



**Turning Point**

TREATMENT · RESEARCH · EDUCATION

**2017**

# 2017 snapshot

Recorded over

97,000

CONTACTS  
to our telephone and  
online counselling  
services



Delivered courses to more than

1445

STUDENTS  
across Australia



Collaborated with over

150

ORGANISATIONS  
across Australia and  
internationally



Our websites recorded more than

1.12m  
PAGE VIEWS\*



Contributed to

174

PUBLICATIONS



96%

POSITIVE  
EXPERIENCE

reported by surveyed callers



OVER

1100

MEDIA MENTIONS

Worked on  
more than

50

RESEARCH PROJECTS



Provided face-to-face  
care for more than

5,500  
PEOPLE

in our clinical services



\*Includes Turning Point website, Counselling Online, DACAS, Directline, Gambling Help Online and JustAskUs

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# Welcome

## Eastern Health welcome

Welcome to *Turning Point 2017*, a publication that gives us an opportunity to reflect on some of Turning Point's key achievements over the past 12 months.

Eastern Health is proud to have Turning Point as part of our Statewide Services program.

While Eastern Health chiefly serves communities in Melbourne's eastern region through our hospitals, services and programs, Turning Point enjoys a well-deserved reputation as a leader locally, nationally and internationally, across the addiction field.

Whether its education, treatment or research, Turning Point staff are regularly sought for their expert perspective, by those within the sector, in government, in media and the broader community.

In education, it continues to offer courses for those within the health sector to build on their skills, along with providing education support in schools and across the general community. With treatment, our clinicians strive to provide outstanding care to their clients. Turning Point also remains committed to finding solutions to complex addiction issues by conducting evidence-based research.

Eastern Health is fortunate that it can tap into this vast experience, enhancing our programs and services, and providing better care for patients.

For example, Turning Point's clinicians work closely with emergency department staff across Eastern Health so they can better understand and care for patients who present with drug-related issues.

Likewise, Turning Point has been able to tap into the experience of Eastern Health staff to inform intervention approaches that intersect with the acute hospital.

Turning Point also works closely with Eastern Health's mental health team to ensure patients have access to services and programs that best suit their treatment plans.

As is reflected in this publication, Turning Point has achieved much over the past year.

We are proud to have Turning Point as part of Eastern Health and look forward to its continued success in the years to come.



**Adj Prof David Plunkett**  
Chief Executive, Eastern Health



**Karen Fox**  
Executive Director, Clinical Operations  
(Surgery, Women and Children and Acute Specialist Clinics, Mental Health, Medical Imaging and Statewide Services)

## Monash University welcome

The challenges to society caused by addiction to alcohol and other drugs are complex. Solutions to these challenges are also complex and can only be addressed through productive partnerships. These partnerships must extend across various sectors, including government, healthcare and academia.

The relationship between Monash University, Eastern Health and Turning Point is an ideal example of how clinical services can combine with academic research and education, with broad involvement from healthcare policy-makers and funders, and the wider community.

After reading *Turning Point 2017*, you will see it has been another busy and highly-productive period for Turning Point.

Monash University is a member of the Group of Eight, which includes Australia's most prestigious and accomplished research-intensive universities. It also continues to build an international reputation across clinical, pre-clinical and health sciences. The strong links Monash has with its partner health services, including Eastern Health, have played a major part in this mutual success.

Turning Point has been a key contributor to these outcomes. Turning Point is a national and international leader in addiction treatment and research, and in addiction health policy development. Its research, advocacy and policy output is firmly centred on evidence-based practice, while developing innovative approaches that are grounded in science. Examples include its internationally-unique work in collaboration with ambulance services that has generated an immense wealth of data that directly informs policy, future research possibilities and new areas for implementation of research findings.

Ongoing improvements in care require high-quality education services in addiction treatment and research. The Master of Addictive Behaviours course is in high demand and provides an excellent opportunity for those across the health sector to expand their horizons and further develop their skills.

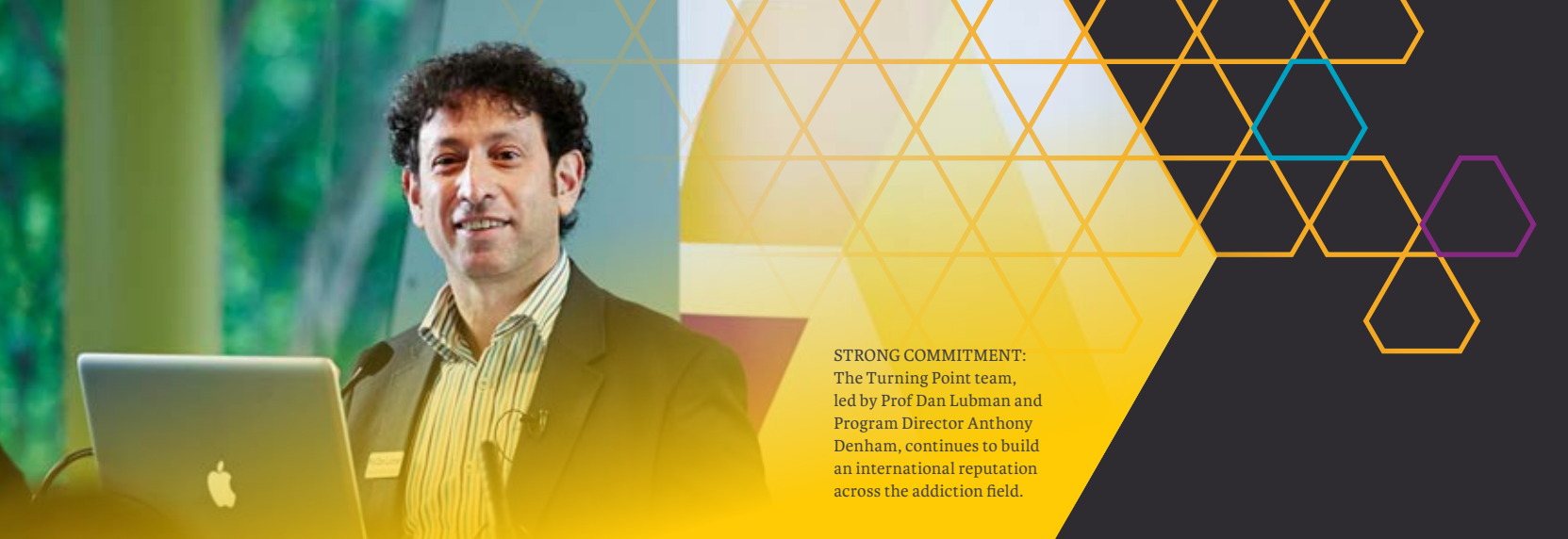
Monash University is proud and privileged to be part of this great collaboration and looks forward to supporting its continued growth.



**Prof Christina Mitchell**  
Dean of Medicine, Nursing and Health  
Sciences, Monash University



**Prof Ian Davis**  
Professor of Medicine, Monash University  
and Eastern Health  
Head, Eastern Health Clinical School



**STRONG COMMITMENT:**  
The Turning Point team, led by Prof Dan Lubman and Program Director Anthony Denham, continues to build an international reputation across the addiction field.

# Introduction

**It is with great pleasure that we welcome you to Turning Point 2017, which highlights some of the outstanding work being conducted across the organisation by our dedicated staff.**

In looking back at the year that was, the harm that can be caused by alcohol, drugs and gambling continue to be a major focus of community concern.

