



# TURNING POINT 2015

TREATMENT • RESEARCH • EDUCATION

# 2015 Snapshot

Delivered courses to more than

**1400**

STUDENTS across Australia

Conducted

**65**

RESEARCH  
PROJECTS

Recorded over

**90,000**

CONTACTS to our telephone and  
online counselling services

Contributed to more than

**197**

PUBLICATIONS

Our websites recorded over

**936,000**

PAGE VIEWS\*

Over

**1170**

MEDIA MENTIONS

**98%**

POSITIVE EXPERIENCE  
reported by surveyed callers

Collaborated with over

**150**

ORGANISATIONS  
across Australia and  
internationally

Worked with more than

**2500**

PEOPLE in our clinical services

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



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# Welcome



**Alan Lilly**  
Chief Executive  
Eastern Health



**Matt Sharp**  
Executive Director  
Continuing Care,  
Ambulatory,  
Mental Health &  
Statewide Services  
Eastern Health

*It is with great pleasure that we launch Turning Point 2015, which showcases the organisation's extensive research, treatment and education activities in the area of alcohol, drugs and gambling.*

Under the leadership of Professor Dan Lubman and Barbara Kelly, Turning Point continues to be a leader in the field of addiction – across Victoria, Australia and internationally.

Its commitment to innovative research, quality education and evidence-based treatment options has seen it maintain the high regard in which it is held by government, the alcohol and other drug sector and the broader healthcare community. This year has been no different, with the launch of the Victorian Ice Advice Line, Family Drug Education Program and National Ambulance Project among the many highlights.

With alcohol, drug and gambling addiction one of the biggest concerns in today's society, Turning Point's relentless and passionate work to tackle its impact on individuals, families and communities is widely respected.

As a key member of Eastern Health's Statewide Services Program, Turning Point is to be commended for its comprehensive range of support options across the alcohol, drug and gambling fields. From providing clinical treatment to local communities, outstanding phone and online national support services to internationally-recognised research, Turning Point continuously provides valuable learnings that are of great benefit to the community at large.

We acknowledge all Turning Point staff for their exceptional work over the past 12 months and look forward to closely following their achievements in the future.



**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

*Monash University is delighted to welcome you to Turning Point 2015, which highlights the fine work of the dedicated Turning Point team.*

Collaboration is crucial when addressing issues as complex as addiction. Concerns about the impact alcohol, drugs and gambling have on society cannot be tackled by one group of experts alone. Teams of people with different expertise are necessary for treatment to be effective. That's why the partnership of Monash University and Turning Point is so important.

Effective and excellent treatment is to be celebrated but the field can only move ahead by incorporating a treatment service with an effective and productive research program, and a teaching and training component that allows the workforce to continue to grow and further improve. The strong relationship that Monash University shares with Turning Point is a perfect example of this.

Both Turning Point and Monash University are at the forefront of innovative treatment, research and education. We also partner with the broader health sector, police, government and the community in general as part of this collaborative approach. Together, we are making vital ground in the challenges presented across the addiction field. We are delighted that leading Turning

Point researchers are also Monash University academics who lead the field nationally and internationally. Clinical services provided by Turning Point are outstanding and provide benefits at a local, state and national level. Our Masters of Addictive Behaviours course also continues to go from strength to strength nationally.

We would like to congratulate Turning Point under the outstanding leadership of Professor Dan Lubman for its continued contribution across the addiction field. Your well-earned international reputation is playing an important part in delivering healthier and stronger communities.



# Introduction

*Welcome to Turning Point 2015, a publication that showcases the outstanding work of our incredible staff over the past year.*

With an increasing focus on methamphetamine at both a state and federal level over the past 12 months, it has been important to see Turning Point staff making significant contributions to community and policy discussions both in Victoria and nationally. Indeed, our research highlighted continued sharp increases in methamphetamine-related ambulance attendances, while for the first time, our telephone support service, DirectLine, also saw methamphetamine-related calls matching that of alcohol.

We were fortunate enough to be part of the Victorian Government's Ice Taskforce, which has already started delivering important new initiatives for the field. This includes a dedicated Ice Advice Line operated by Turning Point, which was launched by the Victorian Minister for Mental Health Martin Foley in April 2015, as well as a new Family Drug Education Program, which we are delivering with our statewide partners, Self Help Addiction Resource Centre (SHARC) and

The Bouverie Centre. We also provided our research and treatment findings to the Commonwealth Government, with National Ice Taskforce lead Ken Lay visiting our services in July 2015 to see first-hand how Turning Point is tackling the issue.

