

North West Community Services



Facing life's challenges together



Burnie, Devonport and Zeehan

1800 243 232
anglicare-tas.org.au



AnglicareTAS
Choice, support and hope

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Our offices are located at:

Burnie
51 Wilmot Street

Devonport
31 King Street

Zeehan
102 Main Street



Alcohol and other drugs

Anglicare cares about people whose lives are being affected by alcohol and other drugs.

We provide a comprehensive range of services to support people and their family or carers. Our support is free and confidential.

Anglicare Drug and Alcohol Treatment Service (ADATS and ADATS+)

Our Drug and Alcohol Treatment Service (ADATS) is run by professional allied health workers. They will provide you with tailored treatment designed to support you to reduce the harm and impacts of substances on your life.

Our Drug and Alcohol Treatment Service Plus (ADATS+) is for young people aged 12+, or for people who are also experiencing homelessness or mental health issues.

Both ADATS and ADATS+ can provide screening and brief interventions, counselling, case management and relapse prevention support.

To access ADATS and ADATS+ you can either self-refer or be referred by your GP, community services agencies or other allied health professionals.

To self-refer call Anglicare's Alcohol and other Drug Helpline on [1800 161 266](tel:1800161266) (operates Monday to Friday between 9 am and 5 pm). Or you can visit one of our offices in Burnie or Devonport. We can also provide outreach to the West Coast.

Needle and Syringe Program (NSP)

The Needle and Syringe Program (NSP) is a non-judgemental, confidential, friendly service. It has a range of injecting equipment, disposal facilities and resources for people who inject drugs. You'll meet specialised staff who can provide interventions, referrals, equipment demonstrations and information.

The Anglicare NSP is located at our Burnie office and operates Monday to Friday between 10 am and 2:30 pm.

There is also an NSP outlet in Devonport which is operated by Youth, Family and Community Connections at 62 Stewart Street. It operates Monday to Friday between 9 am and 5 pm.

Blood-Borne Virus Awareness Program (BBVAware)

Blood-borne viruses (BBVs) are potentially serious illnesses but they are manageable with the right information and support.

The BBVAware Program is a free service that aims to reduce the stigma in the community associated with blood-borne viruses. It provides:

- information and education sessions for frontline staff
- resources and information for people at risk of developing BBVs
- referral assistance to help people access testing for blood-borne viruses.



New treatments can cure hepatitis C and assist people living with HIV and hepatitis B to live full and healthy lives.

To find out more call Anglicare on [1800 243 232](tel:1800243232) or email us at BBVAware@anglicare-tas.org.au.

Family Support

Family Support provides information and support to anyone affected by a family member or significant other using alcohol or other drugs. You might be their step-parent, grandparent, sibling or child.

You can either self-refer or be referred by your GP, community services agencies or other allied health professionals. To self-refer call Anglicare's Alcohol and other Drug Helpline on [1800 161 266](tel:1800161266) (operates Monday to Friday between 9 am and 5 pm). You can also visit our Burnie or Devonport offices.

Care Coordination Service

Anglicare's Care Coordination Service is for people who require complex care coordination associated with their drug and alcohol use. It identifies barriers and coordinates services for people who have significant alcohol and drug issues and one or more of the following: an acquired brain injury, mental or physical health issues, intellectual or cognitive impairments, risk-taking behaviours, at risk of homelessness, or factors in their environment that pose a risk (such as family violence).

The service operates from our Burnie and Devonport offices and can include outreach and support to access other services.

Referrals can be received from Alcohol and Drug Service (ADS) or directly from other providers following consultation with ADS.

ADS is a free alcohol and drug treatment service and resource provided by the Tasmanian Government Department of Health and is located at 11 Grove Street, Ulverstone. It is open Monday to Friday 9 am and 5 pm or ring [1300 139 641](tel:1300139641).



Mental health and wellbeing

We all have to face challenges in life. People who have good mental health are more likely to be able to cope with the ups and downs.



Our mental health is made up of our psychological, emotional and social wellbeing. This means it affects how we feel, think and behave each day. Our mental health also contributes to our decision-making process, how we cope with stress and how we relate to others in our lives.

The Way Back Support Service

The Way Back Support Service is a free non-clinical service that was designed by Beyond Blue to give personalised support for up to three months following a suicide attempt or suicidal crisis.

A dedicated Support Coordinator will work with you to develop a personalised program, based on your needs.

