Horn of Africa Communities Network Inc

Wyndham Gambling
Prevention Program
(WGPP)



3/9 Motto Crt
Hoppers Crossing
Vic 3029

Ph 87427738: 0490080933

admin@hacn.org.au

Gambling is an addiction associated with mental health problems including depression, anxiety and anti-social personality disorder. Gambling addictions can lead to many serious consequences, including loss of jobs, failed relationships and severe debt. Problem gambling effects can also include avoiding others due to shame or embarrassment. The stress of gambling problems sometimes causes health problems. But there is help available if people understand these effects. There are needs for public health and treatment services to routinely screen and assess for a range of issues, including gambling problems, family violence, alcohol and drug abuse and mental health concerns and provide treatments designed to manage this cluster of conditions.

The Wyndham Gambling Prevention Program (WGPP) is a pilot project funded by the Victorian Responsible Gambling Foundation and is designed to develop sustainable, community-driven, culturally and linguistically appropriate programs.

WGPP developed resources and facilitated community education and forums to raise awareness and deal with problem gambling in newly arrived communities from refugee backgrounds – in this case five ethnic groups living in the Wyndham area. The provision of public health information and specialised treatment services targeted towards 'at risk' groups can help to combat the potential adverse effects of increased gambling cultures.

This educational resource kit developed in five community languages contains information that will be helpful to those who are seeking assistance either for themselves, their family and friends or community members. It is translated into Amharic,



WELFARE ENQUIRIES

Welfare Assistance Line 1800 305 330 (Victoria only)

Monday to Friday 10am-3pm

Low-Income Support Indigenous Australia

Housing and Homelessness Children and Education

Refugees and Migrants

International Impact

Health Matters A Wider Impact

Contacts for Interpreting Services and Support Services

Interpreting Services 131 450

T.I.S (Telephone Interpreting Services) 1300-131-450

Central Health Interpreting Service 937 01222

Victorian Interpreting & Translation Service 92801955

Youth Resource Centre

Address: 86 Derrimut Road,

Hoppers Crossing

VIC 3029

Phone(03) 8734 1355

Operating Hours: 9:00am-6:00pm

Monday to Friday (Excluding Public Holidays)

E-Mailmail@wyndham.vic.gov.au

Websitehttp://www.wyndham.vic.gov.au/services/youth-services

https://www.wyndham.vic.gov.au/venues/youth-resource -centre

Wyndham City's Youth Resource Centre (YRC) is a multi-purpose youth facility for young people aged between 12-25 years old. The YRC offers a range of youth services, information and activities for young people in the Wyndham area.

Somali, Dinka, Karen and Chin to increase these communities' access to information in their own language.

HACN extensively worked with community elders from Sudan, Ethiopia, Burma and Somalia who identified what gambling means to them and their respective communities and assisted in developing this resource kit. What gambling means for them and their messages are listed below

HACN would like to express its appreciation to the Victorian Responsible Gambling Foundation who made the funds and professional support available to address these problems in our communities in respectful, culturally responsive and empowering ways.

From the Sudanese elders:

Lotto drains your money away

Gambling is a wildfire- it can burn your savings, welfare and wallet (devastating rapidly)

Hugging pokies can harm your relationship and life

From the Chin:

Avoid poverty, don't gamble. If you really love your family, never try gambling.

From the Karen:

Sit and think carefully! You are thinking wrongly if you think gambling is an easy way to get money, you can easily lose everything! When you regret gambling, make the right decision and walk away!

From the Somali:

If you've made a mistake with gambling, switch to the right path. Gambling is a hidden drug, it is additive and won't solve your problems.

From the Ethiopians:

Gambling is like cancer, don't hide your worries, get help quickly; the quicker you get help the better

Be brave enough to say NO to gambling

Support your family in seeking help with gambling from agencies supporting gamblers

Other important messages from the Elders:

Believe in change-seek help and you CAN recover from gambling. Many people just like you, resolve their gambling problems through seeking help!

Don't hide your gambling problem .. It is not your fault that gambling is addictive, and with help you can recover!

Gambling leads to crimes—it is dangerous. You can solve your financial or family problems—there are people out there who can help you—so ask for help!

Gambling support services are confidential and free .

Make sure you know what your children are doing online—it is easy for them to get sucked into online gambling and they are widely advertised.