However, while community focus has been on the drug "ice", harms related to alcohol, prescription drugs and gambling considerably outweigh those related to methamphetamine, and are also on the rise. As a centre of excellence in the addiction field, Turning Point has been at the forefront of research, treatment and workforce development across all these areas, with *Turning Point 2015* showcasing some of the many achievements of our dedicated staff.

In the treatment area, we have continued to build a welcoming accessible service, as well as one that is innovative and cutting edge. This includes the 24-hour telephone and online helplines we run across the nation, as well as novel distance-based interventions that we continue to trial and develop. Our statewide specialist programs also continue to grow, and include neuropsychology, medical and psychotherapy services.

At the same time, our staff are also expanding treatment tools and

approaches, including developing self-help strategies, outcome monitoring and mapping social identity and innovative neuroscience interventions post-detoxification. Similarly in the workforce development area, our training reaches out to multiple settings and sectors, spanning education sessions within schools to our growing Master of Addictive Behaviours course in partnership with Monash University.

There is no doubt we are fortunate to have a dedicated and highly-skilled staff across the organisation, however, it is our strong partnerships with other organisations that enables us to consistently delivery work that is nationally and internationally recognised. Turning Point understands that working in the addiction field presents great challenges. However, we believe that by working together we can develop and implement effective solutions to the many complex issues we face.

**Prof Dan Lubman**

Director  
Turning Point  
Eastern Health and Monash University

**Barbara Kelly**

Program Director  
Statewide Services  
Eastern Health

# Senior Staff



**Prof Dan Lubman**  
Director



**Barbara Kelly**  
Program Director  
Statewide Services

## TREATMENT SERVICES



**Dr Matthew Frei**  
Clinical Director  
Treatment Services



**Anthony Denham**  
Deputy Director  
Treatment Services

**Gavin Foster**

Manager, Eastern Treatment Services

**Debbie Becker**

Nurse Unit Manager, Wellington House

**Rebecca Brereton**

Team Leader, Addiction Medicine  
Consultation Liaison Service

**Brenda Hotchin**

Team Leader, Carrington Road Services

**Dr Kitty Vivekananda**

Manager, Fitzroy Clinic and Telephone  
& Online Services

**Rick Loos**

Services Co-ordinator, Alcohol and Other  
Drugs, Telephone and Online Services

**Jonathan Tyler**

Program Co-ordinator, Telephone  
and Online Services

**Dr Jane Oakes**

Gambling Services Co-ordinator,  
Telephone and Online Services

## RESEARCH AND WORKFORCE DEVELOPMENT



**A/Prof Belinda Lloyd**  
Head of Research and  
Workforce Development



**Professor Robin Room**  
Director, Centre for  
Alcohol Policy and  
Research



**Dr Kieran Connolly**  
Deputy Director  
Research and Workforce  
Development

**Dr Naomi Crafti**

Strategic Lead, Workforce Development

**Dr Victoria Manning**

Strategic Lead, Treatment and Systems

**Sharon Matthews**

Strategic Lead (Acting), Population  
Health Research

## CLIENT STORY

# United effort to help families

*Like an increasing number of Victorians, Anne's family has been touched by addiction.*

She has a lived experience with a family drug issue, with her son a regular user of crystal methamphetamine or "ice".

While it has been a difficult road, Anne has been heartened by the range of phone, education and support services available, including those offered by Turning Point.

"Services such as DirectLine and Counselling Online are a great place to access professional counselling and speak to someone who knows what you're going through," she said.

"They can talk you through the issues you are facing and put you on the right path forward."

Anne, who is also linked in with the peer-based Family Drug Helpline that is delivered by the Self Help Addiction Resource Centre (SHARC), has thrown

her support behind a new initiative that will see three of Victoria's leading statewide services deliver a new family drug education program.

Turning Point, SHARC and The Bouverie Centre will manage the Victorian Family Drug Education Program that will help families recognise when a loved one has a drug problem and when, where and how to seek appropriate support.

