

# Welcome to GambleAware in your region



**From 1 July 2021, GambleAware will be 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's 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's 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](http://gambleaware.nsw.gov.au)**  
**1800 858 858**

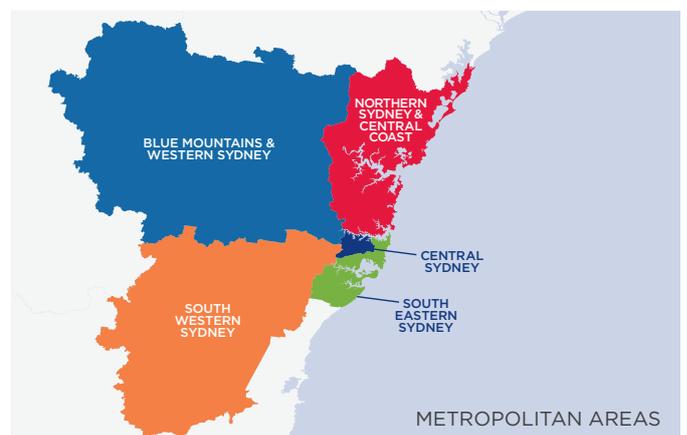
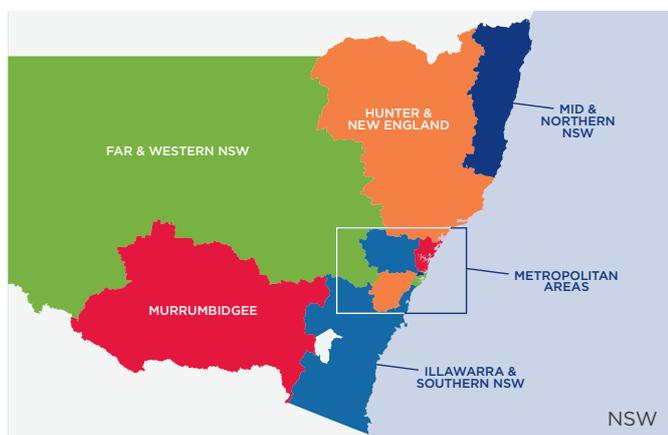


## What has changed?

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



### Increased community engagement

There will be more community engagement officers in your region to work with the community 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 – by video chat, online chat, email and over the phone, as well as in person. People already accessing services in your region will continue to get ongoing support when they need it.

### 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](http://gambleaware.nsw.gov.au) provides more gambling information and access to a greater range of support. Later this year, people will be able to create a free account. They'll get a unique ID and be able to:

- book counselling sessions with their regional GambleAware Provider in real time
- change appointments
- manage their personal details
- access a range of additional services.

And a lot more information is available on [Facebook](#), [Twitter](#) and [YouTube](#).

### More questions about GambleAware in your region?

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, contact GambleAware.

### Need support?

No matter how you're affected by gambling – whether you're worried about your own or someone else's – GambleAware is for you. For free, confidential advice and support, and to be referred to services near you, call GambleAware on **1800 858 858** or go to [gambleaware.nsw.gov.au](http://gambleaware.nsw.gov.au) 24/7.