

## CONFIDENTIAL, PRIVATE AND ANONYMOUS

This program is free and confidential. No information will be provided to any other person or organisation unless you request it and/or provide consent.

As a participant in the Peer Connection program, conversations that you have with your support person will be between you, your support worker and the Program Coordinator.

The support volunteer is however required to report issues which affect your safety and the safety of other including children, to the program coordinator. Under certain conditions this may result in action being taken to ensure the safety of those concerned.



Banyule Community Health  
21 Alamein Road West Heidelberg Vic 3081  
Main switch (03) 9450-2000

Gambler's Help Northern  
Intake 1300 133 445  
Fax (03) 9459-9241

Peer Connection Coordinator  
Michelle Chrimes (03) 9450-2082  
0448 314 217

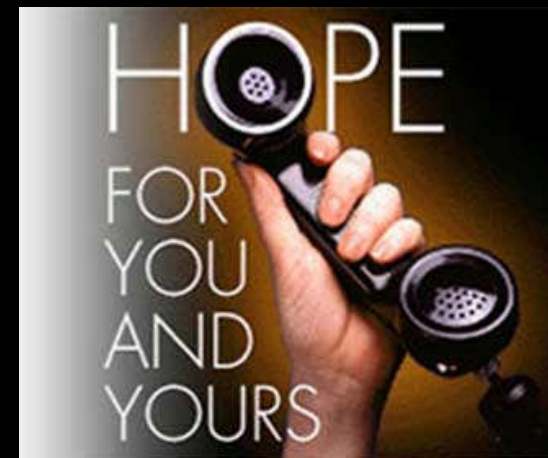
**GAMBLER'S HELP™ 1800 156 789**

[www.problemgambling.vic.gov.au](http://www.problemgambling.vic.gov.au) 24 HOURS 7 DAYS



## PEER CONNECTION

**Anonymous  
Telephone Support for  
Gamblers and Families**



**Want to talk to  
someone who has  
been there ?**

**1300 133 445**

**GAMBLER'S HELP™ 1800 156 789**

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## PEER TELEPHONE SUPPORT

### Who is eligible?

- ♦ people facing a gambling problem
- ♦ for partners or close family members of someone with a gambling problem.

The Peer Connection Program aims to assist people with a gambling problem and affected family members, by matching them with a volunteer telephone support person.

All volunteers have had the experience of dealing successfully with a gambling problem OR have worked through the impact of someone else's gambling problem.

This person

- Has been there.
- Will listen and be supportive.
- Can provide information and encouragement.
- Can help you explore options, ideas and strategies.
- Can support you through the hard times and towards achieving your goals.

### How the program works?

Call 1300 133 445 to make a referral. You will speak with someone who can discuss your needs and answer any questions you have about Peer Connection.

Once a referral has been made, you will be contacted by the coordinator who will work out the best volunteer support worker to match you with. A time will then be set up for your first call.

Your volunteer support person will then telephone you at a time that you both agree on. The calls can be weekly, fortnightly or monthly, whatever suits you.

### How long can I have this phone support?

Participation in the Peer Connection Program is entirely voluntary and you may choose to leave the program at any time

You can receive support telephone calls for as long as you and your support volunteer feel it is necessary. There is no time limit on your relationship with your volunteer support worker.

### What if things are not working out?

If you or your volunteer telephone support person have a problem with how things are going, you can discuss your concerns with the program coordinator. The coordinator will assist you to work through the issue, or if necessary look at providing you with a new volunteer.

If a crisis arises and you need additional assistance, your support worker or the program coordinator can help you to access the help you require.



**BANYULE**  
Community Health

Phone Referral :1300 133 445  
Peer Connection Program  
Banyule Community Health