This can include:

- encouraging and supporting you following your discharge from hospital
- working with you to develop a suicide safety and support plan
- connecting you with services that can help such as community groups and financial or relationship counselling

It's not always easy asking for help, but support and personal connection can make all the difference.

The Way Back is a service referred by a hospital or emergency department (ED). The service operates from Anglicare Tasmania's Devonport and Burnie offices and can provide outreach to home, community or hospital.

For more information please contact The Way Back Support Service at Anglicare Tasmania on [1800 243 232](tel:1800243232) or wayback@anglicare-tas.org.au between 9 am and 4 pm Monday to Friday (excluding public holidays).

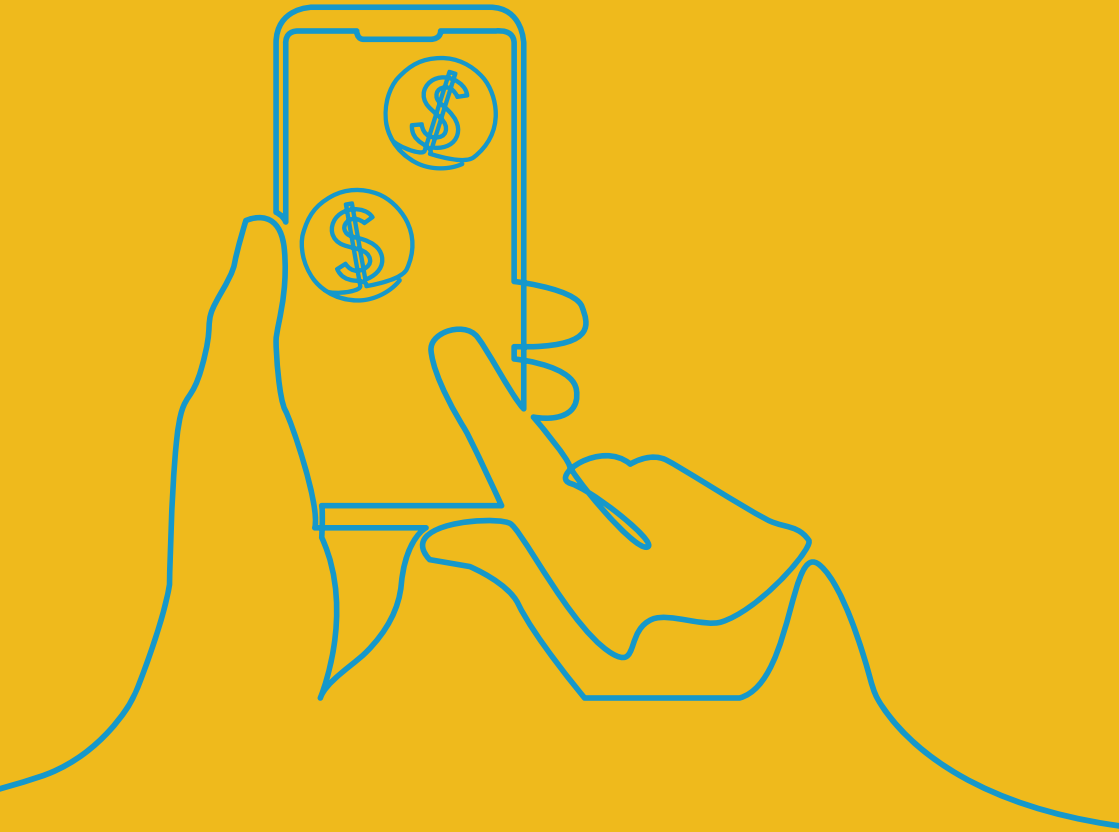
NDIS Counselling and Social Work Support

Anglicare social workers can deliver counselling under the National Disability Insurance Scheme (NDIS), providing a safe and supportive space for you to explore the challenges in your life and develop strategies and tools to address them.

You will need to have NDIS funding for either 'Capacity Building - Individual Counselling' or 'Core - Other Therapy' in your NDIS Plan. This service operates from our Burnie and Devonport offices and can include outreach in the home or community. Anglicare social workers are fully registered with the Australian Association of Social Workers (AASW).

For more information contact [1800 243 232](tel:1800243232) or email connectsupport@anglicare-tas.org.au





Gambling

Gambling can quickly get out of control. The odds are against you and, in the long run, you'll never get ahead. It's designed that way.