The program commenced in October 2015 and is funded until June 2019. It provides an insight into ice and other drugs, how they affect the community and how to support family members into treatment.

Importantly, it will also provide practical approaches to caring for a family member who might be using ice or other drugs.

Turning Point Director Professor Dan Lubman said the combined efforts of the three services would mean a high-quality education program for families and the community.

SHARC Chief Executive Officer Heather Pickard said the program reinforced the importance of reducing harms to families through an evidence-based approach. Bouverie Centre Director Dr Jeff Young said all three organisations had the clinical and service delivery knowledge to provide a high-quality program.

For Anne, it is encouraging to see a collaborative approach.

"There is no silver bullet. However, an education program like this is a welcome step forward for families and their loved ones whose lives have been touched by addiction."





*HEARTENED: Anne, who has a lived experience with a family drug issue, is encouraged by the collaborative approach to supporting families affected by addiction.*

*"Services such as DirectLine and Counselling Online are a great place to access professional counselling and speak to someone who knows what you're going through,"*

## INSIDE THE CLINIC

# Around the clock support for inner east

*A new partnership is giving residents in Melbourne's east access to a broad range of alcohol and drug support services 24 hours a day, seven days a week.*

This partnership, led by Turning Point, includes Inner East Community Health, MonashLink Community Health, Salvo Care East, Eastern Melbourne Primary Health Network, Inspiro Community Health Service and the Self Help Addiction Resource Centre.

The Inner East Intake and Assessment Service is the primary entry point for all alcohol and other drug support services in the inner eastern metropolitan region, including the Boroondara, Manningham, Whitehorse and Monash council areas. It gives clients the opportunity to receive a comprehensive assessment and individual treatment plan.

Turning Point Clinical Director Dr Matthew Frei said people who phoned the service, or dropped into the office during business hours, would have direct access to an experienced clinician to talk about their concerns.

"We will help anyone concerned about their alcohol or drug use to gain a better understanding of what treatment options are available and which ones will work best to help them," Dr Frei said.

Treatment options include referrals for counselling, care and recovery co-ordination, non-residential withdrawal and residential services, such as detoxification and rehabilitation.

"Our eastern region and statewide services offer people care that takes into account their current needs and is structured around accessibility to supports in their area," Dr Frei said.

The Inner East Intake and Assessment Service is provided by the Eastern Consortium of Alcohol and Drug Services, a partnership of agencies led by Turning Point that are committed to improving the health and wellbeing of people living in the eastern and outer eastern regions.

The Inner East Intake and Assessment Service can be contacted on **1800 778 278**, 24 hours a day, seven days a week.



*"We will help anyone concerned about their alcohol or drug use to gain a better understanding of what treatment options are available and which ones will work best to help them."*

SUBURBAN SUPPORT: Team Leader Brenda Hotchin is helping to provide around-the-clock support through the Inner East Intake and Assessment Service.

# Enhancing knowledge and care

*Turning Point's Statewide Neuropsychology Service provides a client-centred, strengths-based program to assist people affected by alcohol and drugs, and who are experiencing cognitive problems.*

Neuropsychologist Dr Vanessa Smithees said enhancing knowledge in the alcohol and other drug (AOD) and criminal justice sectors had been among the service's key achievements.

"Over the past 12 months we led multiple workshops focusing on the impact of alcohol and drug use on brain function," Dr Smithees said.

She said the workshops highlighted the increasing importance of neuropsychology in the area of alcohol and drugs, with people from a broad range of health professions, including geriatricians, psychologists, general practitioners and counsellors attending.

The service also conducted comprehensive neuropsychological assessments for individuals affected by alcohol and drugs with complex needs and provided individualised, client-centred recommendations to the client and their family that focused on support, treatment and rehabilitation strategies. In addition to this, the service expanded the clinic's diagnostic capabilities to include specific learning disorders.

Senior Neuropsychologist Dr Matthew Hughes said a pilot program to streamline the service's referral process and make it easier for the AOD and criminal justice sectors had also been positive.

*"Over the past 12 months we led multiple workshops focusing on the impact of alcohol and drug use on brain function."*

## INDIVIDUALISED CARE:

Dr Matthew Hughes is leading Turning Point's Statewide Neuropsychology Service.