This is reflected by ongoing political discussions on how best to manage addiction issues, with recent policy announcements at the state and federal level, and an ongoing Victorian inquiry into drug law reform.

As those who work in the field know, there is no silver bullet. However, there is certainly an opportunity for politicians to show greater leadership and courage on these important issues.

With greater public and political interest in this space, it is critical that we provide solutions grounded in evidence. This is a core focus for Turning Point, and we are fortunate to be able to draw on expertise from across our treatment, research and education teams to build innovative and effective programs. Turning Point 2017 provides an opportunity to experience some of this work.

A major highlight this year was the launch of Nurse & Midwife Support. This new national service provides 24 hour a day,

7 days a week telephone support for nurses, midwives, employers, nursing students and concerned others. The launch, which was held at the Melbourne Town Hall, gained national media coverage and contributed significantly to putting the issue of nurse and midwife wellbeing on the map.

Elsewhere in treatment, our clinical team continue to provide dedicated support to a diverse mix of clients. Services such as Wellington House continue to play a leading role in residential detox, and we are humbled by feedback from clients about the impact we can play in their recovery. Our phone and online services also play an important role with around the clock support, with a growing array of distance-based interventions on offer to support individuals and families across Australia.

In research, we are delighted to have received national funding to investigate a variety of new and novel treatment approaches. This includes our work examining the intersection between mental illness and gambling identified a number of key recommendations for clinical training and service provision. Our ongoing work with ambulance services also continues to drive policy discussion and debate at a state and national level.

Across workforce development, our partnership with Monash University has been vital in boosting Turning Point's reputation as a leading provider in education for the alcohol and other drugs sector, and a new revamped Masters program will launch in 2018.

Our work in schools was recognised at the National Alcohol and other Drugs Excellence and Innovation Awards with the passionate MAKINGtheLINK team receiving the Prevention and Education Award for this innovative peer-support program that effectively promotes help-seeking.


While each individual part of Turning Point should be applauded for their outstanding achievements, the great strength of the organisation is our ability to work productively and positively together – both within Turning Point and externally. The reason why Turning Point has been able to build a reputation and contribute to the addiction field at a local, state, national and international level is our ability to focus on evidence and partnership.

We are grateful to our superb staff. The passion, commitment and dedication they bring to their job each day is outstanding. We can't thank them enough for the wonderful work that they do.

As we head into 2018, Turning Point will be working out of its new offices in Richmond. It will be a new chapter for us, filled with exciting new challenges. We look forward to working with our partners across the alcohol and other drugs sector, health and welfare, academia, government and the community, to find solutions to the complex issues with which addiction presents.

**Prof Dan Lubman**  
Director, Turning Point, Eastern Health  
Chair of Addiction Studies, Monash  
University

**Anthony Denham**  
Program Director, Statewide Services,  
Eastern Health



KEY EVENT: Statewide  
Services Program Director  
Anthony Denham at the  
launch of Nurse & Midwife  
Support, a major highlight  
for Turning Point this year.

# Senior Staff



**Prof Dan Lubman**  
Director, Turning Point  
Chair of Addiction Studies,  
Monash University



**Anthony Denham**  
Program Director  
Statewide Services

## RESEARCH AND EDUCATION



**A/Prof Belinda Lloyd**  
Head of Research and  
Education  
Eastern Health and  
Monash University



**Dr Kieran Connolly**  
Associate Program  
Director

**Dr Victoria Manning**  
Manager, Treatment & Systems Research

**Dr Naomi Crafti**  
Manager, Workforce Development

**Sharon Matthews**  
Manager, Population Health

## TREATMENT SERVICES



**Dr Matthew Frei**  
Clinical Director



**Barbara Kelly**  
Associate Program  
Director

**Teddy Sikhali**  
Manager, Eastern Treatment Services

**Lee-Anne Matthews**  
Nurse Unit Manager (Acting)  
Wellington House

**Rick Loos**  
Manager, Turning Point Telephone and  
Online Services

**Jonathan Tyler**  
Manager, Specialist Clinical Services

**Dr Jane Oakes**  
Gambling Services Co-ordinator,  
Telephone and Online Services

**Orson Rapose**  
Systems Manager



# Strategic Directions 2016-2021

## Our new role, vision and mission statements

As part of the launch of our Strategic Directions 2016-21, Turning Point revised our statements on why, what and how we do what we do.

### ROLE STATEMENT

Turning Point is dedicated to providing high-quality evidence-based treatment to people affected by alcohol, drugs and gambling, integrated with world-leading research and education in addictive behaviour.

### VISION

#### *Why we do what we do*

Great health and wellbeing of those adversely affected by addictive behaviours and related problems.

### MISSION

#### *What we do*

Turning Point reduces the harms caused by alcohol, other drugs and gambling, and promotes recovery through integrated activity that:

- Increases access to support and evidence-based practice through the use of innovative technologies
- Delivers high quality evidence-based practice
- Supports healthcare professionals nationally and internationally to provide high-quality evidence-based practice
- Delivers workforce and community education programs to a broad range of populations

- Undertakes policy and practice relevant research and provides key national population level data
- Provides policy advice to state and federal governments as well as expert comment.

### STRATEGIC PRIORITIES

#### *How we are going to do it*

1. Build integrated, innovative and evidence-based treatment and recovery-oriented services by ensuring all clients receive integrated, high-quality, evidence-based treatment
2. Strengthen Turning Point's position as a national addiction treatment centre by consolidating the relationship with Monash University and enhancing relationships with the AOD sector, governments and communities
3. Generate evidence that drives policy and practice, in partnership with Monash University and other academic partners
4. Position Turning Point for growth and sustainability through consolidating the fundamentals of Turning Point's business.



WARM GREETINGS: Administrative assistant Maryanne Singh is a welcome face at Turning Point Eastern Treatment Services at Carrington Road, Box Hill.

# The road to recovery

## Mick's story

For 53-year-old Mick, his journey began as a counselling client with Turning Point's Eastern Treatment Services in Box Hill.

Mick described a long history of using drugs, including heroin. He also spent time in prison, and had a difficult childhood.

"I initially thought counselling would be a waste of time. However, as my treatment progressed, I began to look forward to my weekly counselling session," Mick said.

The counselling sessions began with mindfulness practice. It also included homework tasks that assisted with his literacy skills.

His counselling also included cognitive behavioural and relapse prevention strategies, as well as legal compliance.

Since finishing his counselling sessions, Mick has successfully completed his credit bail program and maintained his abstinence.

He has also reconnected with his family, and is having a more positive outlook on life.

"I now read bedtime stories to my two young sons every night."

## Ron's story

For Ron, 55, knowing there is a supportive voice on the other end of the phone has made a world of difference.

As a caller to the Ice Advice Line, Ron says the support of Turning Point's team of phone counsellors has played an important role in helping him stay clean.

"My experience is that the counsellors are always patient, non-judgmental and well informed," he said.

Ron has had a 38-year history of drug use, including ice over the past decade. However, things are now looking positive. He has not used methamphetamine in recent times and says he feels "amazing".

In addition to the Ice Advice Line, Ron has also received support through the R2C (Ready 2 Change) telephone intervention program, which addresses alcohol-related issues.

"All this support has been paramount in helping me stay clean," Ron said.



*“As my treatment progressed, I began to look forward to my weekly counselling session,” – Mick*

LISTENING EAR: Counsellor Deb Taylor is among the staff offering support at Eastern Treatment Services.