Address: 3 Princes Hwy, Werribee VIC 3030

Phone: (03) 9742 4013

Open 9am until 5:00 pm

4 Synnot St, Werribee, VIC, 3030

(03) 9742 4013

106 Duncans Rd, Werribee, VIC,3030

(03) 9742 4013

Wyndham Community & Education Centre Inc. is a community based not for profit, Incorporated Association and is one of Victoria's largest Learn Local Education providers. Founded over 40 years ago, Wyndham CEC offers a range of education and community programs for a broad cross section of the community focused on improving lives and strengthening communities



Address: Level 7, 50 Queen Street, Melbourne 3000

PO Box 207, Collins Street West Vic 8007

Tel: 03 9473 4300

https://www.thesmithfamily.com.au/

The Smith Family is a children's charity helping disadvantaged Australian children to get the most out of their education, so they can create better futures for themselves.

2-14 Station Pl, Werribee VIC 3030

Phone: (03) 9974 1700

Email: newhope@newhope.asn.au

Websit: www.newhope.asn.au/

New Hope Foundation provides settlement, welfare, advocacy and individual support and referral services for migrants, refugees and culturally and linguistically. It also provides a range of youth, family and settlement services to assist recently arrived refugees, family migrants and asylum seekers .



Level 6, 14 - 20 Blackwood Street,

North Melbourne, 3051

Phone: (03) 9452 2600

contact@responsiblegambling.vic.gov.au

http://www.responsiblegambling.vic.gov.au

GAMBLERS ANONYMOUS

— AUSTRALIA

Address: 138 Woodhouse Grove (cnr Killara Street)

Box Hill North

Phone: (1300) 306 975

Email: gamanon@live.com.au

Website: www.gam-anon.org

Phone: 132 011

Level 3, Highpoint Shopping Centre,

Gamblers Anonymous is set up to directly help compulsive gamblers. We are not experienced nor qualified to give advice to family and friends of compulsive gamblers seeking help themselves. If you are a partner, family member or friend of someone with a gambling problem, you may find the help you need at Gam-Anon Family



Address: 54 – 62 Gertrude Street, Fitzroy VIC 3065

Phone: 03 8413 8413 or 1800 888 236

Turningpoint provides State-wide AOD counselling services, information and referral for drug and alcohol clients. It also provides education and training and professional development opportunities

Website: http://www.turningpoint.org.au/

Gambler's Helpline: 1800 858 858



Suite 207, Level 2 Carringbush Building 134 Cambridge St Collingwood Victoria 3066

Email: mcwh.com.au

Tel: Phone: 03 9418 0999 Fax: 03 9417 7877

http://www.mcwh.com.au/

Victorian Arabic Social Services



Building, C1 & C2,

1-13 The Gateway Street, Broadmeadows VIC 3047

Phone: 03 9359 2861 Fax 03 9359 2899

Email. mail@vass.org.au m Website: WWW.vass.org.au/

ASS is an incorporated not-for-profit association managed by a Board of ... including community, welfare and social workers, counsellors, psychologists. It provides:

1. Family Services

Intake, assessment and referrals

2. Aged Care Services

VASS provides social support program to ASB elderly

3. Youth Services

Programs/projects to help youth

4. Support Groups

Provides counselling, referrals

Uniting Care-Sunshine Mission

Address: 32 Withers street, Sunshine

Phone: (03) 9311 5900

Email: info@lentarauc.org.au

Website: www.lentarauc.org.au

Details: Food Parcels. Must live in Brimbank area. Tuesday to Friday 10am-12:30pm (can only access the service once every 8 weeks).

Address: see Turning point address

Direct Line 1800 888 236

Tel: DACAS (VIC) 1800 812 804

Email: dacasenquiries@turningpoint.org.au

Website: www.dacas.org.au

DACAS provide assistance with any drug and alcohol issue including:

Assessment, medical management of withdrawal syndromes, substitution pharmacotherapy and other prescribing issues



HEALTH EDUCATION PROGRAM

DELIVERING CULTURALLY-APPROPRIATE GAMBLING AWARENESS EDUCATION SESSIONS

Suite 207, Level 2 Carringbush Building 134 Cambridge St Collingwood Victoria 3066 Ph: 1800 656 421

Email: yue@mcwh.com.au

Website: http://www.mcwh.com.au/responsible-

The Multicultural centre for Woman's Health is an organisation funded by the Victorian Responsible Gambling Foundation. It aims to raise awareness of problem gambling among Arabic, Chinese and Vietnamese communities by providing education classes about the harmful effects problem gambling has on your life and mental state. Through support services, it aims to empower woman and families to resist the addictive gambling properties and the related harm to health and mental health issues



Phone: 1800 858 858

www.gamblershelp.com.au

This service complements and increases the range of services available in responding to problem gambling issues. It provides Australians with a new opportunity to access counselling and information services when they are unable or reluctant to access face-to-face services provided in each



PO Box 173,

Deakin ACT 2600

(02) 6215 9400

media@lifeline.org.au

www.lifeline.org.au/

Ph: 13 11 14

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services.