# Providing specialist care and support

*Turning Point's Specialist Medical Services are addressing a significant gap in access to addiction medical consultations across Victoria.*

The clinic provides a face-to-face multi-disciplinary medical assessment and treatment service aimed at meeting the growing demand for specialist addiction medicine advice. This includes patients with persisting pain and opioid addiction, pharmaceutical drug dependence and treatment of alcohol dependence, complicated by significant medical or mental health issues.

Turning Point Clinical Director Dr Matthew Frei said the clinic was building on the success of the Drug and Alcohol Clinical Advisory Service (DACAS) specialist telephone consultancy service, which is free for health and welfare professionals.

"In response to the high prevalence of co-morbid mental illness among clients with alcohol and drug problems, a valuable component of the Specialist

Medical Services is access to an addiction psychiatrist, who can provide a comprehensive assessment of a patient's mental health," Dr Frei said. "Comprehensive management plans are then developed based on a shared care model with the referring general practitioner."

In addition to medical consultancy and treatment services, Dr Frei said the clinic was a valuable training environment for registrars in addiction medicine and addiction psychiatry.

*"Comprehensive management plans are then developed based on a shared care model with the referring general practitioner."*

*SHARED CARE: Clinical Director Dr Matthew Frei is proud of the expansion of Turning Point's Specialist Medical Services.*





# New pathways for Aboriginal health

*Turning Point is continuing to forge strong links with the Aboriginal community, with Gaby Bruning currently completing an Aboriginal Alcohol and Drug Worker Traineeship at Wellington House.*

Located in Box Hill, Wellington House is a 12-bed residential unit providing withdrawal and other care to clients with alcohol or drug problems. The traineeship provides a mix of education and practical work.

While Gaby is receiving a solid foundation by completing a Certificate IV in Alcohol and Drugs, she is also gaining valuable experience by working three days a week at Wellington House.

With quality training and supervision, Gaby has been given the responsibility of providing treatment and care for people withdrawing from alcohol and other drugs.

"It's important that the traineeship exists," she said. "With my understanding of Aboriginal culture, Aboriginal clients have someone to reach out to."

*ON THE JOB TRAINING: Gaby Bruning is undertaking an Aboriginal Alcohol and Drug Worker Traineeship at Eastern Health's Wellington House*

In 2012, Eastern Health - which Turning Point is part of - reinforced its commitment to closing the health gap between Aboriginal and Torres Strait Islander people and non-indigenous Australians when it signed the Statement of Intent with members of the local Aboriginal community.



# Building on success

*Making Waves has continued to build the alcohol and other drug (AOD) sector's capabilities by enhancing counsellors' skills when working with clients who have severe emotional and interpersonal difficulties, including borderline personality disorder.*

Dr Jane Morton, who is a consultant clinical psychologist for the Making Waves program, has delivered Wise Choices introductory workshops for AOD clinicians. Wise Choices is an adaptation of Acceptance and Commitment Therapy developed initially by Spectrum\*, Victoria's Borderline Personality Disorder Service.

Wise Choices is being trialled in a number of settings, including mental health, drug and alcohol, community health and forensic services and with a range of ages, including adolescents.

Clinical and Telephone and Online Services Manager Dr Kitty Vivekananda said research involving Making Waves and Spectrum demonstrated the program's success but it also highlighted that "treatment as usual", offered by most services, raised questions about the effectiveness of generalist counselling for clients with severe emotional and interpersonal difficulties.

Dr Morton has also provided advanced training in the Making Waves model and follow-up clinical consultations for trained clinicians. To support this capacity-building work, three new Making Waves publications have been developed:

- Understanding and treating people with severe emotional and interpersonal issues
- Acceptance and Commitment Therapy for AOD clients with severe emotional and interpersonal difficulties
- Improving services for AOD clients with severe emotional and interpersonal difficulties – a guide to implementing the Making Waves approach for managers of AOD services.

These publications can be accessed via the Making Waves page on the Turning Point website at [www.turningpoint.org.au](http://www.turningpoint.org.au)

*\*Spectrum is part of Eastern Health's Statewide Services Program.*

# Pillar of service excellence

*Turning Point has been providing telephone advice for over 20 years. It currently operates more than 20 telephone and online services across Australia in the areas of alcohol, drugs, gambling and mental health.*

Operating 24 hours a day, seven days a week, Turning Point's Telephone and Online Services play a vital role in the treatment system by supporting people seeking help, as well as providing specialist clinical advice to health professionals.