# Counselling Online insight

**Turning Point's Counselling Online service continues to be an easily accessible, wide-reaching treatment option for people concerned about their own substance use, as well as others.**

According to research by Dr Victoria Manning and Professor Dan Lubman, the flexibility of Counselling Online remains attractive to clients, with the majority of sessions delivered outside business hours, including major cities and regional areas.

The study found that Counselling Online delivered 2003 sessions between July 2013 and June 2014. Of those sessions, 67.6 per cent were delivered after hours.

“Operating as a 24-hour, seven days a week service, Counselling Online is accessible whenever someone needs help and is available to those who are geographically isolated or where support services may be limited or have long waiting lists,” Telephone and Online Services shift supervisor Darryl Jones said.

The study found clients from multiple ethnic backgrounds were contacting the service. As well as Australian, British and Aboriginal and Torres Strait Islander, other ethnicities included African, American, Asian, Canadian, European, Indian, Mexican and South American.

According to the researchers, this suggests that Counselling Online is reaching individuals from diverse backgrounds, as well as populations that may face additional concerns, such as language or cultural barriers.

Prof Lubman and Dr Manning also found that women were more likely to contact Counselling Online, with females making up 64.8 per cent of clients.

“Research suggests women are a marginalised population and less likely to seek help in traditional face-to-face alcohol and drug treatment services,” Dr Manning said.

“Individuals seeking help from face-to-face alcohol and drug treatment services are more likely to be older and male, suggesting that Counselling Online fills an important gap for people who may be reluctant, unable or less likely to seek support via traditional routes.”

**COMPREHENSIVE SUPPORT:**  
Turning Point's Counselling Online team provides vital help around the clock.





# A watchful eye on the roads

## Turning Point is working with VicRoads to develop and pilot an innovative brief intervention for drink and drug drivers.

The intervention will be offered to drivers as soon as they are detected with a blood alcohol level above the legal limit or with other drug substances in their system.

Delivered by telephone, the intervention aims to educate drivers about the re-licensing process and prepare individuals for their penalty period without a licence.

It will also aim to offer ongoing alcohol and other drug treatment where required, as well as reduce the level of re-offending that occurs between detection and receiving a penalty notice.

Telephone and Online Services Manager Rick Loos said there was a high rate of repeat offences among drivers before they received their initial penalty.

“This intervention is part of a suite of changes to re-licensing being developed by Vic Roads, with a focus on behavioural change in addition to education,” he said.

“It is hoped that this early intervention offered by Turning Point will engage drivers sooner in behavioural change to reduce the rate of re-offending and the harms associated with drink and drug driving.”

The project will be piloted in late 2017.



**KEY PARTNERSHIP:** Telephone and Online Services Manager Rick Loos is looking forward to working with VicRoads on an intervention to support drink and drug drivers.

# Scholarship provides Canadian experience

**A Turning Point scholarship recipient has spent time in Canada to gain further insight into problem gambling research.**

Gambling Services Co-ordinator Dr Jane Oakes, who was awarded the Frank Murphy Travelling Scholarship, attended the Alberta Gambling Research Institute's 16th Annual Conference on Gambling Research.

The event looked at the issue: "Just Gambling? Ethical Challenges Pertaining to Gambling Provision, Policy and Research".

"The conference provided updates on the latest research on problem gambling and raised the ongoing problems of relapse in problem gamblers," Dr Oakes said.

"Attending this conference provided me with the opportunity to promote Turning Point's capability in gambling research and make new research and clinical connections with international gambling experts."

Dr Oakes presented two Turning Point research posters at the conference.

They were:

- Reducing distress and increasing treatment readiness: a brief six-step intervention for individuals calling a gambling helpline by Dr Jane Oakes, Dr Victoria Manning, Dr Simone Rodda and Professor Dan Lubman.

- Facilitatory cognitions and "gambling sense" underpin the "merry-go-round" of repeated relapse in electronic gaming machine problem gamblers by Dr Jane Oakes, Dr Rene Pols, Professor Sharon Lawn and Dr Mariastella Pulvirenti.

Dr Oakes said using the travelling scholarship to attend an overseas conference also provided her with an important networking opportunity.

"It gave me a chance to speak to leading experts in the problem gambling field and showcase the work Turning Point has been doing across our telephone and online services. It also allowed me an opportunity to discuss my PhD into 'Relapse in Problem Electronic Gaming Machine Gambling'."

Dr Oakes's trip also included a visit to ConnexOntario, a program based in London, Ontario that operates three helplines, including the Ontario Problem Gambling Helpline, that provide health service information for people experiencing problems with gambling, drugs, alcohol and/or mental illness.

INTERNATIONAL ADVANTAGE: Dr Jane Oakes travelled to Canada after receiving the Frank Murphy Scholarship.





FUNDING WIN: Eastern Treatment Services Manager Teddy Sikhali is delighted with a Department of Health and Human Services grant to refurbish Wellington House in Box Hill.

## New look for Wellington House

### Wellington House has received a funding boost for a native garden and group room.

Based in Box Hill, the residential support service was successful in receiving a \$100,000 grant from the Department of Health and Human Services.

The new group room and native garden will benefit all clients, including those from culturally and linguistically diverse (CALD) and Aboriginal and Torres Strait Islander (ATSI) backgrounds.

Eastern Treatment Services Manager Teddy Sikhali said local indigenous people would lead the design of the native garden.

“This will allow Wellington House to provide our indigenous clients with a place they can connect with nature,” he said.

Mr Sikhali said the group room would provide a space for clients to get away from the hustle and bustle of the unit.

“This new quiet space will offer our clients a place to be alone and undisturbed so they can either reflect, pray or relax,” he said. “It will provide a space for the diverse

cultural and religious needs of CALD clients and it will be decorated with indigenous artwork sourced from local artists to reflect Eastern Health’s commitment to providing a culturally-sensitive space.”

Mr Sikhali said substance misuse in both CALD and ATSI communities was often associated with shame and guilt.

“It is important that places such as Wellington House offer clients a non-judgmental environment and supportive space to safely withdraw from alcohol or drugs.”







# Support for nurses and midwives

## Health support for nurses and midwives is only a phone call or click away, thanks to a new national service operated by Turning Point.

Launched in March 2017, Nurse & Midwife Support (NM Support) is the first national dedicated telephone and online service that provides confidential advice and referral to nurses and midwives about their health and wellbeing.

Callers to the service have 24-hour access to an experienced team that can provide advice and referral to nurses and midwives on a range of health and wellbeing-related issues. The service also offers support to nursing and midwifery students, educators, employers and concerned family members.

Specialist Clinical Services Manager Jonathan Tyler said that while nurses and midwives were recognised as the caregivers, they could also face health challenges and needed support in getting care for themselves.

“This may include stress caused by work, family problems, relationship issues, as well as alcohol and drug-related issues or mental health concerns,” Mr Tyler said.

He said the service provided anonymous, “no strings attached” support that helped nurses and midwives manage health issues that may be affecting their personal lives and their work.

A key partner of NM Support is the Nursing and Midwifery Health Program Victoria (NMHPV), which provides expertise in working with nurses and midwives, and supports stakeholder engagement and the development of information and education resources for the service. Mark Aitken, a registered nurse at NMHPV who is working with NM Support, said the educational element of the service would help to better inform those working in health service settings on how to support colleagues who might be facing health issues and how to address those concerns.