Holy Eucharist Parish

Address: 1A Oleander Drive, St Albans

Phone: (03) 9366 1310

Website: www.holyeuchariststalbans.org.au

Details: Thursday 10am- 12pm and 3:30pm-4:30pm, 1st

Friday of the month: 2:00pm-3:00pm

Food vouchers, fresh fruit and vegetables, bread, eggs and milk for Health Care Card holders

Salvation Army Housing Service& Family Services (SASH)

Address: 6/147 Harvester Road, Sunshine

Phone: (03) 9312 5424 Website: www.salvationarmy.org.au

Details: Appointment system on Monday, Tuesday, Thursday,

Friday. Call at 9:00am for appointment.

No drop in service. Food vouchers for residents of Brimbank, West Footscray, Maidstone and Braybrook

Food vouchers 3 times a year, Telstra voucher once a year and Salvos store voucher once a year.



Community Kitchen Cafe

Address: 120 Anderson Road, Sunshine

Phone: (03) 9311 9973

Website: www.communitykitchens.org.au

Details: Times and days may vary. Please contact to enquire,

meals (lunch and dinners) for residents of Brimbank.

Lentara Uniting Care Sunshine Mission

Address: 32 Withers Street, Sunshine

Phone: (03) 9311 5900

Email: reception@lentara.org.auLentara UnitingCare

Website: www.lentara.org.au

Details: Tuesday to Friday 9:30am-3:30pm

Financial and Material aid

Frozen meals, food parcels and bread for residents of Brimbank with a Health Care Card/Pension Card.

First and third Wednesday of each month at 12:30pm. Lunch for residents of Brimbank.



www.fightforyou.com.au/

The 100 Day Challenge is a call for change. It's about getting real with yourself, addressing the way you gamble and deciding to take action. Once you've made the decision, you can do something about it. That's where we come in. Do you want to take control of your gambling? We've made this program to help you. It's a no fuss, simple way to get on top of things. What you achieve is completely up to you. And for back up, you can invite friends and family along for the ride. Let's start the fight today, because the only person that can change the way you gamble is you.

gambling help 2 Online

https://www.gamblinghelponline.org.au/

Online support for anyone affected by Gambling



http://www.directline.org.au/

DirectLine is a key component of Victoria's state-wide alcohol and drug network. It complements the network of treatment and support services in the community through the provision of multiple, immediate responses to people affected by alcohol and drug issues. Brief interventions within a harm minimisation framework to prevent or reduce problems associated with drug use.



It includes women's refuges, youth refuges and major crisis supported accommodation services.

These not-for-profit organisations may also help you to find or keep long-term housing, get involved in the community and re-build your life. If you are homeless, you could also get help to get into private rental.

Anglicare St. Albans Church

Corner Alexina street and East Esplanade, St Albans

Phone: 0408316414

Website: www.stalbans.org.au

Details: Monday 9.30am-1.00pm Drop in service, food vouchers and limited food bank items for residents of St. Albans and Deer Park

Anglicare St. Luke's Church

Corner Bellbird Avenue & Kings Road, Taylors Lake

Phone: 0438 589 630

Website: www.stlukessa.com.au

Details: Wednesday 11:00am-2:00pm Drop in or call

Food vouchers for residents of Keilor North, Calder Park, Hillside, Sydenham, Delahey, Taylors Lakes, Keilor Lodge and Keilor Downs



Address: 115 Civic Parade, Altona

Phone: (03) 9932 100 or (03) 9932 1000 (multilingual)

Email: customerservice@hobsonsbay.vic.gov.au

Website: www.hobsonsbay.vic.gov.au

Refer to website for detailed description of services avail-

able.

Anglicare Gross n Shop

Address: 248 Hampshire Road, Sunshine

Phone: (03) 9311 9925 (Please ring between 9:00am-

10.00am the Friday before)

Details: Tuesday 10.00am-1:00pm (by appointment only), Food vouchers for residents of Sunshine, Albion, Ardeer, Derrimut and Brooklyn.