Rick Loos, who is the Alcohol and Other Drugs Services Co-ordinator for Turning Point's Telephone and Online Services, said counsellors provided support to consumers, family members, carers, concerned others and health professionals.

"With around 80 committed and hard-working staff delivering support 24 hours a day, every day of the year, we are one of the largest providers of telephone and online counselling services in Australia," Mr Loos said.

He said staff were drawn from a range of disciplines, such as psychology, social work and nursing.

As well as the highly-regarded helpline services in Victoria – DirectLine and Gambler's Help – Turning Point operates similar services in other states and territories.

This year saw the launch of the Turning Point-operated Ice Advice Line by Victorian Minister for Mental Health Martin Foley, as well as the commencement of Gambling Helpline in NSW.

Mr Loos said Turning Point had experienced a significant increase in calls to its telephone and online services during 2014-15, with DirectLine receiving an additional 3500 calls. He said this might be due to an increased number of calls regarding methamphetamine use, as well as government campaigns.

As part of Victoria's reform of the alcohol and other drug sector, DirectLine facilitates the connection of people seeking help to treatment services by transferring callers to an intake and assessment service or via email referral.

DirectLine also has a new web presence ([www.directline.org.au](http://www.directline.org.au)) that explains treatment available in Victoria, a service finder function to locate treatment services and links to drug information and screening and assessment.

As well as telephone services, Turning Point operates a number of online counselling services, including the national services for alcohol and drug issues ([www.counsellingonline.org.au](http://www.counsellingonline.org.au)) and problem gambling ([www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)).

Turning Point's online services also provide live, one-on-one text-based counselling, assessment, referral and information. Our counsellors understand the importance of respecting an individual's ability to make informed choices for themselves but they are also available to offer support, when needed.





*ON THE LINE: Sylvia Stuart  
is one of Turning Point's  
dedicated phone counsellors.*

# Growth in help for gambling support

*Turning Point's gambling support services continue to achieve strong growth in a number of key areas.*

Gambling Services Co-ordinator Dr Jane Oakes said Turning Point's team of experienced phone and online counsellors provided valuable support to people affected by gambling, as well as their family and friends.

"Online services such as Gambling Help Online, phone services such as Gambler's Helpline Victoria and other state-based services operated by Turning Point continue to put the organisation at the head of national gambling support services," Dr Oakes said.

"The success of campaigns delivered by the Victorian Responsible Gambling Foundation has also reflected an increased demand for our services."

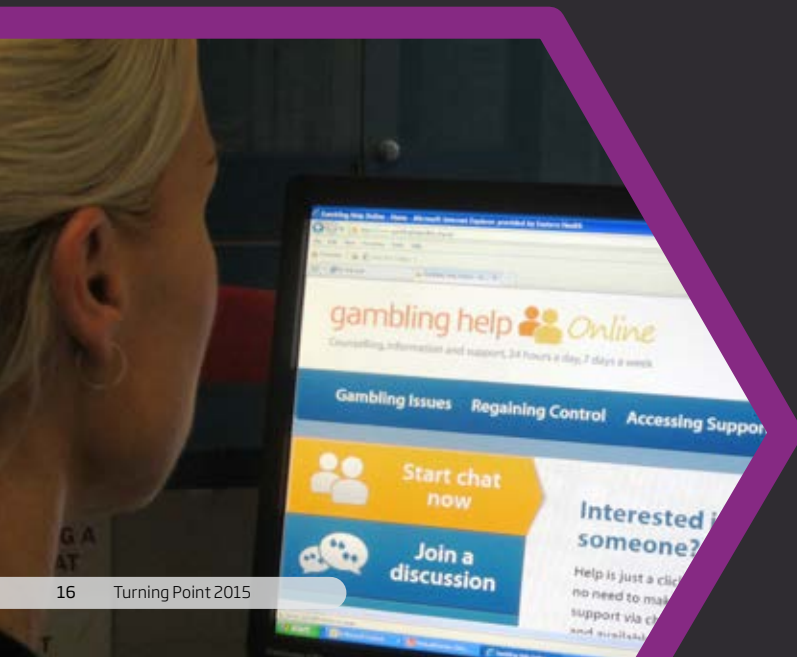
## ONLINE ADVICE:

Turning Point's Gambling Help Online website offers support 24 hours a day, seven days a week.