To access NM Support or for further information, call 1800 667 877 or visit [www.nmsupport.org.au](http://www.nmsupport.org.au)

*Nurse & Midwife Support (NM Support) is the first national dedicated telephone and online service that provides confidential advice and referral to nurses and midwives about their health and wellbeing.*

# Growing need for neuropsychology

**Turning Point's statewide neuropsychology program continues to provide a quality specialised assessment and consultation service to clients with alcohol and drug issues across Victoria.**

The program also provides education and training to the alcohol and other drug sector on the role of neuropsychology, acquired brain injury (ABI) and management of cognitive impairment.

Clinical Neuropsychologist Dr James Gooden said a significant proportion of Turning Point's referrals came from corrections and justice services. He said it was a high-demand area due to the disproportionately higher incidence of ABI with alcohol and other drugs within the criminal justice population.

"Our service involves liaising with referrers to identify current areas of need, a face-to-face assessment of up to four hours, a feedback session with the client and preparation of a comprehensive formal report of neuropsychological findings for referrers and care providers," Dr Gooden said.

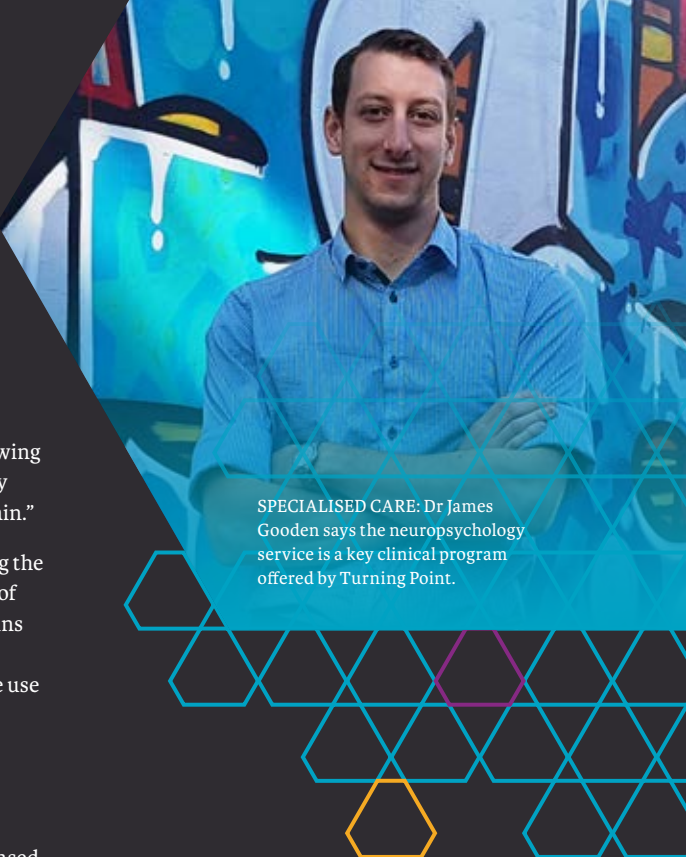
"Referrals are from across the state, allowing many rural clients access to services they would not otherwise be easily able to obtain."

Dr Gooden said a key achievement during the past 12 months was providing a number of successful workshops to support clinicians working with clients with cognitive impairment, arising from ABI, substance use or mental health difficulties.

This was in the context of continued increasing demand for Turning Point's assessment and consultation services. Accordingly, staffing numbers had increased since the commencement of the clinic, with two neuropsychologists and a senior neuropsychologist now part of the team.

"The neuropsychology team continues to successfully meet an ever-increasing demand for support for people with cognitive impairment in the alcohol and drug sector," Dr Gooden said.

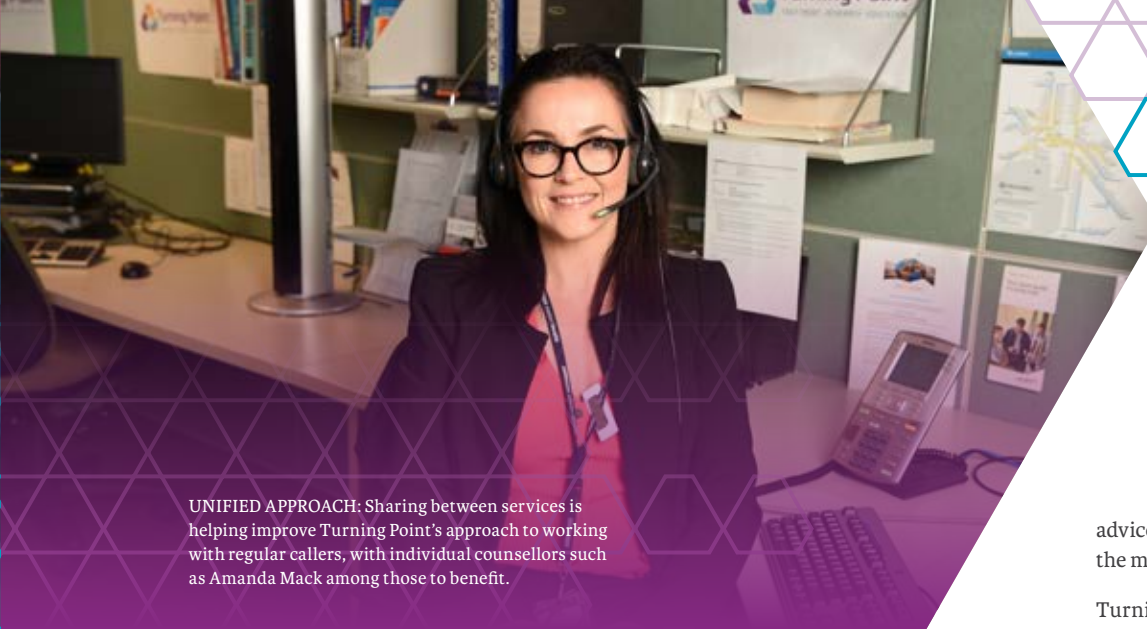
"Feedback from a number of referrers has highlighted the benefits of the service on the lives of clients, including a better understanding of the difficulties they are experiencing and provision of strategies and recommendations to better manage their issues."



**SPECIALISED CARE:** Dr James Gooden says the neuropsychology service is a key clinical program offered by Turning Point.

Dr Gooden said the increase in demand for neuropsychology services was further evidence of its value to the community, with the recent appointment of senior neuropsychologist Dr Catherine Cox a welcome addition to the team.

"The team has helped raise awareness of the important interplay between cognitive impairment, mental health and substance abuse, as well as providing practical strategies for clinicians to better support their clients."



**UNIFIED APPROACH:** Sharing between services is helping improve Turning Point's approach to working with regular callers, with individual counsellors such as Amanda Mack among those to benefit.

# Collaboration between national helpline services

**Enhancing professional development for counsellors and collaborating on research were among the issues discussed when Turning Point hosted an event for telephone and online service providers from across Australia.**

Representatives from organisations including Lifeline, beyondblue, e-Headspace, SANE Australia, Kids Helpline, On the Line and ReachOut were among those who attended.

The organisations are all part of the National Online and Telephone Support Services Interagency Group (NOTSS).

Infrastructure and systems for a telephone and online environment, and providing joint

advice to government, were other issues on the meeting agenda.

Turning Point also hosted an all-day workshop for alcohol and drug information services from across Australia.

Using a similar agenda as NOTSS, alcohol and drug helpline providers discussed benchmarking and performance measures and providing joint government advice on initiatives such as a single national 1800 number for people seeking help for an alcohol or other drug issue.

Turning Point's Telephone and Online Services Manager Rick Loos said it was important for providers to come together and share ideas so they could all provide better care.

