the above questions, then this service may be of help to you.

**CentreCare’s Gambling Help W.A.** is a free service for people affected by problem gambling, their partners and families. It offers a supportive environment to talk about the impact that gambling has on their lives as well as the opportunity to learn new ways to manage the behaviour.

### Individual and couples counselling

Regular counselling sessions are offered to individuals, their partners or family members to discuss their concerns about the gambling behaviour.

### Groups

People wishing to gain skills and confidence to control gambling behaviour in a supportive group environment may access this program. The group program is run over 10 weeks and provides participants with the opportunity for personal development, insight and learning through structured exercises.

### How long is a counselling session?

Generally, counselling sessions last 50 minutes.

***This service is funded by the Problem Gambling Support Services Committee (PGSSC).***

*The photographs used in this brochure are for illustrative purposes only; they do not imply any particular attitudes, behaviours, or actions on the part of any person who appears in the photographs.*

### Culturally Appropriate Service

CentreCare aims to provide a respectful and culturally sensitive service and interpreters are available on request.

### Crèche Facilities

Only available at the Perth and Mildand offices and bookings are essential.

### Is this service private and confidential?

Our services are confidential and all our staff are bound by our Commitment to Confidentiality and Oath or Affirmation of Secrecy, for Family and Child Counsellors. However, confidentiality will be waived where there may be a threat to an individual’s safety or if a serious crime or threat against another person is disclosed.

CentreCare is committed to ensuring that your information is protected and managed in accordance with the Privacy Act 1988 which sets out the standards for the way in which personal information must be handled. If you wish to access the information on your file, please ask the receptionist for the necessary form.

### Are the staff qualified?

All our staff interacting with clients are qualified for their job role. They receive ongoing professional development and supervision.

### How do I provide feedback?

CentreCare prides itself on providing high quality services. Your comments assist us in maintaining or improving that level of quality and fully meeting the needs of our clients. Recording your feedback is one of the best ways to help us understand what we do well and where we can improve.

If you have a suggestion, compliment or complaint, please complete the Client Feedback form which is available at reception and place it in the Suggestions Box.

Alternatively, you may also wish to write or speak to the Manager at your branch.

***CentreCare is an organisation that values children.***