Gamblers Help

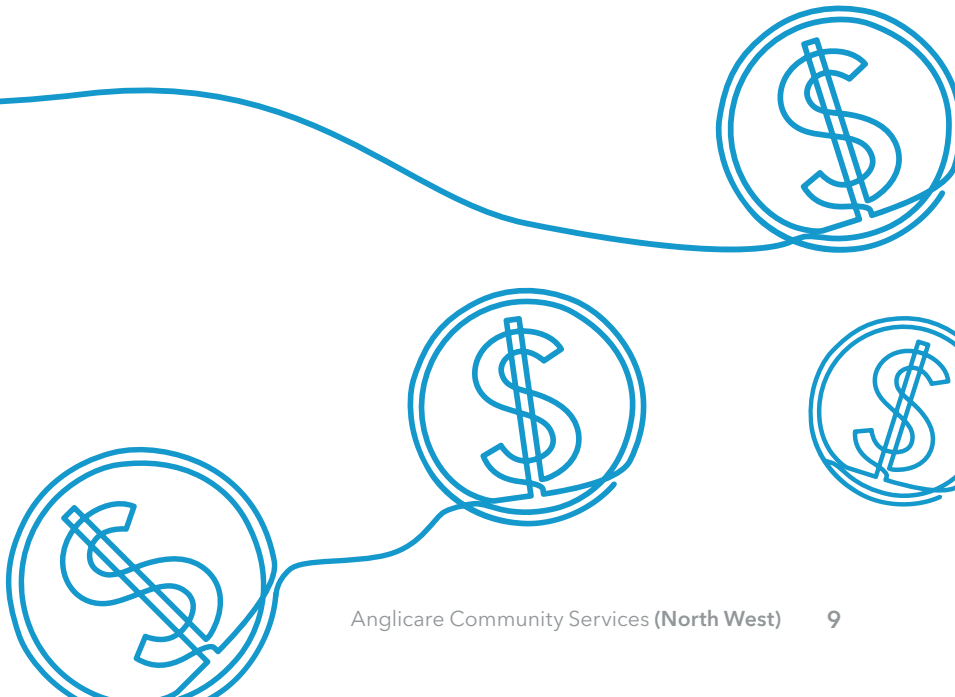
If gambling is affecting you or your family, you can use the Gamblers Help service. You can receive free personal or family counselling and group support. Learn strategies to help you or the people you care about.

If you'd like a 'self-exclusion deed' that bars you from gambling areas in Tasmania, we can arrange that. We can provide support and encouragement, too. If you are a community member in an area that has a gambling issue, we can arrange free educational workshops.

Gamblers Help is a free service and operates from our Burnie and Devonport offices.

To find out more, book an appointment to arrange self-exclusion or self-refer to counselling and support, please call Gamblers Help on [1800 243 232](tel:1800243232) or visit our Burnie or Devonport offices. We encourage self-referrals, but you can also be referred by your GP, another service or allied health professional.

For after-hours support call [1800 858 858](tel:1800858858) (National Gamblers Helpline).



Financial counselling

Anglicare makes it easy to get help and explore options when money challenges make life difficult.



Financial counsellors provide a free, independent and confidential service. They can help you organise your budget, suggest ways to manage your debt and refer you to other useful services. Financial counsellors can advise about consumer credit law, debt enforcement practices, bankruptcy, industry hardship policies and government concessions.

A Financial Counsellor can assist you with:

- your options for dealing with debt
- negotiating with creditors
- your rights and responsibilities as a consumer
- accessing your superannuation
- bankruptcy and its alternatives
- referral to legal services if needed; and
- money management and budgeting.

You can meet with counsellors in our Burnie and Devonport offices. They also regularly provide outreach to the West Coast and Smithton.

Community-based organisations can ask for education sessions for their members about any financial issue.

Financial counselling is a free and confidential service.

For more information or to self-refer, please call the National Debt Helpline on [1800 007 007](tel:1800007007).





Families, youth and children

Many of our services are designed specifically to support you through the different stages of your life.

We can also provide support to rebuild family relationships. Our programs are free and confidential.



KIDS

If you're a new parent or have a child under 12 in East Devonport, Railton and Sheffield the KIDS program can provide free parenting support and experience to you in your own home.

Your KIDS program worker will explain the different stages of your child's growth and listen to any worries you may have. They'll work with you to respond to the changing needs of your growing child and will help you to identify services that can provide further information and assistance.

KIDS works with communities and families to provide peer support, group parenting education sessions and presentations as well as practical, emotional and social support to those in a parenting and caregiver role.