"The main aim of gathering both interagency groups is to improve access to help for consumers and to advocate for help-seekers concerned about mental health, alcohol and other drugs, problem gambling and general health," Mr Loos said.

Turning Point operates a broad suite of phone and online support services, including Counselling Online, DirectLine, Gamblers Help and the Ice Advice Line.

# Support in the skies

**A Turning Point staff member is one of the people the airline industry turns to when they need management plans for their employees.**

For several years, addiction medicine specialist Dr Noel Plumley has been assessing and recommending management plans for airline employees with alcohol and other drug issues.

Dr Plumley, who also holds a private pilot's licence, previously assisted the Civil Aviation Safety Authority to formulate a comprehensive assessment module for substance-affected individuals engaged in safety-sensitive aviation activities.

“Pilots, cabin crew and ground support staff who are detected as having a substance problem are entered into the airline’s Drug and Alcohol Management Plan (DAMP). This involves assessment by a specialist in alcohol and drugs, hence the integral part played by Turning Point,” Dr Plumley said.

“I’m involved in making presentations to support groups for DAMP participants and I’m also a supporter of the Human Intervention Management System for aviation employees.”

A designated aviation medical examiner, Dr Plumley is an Associate Fellow of the Australasian College of Aerospace Medicine.



*“I’m involved in making presentations to support groups for DAMP participants and I’m also a supporter of the Human Intervention Management System for aviation employees.” – Dr Noel Plumley*

**SAFER FLIGHT:** Dr Noel Plumley provides advice to the airline industry regarding support for staff with alcohol and other drug issues.



# Shift needed for better health

**New research has found links between shift work and negative physical and mental health outcomes, including increased incidence of depression and risky alcohol use.**

The *Shift, Work, Play* study surveyed staff across Eastern Health in Melbourne, finding that male shift workers reported significantly higher levels of psychological stress compared to men who did not work shifts.

Funded by the Movember Foundation, the study has significantly expanded this area of research and provided an insight into the loneliness and isolation faced by male shift workers.

Led by Professor Dan Lubman, Dr Michael Savic, Nyssa Fergusson and Dr Rowan Ogeil, the research found that 40 per cent of male shift workers rated their overall health as only fair or poor – almost double that reported in the wider Eastern Health population.

The survey canvassed 1812 Eastern Health staff, including 594 shift workers. Male shift workers who completed the survey were predominantly nurses (64 per cent), ranging in age from 24 to 62 years.

Eastern Health is the second largest provider of public healthcare services in metropolitan Melbourne.

Impacts on the wellbeing of shift workers included poor sleep and diets, including use of alcohol to cope with the demands of shift work. Shift workers also reported reduced opportunities for social engagement, which could impact on relationships with family and friends, as well as stress and low self-esteem.

According to the research, male shift workers reported that shift work affected their ability to participate in physical activity.

Nearly 60 per cent of men found it difficult to exercise because they did not have time or were too tired to exercise.


Diet was also an issue, with more than 75 per cent eating less than two serves of vegetables while at work and 80 per cent eating less than two serves of fruit.

Dr Ogeil said common themes that affected men's ability to participate in physical activity and their overall wellbeing included fatigue or exhaustion, not being able to commit to weekly groups or not having classes available at times that were suitable for shift workers and the shift work roster.

The research team is now looking at how the results can be used to improve the health and wellbeing of shift workers.

IN-DEPTH ANALYSIS: Dr Rowan Ogeil is part of the team investigating the health of male shift workers.





GAMBLING WORRIES: Turning Point research has raised concerns about gambling and mental health.

# Gambling and mental health link

**A Turning Point study, funded by the Victorian Responsible Gambling Foundation, has found high rates of problem gambling among patients attending mental health services.**

In one study component, researchers surveyed over 800 patients attending mental health services across Victoria to determine rates of gambling and gambling-related harm.

The three-year study found that participants were three times as likely to be identified as a “moderate risk” gambler and eight times as likely to be identified as a “problem gambler” than the general population.

It also found that one in five (21.9 per cent) patients were experiencing at least some gambling harm and patients with drug use disorders, psychosis and/or bipolar disorder were most at risk of developing gambling problems.

In addition, there was a one in two chance that there would be gambling harm, when gambling activity occurred.

On a positive note, the research also indicated that most clinicians recognised the importance of screening for problem gambling, with more than 80 per cent agreeing that mental health and gambling clinicians could work together effectively.

Turning Point Director Professor Dan Lubman said the findings highlighted the need to raise awareness of gambling harm among clinicians and consumers of mental health services, and to embed routine screening into clinical practice so that vulnerable patients could access timely treatment or support.

Turning Point senior researcher Dr Victoria Manning added that the findings also emphasised the need to strengthen current responses to gambling issues in clients experiencing mental health problems.

“Early identification of gambling harm is critical because there have never been more ways to get help for gambling problems in Victoria.”

# Health promotion animation

Turning Point has developed a new health promotion animation for people aged 55 and over who are worried about their alcohol use.

The animation was developed by researchers and staff from Turning Point's Telephone and Online Services, including Dr Michael Savic and Nyssa Ferguson, as part of a project funded by The Lord Mayor's Charitable Foundation.

Alcohol use among people aged 55-plus is an emerging public health concern but most alcohol-related health promotion activities focus on young people. Turning Point aims to understand and respond to the alcohol-related concerns of people aged 55 and over.

Turning Point analysed 70 anonymous counselling online transcripts involving people aged 55 and over who were concerned about their alcohol use. They found that, like in other age groups, people aged 55-plus often used alcohol to relax and manage stress, and many wanted to shift this habit.

The team then developed an animation to prompt reflection about other ways to relax. Rather than relying on heavy-handed messaging or tired stereotypes about what activities people in this age group liked, the team wanted the animation to be engaging and have a positive message. The animation was refined with input from Turning Point's Consumer and Carer Advisory Group.

The animation is available through Turning Point's YouTube Channel at [www.youtube.com/turningpointau](http://www.youtube.com/turningpointau) and as part of the self-help content on its revamped Counselling Online website at [www.counsellingonline.org.au](http://www.counsellingonline.org.au)



**INNOVATIVE OUTLOOK:** Researcher Nyssa Ferguson is part of the team behind an animation regarding alcohol use in people aged 55 and over.

# Funding boost for clinical trials

## Researchers at Turning Point have been awarded NHMRC (National Health and Medical Research Council) and VicHealth funding to run four new clinical trials.

The research will enable them to examine novel psychosocial, neurocognitive and pharmacological interventions that can help reduce harmful substance use.

Dr Victoria Manning said Turning Point staff were excited to be leading these innovative clinical trials that could make a real difference to the health and wellbeing of clients.

The projects include:

### READY 2 CHANGE

Ready 2 Change (R2C) is a brief telephone intervention for people with alcohol issues.

Following the positive findings of a pilot evaluation, NHMRC funded Turning Point Director Professor Dan Lubman and his team to examine the impact of the R2C program by conducting a large randomised controlled trial (RCT) with more than 300 participants. R2C is delivered by Turning Point's Telephone and Online Services.

Trial manager Dr Jasmin Grigg said R2C was an alternative method of treatment for people who did not seek help for alcohol

problems due to barriers such as stigma, geography or inability to access services within business hours.

“Flexibility and proactive outreach are core elements of R2C and we can now evaluate its effects on drinking in an otherwise hard-to-reach population.”