CRISIS AND EMERGENCY ACCOMMODATION

Phone: 1300 650 172 (03) 9096 0000

Foundation House

Address: 161 Harvester Rd, Sunshine VIC 3020

Phone: (03) 9300 8670

Salvation Army Social Housing Service

Address: 6/147 Harvester Rd, Sunshine VIC 3020

Phone: (03) 9312 5424

Sunshine Office

Address: 16-18 Herlford Road, Sunshine Vic 3023

Phone: (03) 9229 4100

Footscray Office

Address: 71 Moreland Street, Footscary Vic 3011

Phone: 1300 360 462

Women's Housing Limited

Address: 12 Paisley St Footscray

Phone: 9687 3066

Ascot Vale Housing

Address: 12 Churchill Avenue, Ascot Vale, Vic 3023

Phone: (03) 9371 6200



Address: 241 Wellington Street, Collingwood

(Collingwood Neighbour Justice Centre)

Phone: (03) 9948 8777

Email: jose@africanfoundation.org.au

Website: www.africanfoundation.org.au

ACFA services include assistance for African settling in Australia, activities for African Australians and groups for women, youth and children.



704b Old Calder Highway, Keilor 6-8 Alexandra Avenue, Sunshine Station Street, Watergardens Town Centre (within the library), Taylors Lakes

Mail: PO BOX 70 Sunshine, Victoria 3020

Phone: (03) 9249 4000, <u>info@brimbank.vic.gov.au</u> www.brimbank.vic.gov.au (available in different languages and

dialects)

Seniors Home Care Packages: The Home Care Packages program helps older persons to remain living independently within the community as long as possible.



Address: Level 1, 358 Main Road West, St. Albans 3021

Phone: (03) 8312 2020

Email: legal@communitywest.org.au

Website: www.legalaid.vic.gov.au

Legal information referral and advice including:

Family law, with a focus on parenting rights and obligations

Family violence and intervention orders

Divorce workshops

Motor vehicle accidents and fines

Mortgage stress and matters related to financial hardship



161 Harvester Road, Sunshine 3020

Phone: (03) 9300 8600

Email: sunshine@spectrumvic.org.au

Website: www.spectrumvic.org.au

One stop shop for newly arrived and established, migrants and refugees.

Case work; Settlement Grants Programs

Home Support Programs

Leadership and advocacy training

Social and recreational activities



Phone: (03) 9091 8200

Email: info@cmy.net.au

Website: www.cmy.net.au

The centre for Multicultural Youth is a non-for-profit organisation that supports young people from migrants and refugee backgrounds build better lives in Australia. CMY provides numerous support services such as assisting young people with employment, education, leadership opportunities, mental health support and more. CMY ensures young people from migrant backgrounds have every opportunity to succeed in Australia.





Medicare provides access to a range of medical services, lower cost prescriptions and free care as a public patient in a public hospital. All eligible Australian residents and certain categories of visitors to Australia can enrol in Medicare and access these services. They administer Medicare and pay Medicare benefits on behalf of the Department of Health.

Services provided:

Child Dental Benefit Scheme

Centrelink Compensation Recovery

Medical Bulk Building

Extra services available, please refer to website

For additional services please refer to Centrelink website https://www.centrelink.gov.au

Uniting Care Werribee Support and Housing

19 Duncans Road, Werribee: ph 97426452

- •Food parcels every fortnight, food vouchers (eligible every 6 months), petrol vouchers (every 3 months), vouchers and advocacy for utility bills, pharmacy assistance
- Crisis intervention counselling, Housing referral service (to Unison Community Housing 87442100),
 Youth services, Early intervention

Werribee Church of Christ

200 Tarneit Road, Werribee: ph 97416051

Wednesday mornings good for contact

- •Let's Talk migrant English classes, Playgroup
- •Food vouchers and food every 3 or 4 weeks



Migrant Resource Centre

North-West Region

Address: 45 Main Road

Email: mrcnw@mrcnorthwest.org.au

Website: www.mrcnorthwest.org.au

Community Health Care: Health information / referral – Migrant, Culturally linguistically diverse

Provides advice and information about health, housing, education, immigration, relationship, income support, aged care, disability and youth services.



Visy Cares Hub

80B Harvester Road

Sunshine VIC 3020

(03) 9091 8200

The sunshine Youth Legal Centre provides legal guidance, support and advice to all young people between the ages of 15-25 with legal concerns and questions from across the Western region of Melbourne.

info@youthjunctioninc.net.au Phone: (03) 9091 8237

Address: Level 12, 607

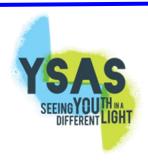
Bourke Street, Melbourne

Phone: 03 9611 6100

Email: adf@adf.org.au preventing HARM IN AUSTRALIA

Website: http://www.adf.org.au

The Foundation reaches millions of Australians in local communities through sporting clubs, workplaces, health care settings and schools, offering educational information, drug and alcohol prevention programs and advocating for strong and healthy communities.