KIDS also has a Facebook page [@KIDSparentingsupport](#) that shares lots of easily interpreted parenting and activities. It acts as an information portal for family events in the areas of service.

Referrals to KIDS can be self-referred, through other agencies, the Strong Families Safe Kids Advice and Referral Line, community houses, child care centres or healthcare professionals. For more information contact [1800 243 232](tel:1800243232), connectsupport@anglicare-tas.org.au or visit our Devonport office.

Child and Youth Mental Health Service (CYMHS)

Our Child and Youth Mental Health Service (CYMHS) provides free non-clinical outreach support for families with children and young people (0-18) who are showing early signs of, or could be at risk of, developing mental illness.

Anglicare's professional staff work alongside young people, their families and carers to support the young person's mental wellbeing. We can provide brief interventions, intensive long-term support and community education to help you achieve your goals.

This program has a primary focus on children and young people while working with them in a whole-of-family context. This service is available from the Burnie office and also regularly visits King Island.

CYMHS invites referrals from anyone including family, carers, service providers and school teachers or school social workers (family consent is required). Contact Anglicare's Community Engagement Coordinator on [1800 243 232](tel:1800243232) or connectsupport@anglicare-tas.org.au.



Reconnect

Reconnect is an early intervention service for young people aged 12-18 who are homeless or at risk of becoming homeless. It aims to help stabilise their living situation, develop more positive relationships with their family, and support connections with education, work, training and the community. Your worker can meet you at school, home, our office or any other place you feel safe to provide one-on-one support and family counselling, family mediation or practical support. Reconnect operates from the Burnie and Devonport offices and can include outreach to home and/or school.

Reconnect invites referrals from anyone including young people, family, carers, service providers, Strong Families Safe Kids Advice and Referral Line and schools (consent from young person is required). Contact Anglicare's Community Engagement Coordinator on [1800 243 232](tel:1800243232) or connectsupport@anglicare-tas.org.au.

Taz Kids

Taz Kids provides free clubs in schools and camps and family days in the school holidays; for young Tasmanians aged 7-17 who have a parent or guardian with mental health issues. When someone in the family is struggling with mental health, they're not the only ones who feel the stress. Sometimes kids need a supportive environment where they can connect with other kids in similar situations.

To find out more or register your interest on [1800 243 232](tel:1800243232) or tazkids@anglicare-tas.org.au. Taz Kids operates from our Devonport office.

Kids in Focus

The Kids in Focus program is a voluntary program that can assist families with children up to 18 years of age who are impacted by parental use of alcohol or other drugs. It provides children and their families with the tools to thrive and succeed, as individuals and as a family; supporting parents in making positive changes. Kids in Focus operates from our Burnie and Devonport offices and can provide outreach in the home and community.

Kids in Focus invites referrals from anyone including family, carers, service providers, Strong Families Safe Kids Advice and Referral Line and schools. Contact Anglicare's Community Engagement Coordinator on [1800 243 232](tel:1800243232) or connectsupport@anglicare-tas.org.au



North West Early Start Therapeutic Support (NESTS)

NESTS is a free, voluntary program for 0-5 year olds (including unborn children) and their family. It focuses on building a strong emotional connection, sometimes called an attachment, between child and primary caregiver.

A NESTS worker meets with the primary caregiver. They will support you to reach your parenting goals. You will receive resources and information and will be connected with helpful groups and courses.

NESTS operates from our Burnie and Devonport office, providing outreach in the home and community.

To access NESTS call the Strong Families Safe Kids Advice and Referral Line on [1800 000 123](tel:1800000123). You will then be referred to NESTS.

Pathway Home

Pathway Home provides intensive support and skill-building to families that have children in out-of-home-care and are seeking support for family restoration. Support is tailored to the needs of the child, and the program assists families to get their children home and keep them there. Pathway Home operates from Anglicare's Burnie and Devonport offices, providing outreach in the home and community.

Referrals for Pathway Home are only received from Practice Managers at Child Safety Services.

Relationship Abuse of an Intimate Nature (RAIN)

Relationship Abuse of an Intimate Nature (RAIN) provides social and practical support for women, men and children who have been subjected to domestic or family violence. This can be physical, verbal, financial, emotional or mental abuse. RAIN is not a crisis service and it does not support perpetrators. RAIN is provided from our offices in Devonport, Burnie and Zeehan, with outreach to Circular Head and phone support to King Island.