### COGNITIVE BIAS MODIFICATION FOR ALCOHOL CLIENTS

Building on the success of a Wellington House pilot study, NHMRC funded Dr Victoria Manning and her team to undertake a multi-site RCT of cognitive bias modification, a form of “brain training” to help alcohol-dependent patients avoid rather than approach alcohol.

The study, which commenced in June 2017, will examine the effectiveness of brain training during inpatient withdrawal on client outcomes for up to one year. The study aims to recruit 300 participants from Wellington House in Box Hill, St Vincent Hospital's De Paul House and Windana's residential withdrawal unit.

### DRUG TRIAL FOR METHAMPHETAMINE USERS

In a trial led by the National Drug Research Institute, Turning Point researchers will collaborate on a world-first, phase two double-blind placebo-controlled randomised trial to assess the efficacy and safety of

N-acetyl-cysteine (NAC) in the management of methamphetamine dependence.

NAC is available over the counter and is thought to restore normal functioning in brain systems that are altered in addictions. During a 12-week trial, researchers will examine whether NAC reduces methamphetamine use and improves a range of related outcomes.


### TRIAL OF E-CIGARETTES TO AID SMOKING CESSATION IN AOD CLIENTS

Alcohol and drug clients have one of the highest rates of smoking and die on average 25 years earlier than non-smokers, largely due to smoking-related diseases.

VicHealth has awarded researchers at the University of Newcastle and Turning Point an innovation grant to undertake a pilot RCT exploring the feasibility, acceptability and potential effectiveness of e-cigarettes.

Specifically, it will examine whether 12 weeks of using e-cigarettes combined with Quitline support following discharge from an alcohol and drug withdrawal service reduces relapse to smoking more than nicotine replacement therapy and Quitline support. The trial aims to examine smoking and other related health outcomes in 150 participants who attend Wellington House for inpatient withdrawal.





*Dr Victoria Manning said Turning Point staff were excited to be leading these innovative clinical trials.*

LEADING INSIGHT: Victoria Manning is part of Turning Point's dedicated research team.

# Refresh for intake and assessment tools

**In 2017, Turning Point researchers were commissioned by the Victorian Department of Health and Human Services to undertake a refresh of screening and assessment tools for the alcohol and other drug sector.**

The project aimed to ensure that the new tools were fit for purpose, identified client need, supported clinical decision-making and treatment planning, and met the needs of a diverse range of clients.

Researcher Dr Michael Savic said widespread and ongoing consultation with the AOD sector was crucial to the project's success.

“Using an online survey, researchers gathered feedback from 36 different alcohol and other drug agencies on the existing screening and assessment tools,” he said. “This feedback was combined with best-practice guidelines for screening and assessment, and informed an initial draft of the new intake and assessment tools.”

Dr Savic said researchers then held seven workshops in Melbourne and regional Victoria where clinicians and managers from various agencies discussed the proposed changes and made further recommendations.

This process included the engagement of services with expertise in providing care to specific client group, such as Aboriginal and Torres Strait Islanders, Lesbian, Gay, Bisexual, Transgender, Queer, Intersex populations and clients experiencing family violence.

The tools underwent several revisions in response to the feedback. Further consultation was sought on the final versions of the intake and assessment tools, which were implemented in July 2017.

“We received tremendous feedback from clinicians across the sector, ensuring the new tools are more client-friendly, efficient and engaging when assessing an individual's specific treatment needs.”





# Ambulance statistics go online

The Ambo Project was established in 1998 with a focus on alcohol and other drug-related ambulance attendances across Melbourne.

Since then the project has expanded to include the whole of Victoria and from 2012, other states and territories have been included. Victoria continues to be the flagship state and the most comprehensively covered.

Ambulance attendances for every day of the year are coded by a team of specially-trained research assistants and the data analysed to identify changing trends and patterns.

Previously, results were disseminated via a large annual report but at the end of 2016, AmboAODstats.com was launched, providing an interactive interface where specific substances or geographic areas can be accessed and displayed.

Turning Point's Head of Research and Workforce Development, Associate Professor Belinda Lloyd, said the website reported key information about alcohol, illicit and pharmaceutical drug harms requiring ambulance care.

"As well as the alcohol and other drug sector, the website will mean local councils, law enforcement agencies, health services and the broader community now have more ready access to this important data," A/Prof Lloyd said.

Ambulance Victoria has been a key partner with Turning Point in the development of the AmboAODStats website.

For more information, visit [www.amboaodstats.org.au](http://www.amboaodstats.org.au)

EMERGENCY ANALYSIS: Turning Point continues to collaborate with Ambulance Victoria on key studies such as The Ambo Project. (Image courtesy of Ambulance Victoria)





**NATIONAL RECOGNITION:** The MAKINGtheLINK team, including Ali Cheetham, Naomi Crafti and Emma Sandral were acknowledged at the National Alcohol and Other Drugs Excellence and Innovation Awards.





# National award for school-based program



**Turning Point's MAKINGtheLINK program has been recognised at the 2017 National Alcohol and Other Drugs Excellence and Innovation Awards. The school-based program received the prestigious Prevention and Education Award.**

Adolescence is recognised as a high-risk time for mental health and substance use issues. However, there are many barriers to adolescents seeking help. Young people often turn to their peers, who do not feel confident in helping their friends get the right support.

MAKINGtheLINK seeks to address this gap. It is a school-based intervention program that focuses on teaching students practical skills on how to overcome barriers associated with seeking help, as well as how to effectively support their peers.

This evidence-based program comprises a teacher's manual, seven interactive and engaging discussion-based activities for secondary school students, animations on the developing brain and online video showing how to assist a friend to seek help. It has been successfully delivered in public, Catholic, private and independent high schools across Victoria to thousands of students.

Turning Point Director Professor Dan Lubman congratulated the team on receiving the award.

"This is due recognition for the outstanding work the team has done. Their innovative work has made a practical, positive difference to the students who have received the intervention," he said.

Eastern Health's Statewide Services Program Director Anthony Denham said it was great recognition for the team which had helped establish, refine and grow the program over the past six years.

"Special thanks go to key contributors such as Bonnie Wells, Fiona Blee, Emma Sandral, Lisa McKay-Brown, Ali Cheetham, Naomi Crafti and the rest of the project team that has worked with Dan Lubman," he said.

"Together, they have ensured the program retained its research integrity while being practical and useable within a school setting and a very packed curriculum."

The National Alcohol and Other Drugs Excellence and Innovation Awards acknowledge the work of Australians working in the AOD sector. The awards are supported by the Alcohol and Drug Foundation and the Australian Government.

# Training programs give education an edge

**Turning Point is playing a lead role in ensuring those who work in the AOD and broader health sectors continue to develop their skills and provide quality care to consumers and families.**

Deputy Director of Research and Workforce Development Dr Kieran Connolly said education was a key component of Turning Point's work.

"Our dedicated staff are instrumental in providing ongoing learning for those working in the sector and beyond. I'm very proud of the important role they play," Dr Connolly said.

Among the courses offered is *Recovery – Ice Education for AOD and Mental Health Workers*. Funded by the Victorian Government, Turning Point and the Victorian Mental Health Clusters collaborated to deliver this free interactive workshop for alcohol and other drug workers, as well as the mental health workforce. It provides them with the latest evidence-based information and skills to enable them to understand and interact more effectively with people who use ice.

This training also provides information about how to prepare a treatment plan for someone presenting with acute methamphetamine intoxication and how to minimise stigma in treatment and in the community.