Youth Support & Advocacy Service

Alcohol and Drug

Address: Level 1/131 Johnston St

Fitzroy, Vic 3065

At YSAS they engage, support and strengthen highly vulnerable and high-risk young Victorians affected by, or at risk of being affected by, alcohol, drugs, mental health issues and social disconnection. They do this by developing non-judgemental, caring and respectful relationships with young people and their families and communities.

Wyndham Vale Community Learning Centre

Corner Manor Lakes Boulevard and Howqua Way

Wyndham Vale Ph: 97348934

•Free Foodbank food every Wednesday

Salvation Army

211 Watton Street Werribee

Ph: 9731 1344 ring for an appointment at 9.30 am Open Monday to Thursday 9.30-2.

- •Food vouchers and food parcels every 3 months
- •Some furniture vouchers
- •Telstra bills assistance (every 12 months
- •Financial counselling

Laverton Community Centre

Cnr Crown st and Railway ave, Laverton

93694866Open Monday, Wednesday and Friday 10-1.

Food vouchers etc.

Williamstown Emergency Relief

St Stephens Uniting Church

179 Melbourne Road

Williamstown

93180521

Monday and Friday 10-1



Addresses: 289 Barkly Street, Footscray, Vic 3011

1/24 Devonshire Road

Sunshine, Vic 3020

16 Victoria Street St. Albans, Vic 3021

Suite 7/8, 75-76 Watton Street, Werribee Vic 3030

Phone: 13 26 37

Website: www.ames.net.au

Services Provided: AMES Australia has settlement services for refugees and migrants. These include on-arrival settlement support, English language and literacy training, vocational training and employment services.



1/474 Ballarat Road,

Sunshine 3020

Phone: (03) 9300 8333

Lawyers And Legal Services

They have lawyers who can talk to you about how the law applies to your legal problems



CRISIS AND OTHER ASSISTANCE

Australian Government

https://www.humanservices.gov.au/

Payments and services available if you are experiencing severe financial hardship, recovering from a disaster, or in need of special assistance.

Death Payments and support services: Payments, counselling and financial services are available to support you after someone close to you dies. Includes information on the steps that need to be taken, who to notify and links to be reavement payment information.

Help in an emergency: If you are dealing with severe financial hardship or recovering from a major disaster, including natural disaster, you may be eligible for government assistance.

Sickness allowance: A payment for people aged 22 years or older but under Age Pension age who temporarily cannot work or study because of an injury or illness.

Services for migrants, refugees and visitors

Adult Migrant English program: Provides up to 510 hours of free English lessons to eligible adult migrants and humanitarian entrants.

Settle in Australia: Information to assist migrants and refugees and humanitarian entrants settling into Australia. Includes places you can contact for help with settlement and practical information for your life in Australia including health, housing, transport and work.

Migrant Resource Centre North West Region

Laverton Community Hub

95-105 Railway Avenue, Laverton

Ph 93676044

mrcnw@mrcnorthwest.org.au

www.mrcnorthwest.org.au

Settlement services such as advice, group info sessions and community development activities.

Westgate Migrant Resource Centre

Suite 6, 3 Alexandra St

Melton

99711800

info@communitywest.org.au

www.communitywest.org.au

Housing, health, education and welfare issues, emergency financial assistance.)

ISIS Primary Care

330 Queens street

Altona Meadows

87341400 or 93683000

isis@isispc.com.au

www.isispc.com.au

Refugee Health Program including a special refugee health nurse on Thursdays. Counselling, self help support groups, family planning, dental, GP, drug and alcohol counselling

ISIS Wyndham

117-129 Warringa Cres

Hoppers Crossing

87341400

Isis@isispc.com.au

www.isispc.com.au

Open Mon to Fri 8.30-5.

St Vincent de Paul

Food for families, financial assistance, housing, counselling, parenting, prevention of child abuse, financial aid such as utility bills and medication

8 Wallace Square

Melton

97430942, 1300305330

www.vinnies.org.au

Stores, food vouchers, financial assistance and referral services. Material aid such as clothing and furniture. Youth programs

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Djerriwarrh Health Service

Melton Community Health Centre

Cnr Yuille and High streets

Melton

87461100

www.djhs.org.au

Melton City Council Support Services

Financial aid (bills, rent etc) and counselling

232 High street

Melton

97477200

familyservices@melton.vic.gov.au

African Community and Cultural Assoc of Victoria

Refugee Health program

5 Karen Place

Melton West

97476384

www.accav.websyte.com.com.au

This is a starting point for African referrals in Victoria.

Mental Health Community Support Services

48 Unitt Street

Melton

97476337

Ereferral.west.@cohealth.org.au

www.cohealth.org.au

Includes psychosocial rehab, support services and

group activities. Open Mon to Fri 9-5