We encourage self-referrals, but invite referrals from other agencies and service providers, with consent. Contact Anglicare's Community Engagement Coordinator on [1800 243 232](tel:1800243232), connectsupport@anglicare-tas.org.au or visit our Burnie, Devonport or Zeehan office.



Supported Youth Program (SYP)

The Supported Youth Program (SYP) provides support to vulnerable young people aged 10 to 18 who have been identified by community or professionals as having significant or multiple risks.

Examples include an unstable home environment or homelessness, disengagement with school, use of alcohol or drugs and limited networks and connections. SYP aims to empower young people to thrive, build capacity and develop practical skills for day-to-day living.

To access the SYP service call Strong Families Safe Kids Advice and Referral Line on [1800 000 123](tel:1800000123). SYP operates from our Burnie and Devonport offices, providing outreach in the home, school and community.

West Coast Support Service

Our West Coast Support Service provides parenting support to families living on the West Coast through group work, education, skill building and connecting caregivers and children with other supports they may need.

This service operates from our Zeehan office for families and caregivers with children (0-18 years old) and provides outreach and service to surrounding townships throughout the West Coast.

To find out more or self-refer, visit our Zeehan Office or call [1800 243 232](tel:1800243232). The West Coast Service also invites referrals from other service providers, agencies, schools and community houses (all with the consent of the family). Contact Anglicare's Community Engagement Coordinator on [1800 243 232](tel:1800243232) or connectsupport@anglicare-tas.org.au.



Housing

Finding the right home is a big part of life and an important decision for anyone.

At Anglicare, we understand that many Tasmanians can't afford to buy a house. There is also a big shortage of rental properties.



When searching for an affordable home, many people will live in a series of short-term, problematic housing situations, often relying on the help of family or friends to put them up temporarily. This instability can affect health and wellbeing, and make it difficult to keep children in school. It can also make employment or looking for work very difficult.

Anglicare works with people to help obtain and maintain tenancies.

We can also connect people to other services they may need during this time to improve their wellbeing and personal opportunities.

Anglicare has supported accommodation for adults who are looking for safe and affordable housing with onsite support in the Burnie area.

Young people who are looking to pursue education and employment in a supported environment in Devonport may be eligible to live at Eveline House.

Access to Anglicare's housing services

Housing Connect

Housing Connect is the one-stop-shop for all your housing and support needs. You will only need to have one assessment for emergency accommodation or a long-term home.

Housing Connect can help you with:

- applying for public or community housing
- support and advice with your private rental, including bond and rent arrears
- emergency accommodation
- support and advice on how to stay in your home
- help after family violence; and
- information and advice on your housing options.

Housing Connect is a free service.

To find out more, please call Housing Connect on [1800 800 588](tel:1800800588). Housing Connect Front Door is a drop-in service available in the Burnie and Devonport Offices. The drop-in appointment times are 9, 10, 11 am and then 1, 2, 3 and 4 pm.



Funding bodies

Housing Connect is supported by the Crown through the Department of Communities Tasmania.

The financial counselling service is funded by the Australian Government Department of Social Services. Visit www.dss.gov.au for more information. Financial counselling services are also supported by the Crown through the Department of Premier and Cabinet.

Gamblers Help is funded by the Tasmanian Government through the Department of Premier and Cabinet. Visit the Department of Premier and Cabinet website for more information.

ADATS and ADATS+ are supported by funding from Tasmania PHN (Primary Health Tasmania) through the Australian Government's PHN Program.

The following services are funded by the Australian Government Department of Social Services:

- KIDS
- Kids in Focus
- Child and Youth Mental Health Services
- Reconnect

Visit www.dss.gov.au for more information.

The following services are supported by the Crown through the Department for Education Children and Young People:

- Pathway Home
- Supported Youth Program (SYP)
- NESTS
- RAIN

The following services are supported by the Crown through the Department of Health Tasmania:

- Care Coordination Service
- Family Support North-North West
- Taz Kids
- BBVAware Program
- Needle and Syringe Program
- The Way Back Support Service



Emergency contacts

If you are concerned about yourself or someone else:

Call **000** and ask for an ambulance. Stay on the line, speak clearly, and be ready to answer the operator's questions.

You could also visit your local hospital's emergency department.

If you need to talk to someone at any time of the day or night, we recommend the following services:

Lifeline 13 11 14

Suicide Call Back Service 1300 659 467

Kids Helpline 1800 55 1800

Mental Health Services Helpline 1800 332 388

Beyond Blue 1300 22 4636



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