Turning Point has also collaborated with the Australian Nursing and Midwifery Federation to deliver a series of seminars regarding ice.

These seminars aim to provide nurses and mental health nurses, who may encounter patients affected by methamphetamine addiction, with an opportunity to hear from sector experts and learn how they can respond effectively.

Topics covered include ice and methamphetamine use in Australia, the science of addiction, effects of ice on brain and behaviour, and how ice use can affect mental health and recovery.

For the general community, *BreakThrough: Ice Education for Families* continues to provide support for families across Victoria.

A joint project between Turning Point, Self-Help Addiction Resource Centre and the Bouverie Centre, *BreakThrough* sessions have been held throughout regional Victoria and metropolitan Melbourne.

Education officer Anna Guthrie said she was delighted with how the community had supported the program.

"Knowing how to respond to someone affected by ice can be incredibly challenging, so it is terrific that people are taking steps forward by seeking support," she said.

Meanwhile, through its role as a member of the Change Agent Network, Turning Point has also provided support to alcohol and other drug workers taking on leadership roles.

The *Falling into Leadership* seminar series provides a perspective to senior staff on how to retain their passion for clinical work while managing teams and programs. It also provides ideas on issues such as how to build and adapt clinical skills and knowledge while leading a team.

For those who are seeking nationally-accredited higher education qualifications, Turning Point leads the way through its delivery of a Graduate Certificate, Graduate Diploma and Master of Addictive Behaviours courses. These are provided in partnership with Monash University.



*“Knowing how to respond to someone affected by ice can be incredibly challenging, so it is terrific that people are taking steps forward by seeking support,” – Anna Guthrie*

IMPORTANT SUPPORT: Education officer Anna Guthrie is a presenter for the BreakThrough: Ice Education for Families program.



CAREER BOOST: Turning Point staff are helping deliver quality education programs for the alcohol and other drug sector.

*“These courses will expand specialist knowledge and professional skills to advance careers in the addiction field, progress to a senior role or explore research ideas.”*

– Dimitra Petroulias

## Boosting postgraduate addiction career choices

For 15 years, Turning Point has offered accredited graduate programs including the Graduate Certificate and Graduate Diploma in Alcohol and Other Drugs; with the Master of Addictive Behaviours in partnership with Monash University a more recent addition.

Course administrator Dimitra Petroulias said the Master of Addictive Behaviours had been a huge success since its introduction in 2014, with enrolments from clinicians and policymakers across Australia growing year on year.

“Our graduate programs are taught by leading clinicians and international experts in the addiction field and facilitated by Turning Point staff,” she said.

“These courses expand specialist knowledge and professional skills to advance careers in the addiction field, supporting progress to a senior role and building expertise in research knowledge.”

The courses are all offered online, providing a quality education with the flexibility required by working professionals.

To find out more, visit [monash.edu.au/study](http://monash.edu.au/study), [turningpoint.org.au](http://turningpoint.org.au) or contact Turning Point via [masters@turningpoint.org.au](mailto:masters@turningpoint.org.au).



# On the move

**Turning Point will commence a new chapter when it moves to 110 Church Street, Richmond at the end of the 2017.**

The new location will bring all of Turning Point's statewide and national services across the areas of treatment, research and education, together in one building.

Spectrum, the Victorian statewide borderline personality disorder support service which is also part of Eastern Health, will join Turning Point in the new location.

Eastern Health's Statewide Services Program Director Anthony Denham said the move was exciting for staff, their clients and stakeholders.

Mr Denham said that despite a strong affinity with the current location in Fitzroy, he was looking forward to the move to Richmond. All of the services currently offered from Fitzroy would be maintained and there would be no change to current referral processes.

"By putting all of our statewide and national services under one roof, as well as Spectrum, we are well placed to provide highly accessible, outstanding care well into the future," he said.

"It also means a new, fresh environment for our dedicated and passionate staff."

Mr Denham said the Church Street location would also provide opportunities to develop new partnerships with other services in the area to facilitate better outcomes for clients.



**BRIGHT FUTURE:**  
Turning Point is moving to a new site in Richmond.



ONLINE INNOVATION: The Turning Point message is spread via a range of social media channels.



# Getting the message via social media

Turning Point has stepped up its social media presence with new channels coming online, while also increasing the number of posts on existing platforms.

Social media accounts include:

- **Turning Point**  
Twitter @TurningPointAU
- **Nurse & Midwife Support**  
Facebook and Twitter @NMSupportAU
- **Just Ask Us**  
Twitter @justaskonline

- **Counselling Online**  
Facebook @CounsellingOnlineAU  
Twitter @CounsellingOnAU
- **Gambling Help Online**  
Facebook @GamblingHelpOnlineAU  
Twitter @GamblingHelpAU

Turning Point's social media focus is aimed at building recognition of the organisation, destigmatising addiction and opening help-seeking pathways.

It also aims to increase awareness of available services and build stronger relationships with communities.



# Events

**Turning Point continues to host a range of events that engage and interest those in the addiction sector and beyond.**

Providing an insight into current trends and issues across the alcohol, other drugs and gambling fields, Turning Point events regularly attract leading experts who provide their own unique perspective.

As well as learning more about a range of current issues in the addiction field, the events also give those within the AOD sector an excellent opportunity to engage with each other and share ideas.

In addition to AOD workers, the events also appeal to the wider community, with those who work in the broader healthcare area, academia, government and the general public also attending events.

Lunchtime seminar series “Talking Point” also continues to grow. The monthly forum provides an opportunity for discussion on current issues and challenges facing the sector.

Guest speakers have included noted author Jenny Valentish who discussed gender and addiction; Dr Megan Lim from the Burnet Institute on the use of mobile phones in health promotion; and Dr James Martin from Macquarie University giving his perspective on “dark net” drug trading.

In 2016, the Turning Point Oration and Symposium again attracted a strong crowd, with more than 180 people attending the annual event at the State Library.

The symposium featured Professor Andrew Lawrence from the University of Melbourne speaking about stress and relapse, and Monash University’s Associate Professor Antonio Verdejo-Garcia who focused on how neuropsychological impairments in addiction impacted decision-making and treatment.

Turning Point’s Dr Victoria Manning also provided her insights into neurocognition as a treatment target for addiction patients, while Professor Murat Yücel from Monash University discussed using neuroscience to transform clinical assessment and improve treatment accessibility and tailoring.

LISTENING SESSION: Turning Point’s Symposium and Oration are flagship events on its calendar.

Canadian neuroscientist Professor Marc Lewis presented the oration. Using biographical sketches and robust science, Prof Lewis explained how addiction changes the brain.

Turning Point Director Professor Dan Lubman said he was impressed by the quality of all speakers at the oration and symposium.

“They challenged us to consider how advances in neuroscience can lead to potential new treatment approaches.”



# Partnerships

Each year, Turning Point works with a range of organisations across the alcohol and other drug sector, the gambling help sector, the broader healthcare community, government and academia.

The collaborative relationships we share with our partners are invaluable and we are extremely grateful to them for their assistance, whether it is through funding, project participation, advice or support.

Below is a list of organisations that Turning Point has been fortunate to work with in 2017.

