

GAMBLING KEY CONTACTS

The list provides contact information for peak gambling bodies and gambling services across Victoria.

Gambler's Help Services

Gambler's Help

- This is a 24 hour phone counselling service. The website has some self-help tools.
- 1800 858 858
- www.problemgambling.vic.gov.au

Gambling Help Online

- This provides free, online counselling by trained staff, including live counselling and email support. The website also has self-help tools.
- www.gamblinghelponline.org.au
- Gambler's Help service programs are funded through the Community Support Fund and were established with the introduction of gaming machines in Victoria.

Primary Care Partnerships (PCPs)

- The Victorian Government funds [Primary Care Partnerships](http://www.health.vic.gov.au/local-public-health-units) (now Local Public Health Units) to improve access to services and continuity of care for people through improved service coordination, as well as chronic disease prevention, integrated health promotion, partnership development.
- <https://www.health.vic.gov.au/local-public-health-units>
- Locate your PCP by region
 - Rural region <https://www.health.vic.gov.au/local-public-health-units>
 - Metropolitan-region <https://www.health.vic.gov.au/local-public-health-units>

This information page was developed by the Local Government Working Group on Gambling (LGWGOG) which comprises of a group of local government professionals sponsored by the Victorian Local Government Association (VLGA).

**Customer
Service Centres**
Cranbourne
Centro Cranbourne
Narre Warren
Magid Drive

Narre Warren South
Amberly Park
Shopping Centre
Telephone: 9705 5200
Facsimile: 9704 9544
TTY: 9705 5568
TIS: 131 450
(Translating and
Interpreting Service)

Magid Drive
PO Box 1000
Narre Warren VIC 3805

Email:
caseycc@casey.vic.gov.au
Website:
www.casey.vic.gov.au



Victorian Commission for Gambling and Liquor Regulation (VCGLR)

- 49 Elizabeth Street, North Richmond, VIC 3121
- 1300 1 VCGLR (1300 182 457)
- contact@vcglr.vic.gov.au
- <http://www.vcglr.vic.gov.au>

Victorian Civil and Administrative Tribunal (VCAT)

- 55 King Street, Melbourne VIC 3000
- <http://www.vcat.vic.gov.au/>
- VCAT has a number of "Lists" (sections) which specialise in particular types of cases. If you are not sure which VCAT List can help, please contact them on any of the telephone numbers on their website and an officer will transfer you to the most appropriate List.

Metropolitan services

Region	Gambler's Help service	Phone
Eastern metropolitan suburbs	EACH http://www.each.com.au/gamblers-help-eastern/	1300 131 973
Inner metropolitan suburbs	The Salvation Army www.salvationarmy.org.au/victoria	(03) 9653 3250
Northern metropolitan suburbs	Banyule Community Health _____	1300 133 445
Southern metropolitan suburbs	Bentleigh Bayside Community Health _____	(03) 9575 5353
Western metropolitan suburbs	https://www.ipchealth.com.au/	(03) 9296 1234

Regional services

Region	Gambler's Help service	Phone
Barwon	Bethany Community Support	(03) 5278 8122
Central Victoria	Primary Care Connect	(03) 5823 3200
	Nexus Primary Health	1300 773 352
Grampians	Child and Family Services Ballarat	(03) 5337 3333
	Relationships Australia (Victoria)	1800 243 696
	Grampians Community Health	Horsham (03) 5362 1200 Stawell (03) 5358 7400
	Wimmera Uniting Care	(03) 5382 6789
Gippsland	Latrobe Community Health Service	1800 242 696
Loddon Mallee	St Luke's Anglicare	(03) 5448 1000 or 1800 244 323
Northern Victoria	Gateway Community Health	(02) 6022 8867
Western Victoria	Bethany Community Support	1300 510 439

Indigenous services

Region	Gambler's Help service	Phone
Inner metropolitan suburbs	Victorian Aboriginal Health Service www.vahs.org.au/	(03) 9403 3300

Multicultural services

Region	Gambler's Help service	Phone
Statewide response	Centre for Culture, Ethnicity and Health The <i>Multicultural Gambler's Help Program (MGHP)</i> works to ensure that the needs of migrant and refugee communities are addressed in statewide responses to problem gambling. http://www.ceh.org.au/	(03) 9418 9929

Gambling Information Resource Office (GIRO)

- GIRO has a diverse range of information and a good collection of web links, research, examples, discussion papers and the Gaming Assessment Process (GAP) guides:
[Gambling Information Resource Office](#)
- 1300 260 019

Victorian Local Governance Association (VLGA)

- The VLGA is a peak body for councillors, community leaders and local government professionals in Victoria.
- Suite G06, 60 Leicester Street, Carlton, VIC 3053
- 03 9349 7999
- vlga@vlga.org.au
- www.vlga.org.au
- The [Responsible Gambling](#) page on the VLGA website contains information from the Supporting Local Governments on Gaming Policy Project, including monthly eBulletins that summarise gaming activities in Victoria.
- One of the VLGA's Working and Advisory Groups is the **Local Government Working Group on Gambling (LWGOG)**. LGWGOG's role is to provide a network for local government and community members and organisations to minimise the impact of problem gambling, including advocating to the federal and state governments. LGWGOG meets bi-monthly at the VLGA office.