- ACSO-COATS
- Access Health & Community
- ACT Ambulance Service
- ACT Health
- Alcohol and Drug Foundation
- Alcohol Office, NSW Health
- Alcohol Research Group, Emeryville, California, USA
- Alfred Health
- Ambulance Tasmania
- Ambulance Victoria
- Amity Services Northern Territory
- Arabic Welfare Incorporation
- Association of Participating Service Users
- Australian Community Support Organisation
- Australian Federation of International Students
- Australian Health Practitioner Regulation Authority
- Australian Institute of Family Studies
- Australian Multicultural Community Services Inc
- Australian National University
- Australian Rechabite Foundation
- Australian Research Council
- Australian Vietnamese Women's Association
- Ballarat Community Health Centre
- Banyule Community Health Service
- Barwon Health
- Barwon Youth
- Bendigo Community Health
- beyondblue
- Black Dog Institute
- Bouverie Centre
- Brimbank City Council
- Burnet Institute
- Cancer Council Victoria
- Caraniche
- Catholic Care
- Centre for Addiction and Mental Health, Toronto, Canada
- Centre for Alcohol Studies, International Health Policy Program, Bangkok, Thailand
- Centre for Culture, Ethnicity and Health
- Centre for Drug & Alcohol Research, Aarhus University, Denmark
- Centre for Gambling Education and Research, Southern Cross University
- Centre for Health Initiative, University of Wollongong
- Centre for Social Research on Alcohol and Drugs, Stockholm University, Sweden
- Centre for Youth Substance Abuse Research, University of Queensland
- Chisholm TAFE
- Dandenong Drug Court
- Dandenong Magistrates Court
- Deakin University
- Defence Health
- Department of Communities, Queensland
- Department of Health and Human Services, Tasmania
- Department of Health and Human Services, Victoria
- Department of Health, Commonwealth
- Department of Health, Northern Territory
- Department of Justice, Victoria
- Drummond Street Services
- Eastern Access Community Health
- Eastern Health Foundation
- Eastern Melbourne PHN
- Eastern Region Mental Health Association
- Flinders University
- Foundation for Alcohol Research and Education
- Gambling Research Australia
- Gateway Community Health
- Gay and Lesbian Health Victoria
- Harvard University Medical School
- Health Strategy and Policy Institute, Vietnam Ministry of Health
- HealthTRx



- Hong Kong Polytechnic University
- Hunter Valley Research Foundation
- Inspiro Community Health Service
- Institute for Culture and Society, University of Western Sydney
- Institute for Social Science Research, University of Queensland
- ISIS Primary Care
- Jack Brockhoff Foundation
- Jesuit Social Services
- Knox Community Health Service
- La Trobe University
- Latrobe Valley Community Health Service
- Leadership Victoria
- Link Health & Community
- Logan House (Queensland)
- Lord Mayor's Charitable Fund
- Melbourne School of Population and Global Health, University of Melbourne
- Mental Health Professionals Network
- Menzies Institute
- Monash Health
- Monash University
- Movember
- Multicultural Centre for Women's Health
- National Cannabis Prevention and Information Centre
- National Drug and Alcohol Research Centre, University of New South Wales
- National Drug Law Enforcement Research Fund
- National Drug Research Institute, Curtin University
- National Health and Medical Research Council
- National Research Centre for Environmental Toxicology, University of Queensland
- Neami
- Networking Health Victoria
- New Hope Foundation
- NSW Ambulance Service
- NSW Department of Justice
- Ngwala
- Nurses and Midwives Health Program Victoria
- Nursing and Midwifery Board of Australia
- Odyssey House
- Orygen Youth Health
- Penington Institute
- Peninsula Drug and Alcohol Program
- Peninsula Health
- Polish Community Services
- Queensland Ambulance Service
- Queensland University of Technology
- ReGen
- SalvoCare Eastern
- SANE
- Self Help Addiction Resource Centre
- Sheffield Hallam University, UK
- Social and Health Research (SHORE) and Whariki Research Centre, Massey University, New Zealand
- South Australian Ambulance Service
- South Australian Office of Problem Gambling
- South Australian Police
- South City Clinic
- South East Alcohol and Drug Service
- South Sudanese Community in Australia Inc
- Southern Ethnic Advisory and Advocacy Council (SEAAC)
- Spanish Latin American Welfare Centre Incorporation (UNITED)
- St John's Ambulance, Northern Territory
- St Vincent's Hospital, Melbourne
- Star Health (formerly Inner South CHS)
- Stepping Up
- Stockholm Prevents Alcohol and Drug Problems, Stockholm County Council, Sweden
- Taskforce
- Thai Health Promotion Foundation
- The Salvation Army
- University of Calgary, Canada
- University of Manchester, UK
- University of Melbourne
- University of Newcastle
- University of Oregon, USA
- University of Queensland
- University of Tasmania
- University of Waikato, New Zealand
- University of Western Sydney
- University of Wollongong
- University of Sydney
- University of Tasmania
- VicHealth
- Victoria Police
- Victoria University
- Victorian Aboriginal Community Controlled Health Organisation
- Victorian Alcohol And Drug Association
- Victorian Auditor General's Office
- Victorian Coroner's Court
- Victorian Responsible Gambling Foundation
- Western Health
- Western Sydney University
- Windana
- Women's Alcohol and Drug Services
- World Health Organisation
- Youth and Wellbeing CRC
- Youth Support and Advocacy Service

# Helpline Services

## ALCOHOL AND DRUG HELPLINE SERVICES

**DirectLine Victoria**  
1800 888 236

**Ice Advice Line**  
1800 423 238

**Northern Territory Alcohol and Drug  
Information Service**  
1800 131 350

**Tasmanian Alcohol and Drug  
Information Service**  
1800 811 994

**Victorian Drug Diversion Advice Line**  
03 9418 1030

**Family Drug Helpline**  
1300 660 068 (after hours)

## ONLINE COUNSELLING AND SUPPORT SERVICES

**Counselling Online (national)**  
[www.counsellingonline.org.au](http://www.counsellingonline.org.au)

**Gambling Help Online (national)**  
[www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)

**SANE Forums**  
[www.sane.org](http://www.sane.org) (after hours)

## PROFESSIONAL CONSULTATION SERVICES

**Nurse & Midwife Support**  
1800 667 877  
[Nmsupport.org.au](http://Nmsupport.org.au)

**Victorian Drug and Alcohol  
Clinical Advisory Service**  
1800 812 804

**Tasmanian Drug and Alcohol  
Clinical Advisory Service**  
1800 630 093

**Northern Territory Drug and Alcohol  
Clinical Advisory Service**  
1800 111 092

**ACT Drug and Alcohol  
Clinical Advisory Service**  
03 9418 1082

## GAMBLING HELPLINE SERVICES

**Gambler's Helpline Victoria**  
1800 858 858

**Gambling Helpline NSW**  
1800 858 858

**Gambling Helpline Tasmania**  
1800 858 858

**Gambling Helpline Northern Territory**  
1800 858 858 (after hours)

**Gambling Helpline South Australia**  
1800 858 858

**Gambler's Help Youth Line Victoria**  
1800 262 376

**Waruwi Gambling Help**  
1800 752 948

## INFORMATION WEBSITES

**AODstats**  
[www.aodstats.org.au](http://www.aodstats.org.au)

**DirectLine**  
[www.directline.org.au](http://www.directline.org.au)

**Just Ask Us**  
[www.justaskus.org.au](http://www.justaskus.org.au)

**Drug and Alcohol Clinical Advisory  
Service (DACAS)**  
[www.dacas.org.au](http://www.dacas.org.au)

**Parenting Strategies**  
[www.parentingstrategies.net](http://www.parentingstrategies.net)

**Turning Point**  
[www.turningpoint.org.au](http://www.turningpoint.org.au)

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