## Key statistics in 2014-15 include:

- Gambler's Helpline in Victoria received 11,722 calls – an increase of 11 per cent
- Turning Point-operated phone services outside Victoria increased. Gambling Helpline Queensland received 4923 calls (up 23 per cent) while Gambling Helpline Northern Territory received 172 calls (up 71 per cent)
- The Gambler's Help Online website had more visitors, with 117,213 unique visits an increase of 13 per cent
- Gambler's Help Online counsellors answered 4408 requests for live chat support
- The Gambler's Help Online forum continued to grow, with 2300 registered members

For support, 24 hours a day, seven days a week, call Gambler's Help on **1800 858 858** or visit [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)



# Helpline innovation

*Turning Point's Telephone and Online Structured Intervention Team continues to provide an innovative model of care for people seeking support for their alcohol, drug or gambling issues.*

Telephone and Online Service Program Co-ordinator Dr Jonathan Tyler said the team was focused on providing treatment to individuals who had difficulties accessing conventional services due to geography, employment, stigma and other barriers.

This experienced and skilled team, which is the targeted intervention arm of Turning Point's telephone and online services, provides evidence-based interventions using a semi-structured accessible recovery framework.

Among the suite of programs is Ready 2 Change, a six-week targeted intervention that builds motivation for long-lasting change.

"Evaluation of Ready 2 Change has found a substantial reduction in substance use and improvements in mood, suggesting the program provides a valuable and flexible alternative to conventional face-to-face treatments," Dr Tyler said.

A Turning Point study has revealed that a six-session structured telephone intervention is effective in reducing alcohol use and associated psychological distress in regular, heavy drinkers.

It found that the feasibility and acceptability of the telephone program was supported by staff and callers, with significant reductions in problematic alcohol use and psychological distress observed. It also found that rates of alcohol dependence dropped by more than 50 per cent.

The Structured Intervention Team's work extends beyond telephone support to online counselling options. These include email-based counselling for people who are uncomfortable with other forms of support, but still seeking assistance.

Another aspect of the team's work is delivering an early intervention program in partnership with Victoria Police. The Drug Diversion Program offers a single session targeted intervention to individuals found in possession of a drug of dependence for the first time.

"The Structured Intervention Team is at the forefront of national service delivery in both telephone and online counselling," Dr Tyler said. "We are constantly refining our counselling options to ensure they are evidence-based, innovative and accessible."

**GROUND-BREAKING:**  
*The work of Dr Jonathan Tyler and the Telephone and Online Structured Intervention Team is making a positive difference to people with addiction issues.*



# Ice and alcohol callouts continue to rise

*New research has revealed ice-related ambulance attendances in Victoria continue to rise but not at the same rapid pace as in recent years.*

According to Turning Point's *Alcohol and Drug-Related Ambulance Attendances Report*, regional Victoria continues to increase at a rate higher than metropolitan Melbourne.

In regional Victoria, there was a 27 per cent increase in ice-related ambulance attendances, with 295 callouts in 2013-14, compared to 231 in 2012-13.

In metropolitan Melbourne, there was a 10 per cent increase, with 1237 ice-related ambulance attendances in 2013-14, up from 1116 in 2012-13.

Head of Research and Workforce Development at Turning Point, Associate Professor Belinda Lloyd, said the increase in ice-related ambulance attendances continued a worrying upwards trend over the past several years. However, this year's increase was smaller than in recent times.

Between 2011-12 and 2012-13, there was a 198 per cent increase in ice-related callouts in regional Victoria, while in metropolitan Melbourne there was an 88 per cent increase.

"Healthcare organisations, law enforcement agencies, government and the community in general have certainly made a concerted effort to tackle the issue of ice," A/Prof Lloyd said.

"However, we still need to get the message out there about the dangers of using crystal methamphetamine."

The report was produced by Turning Point in conjunction with Ambulance Victoria and is funded by the Victorian Department of Health and Human Services.

A/Prof Lloyd said alcohol still caused the highest number of drug-related ambulance callouts.

In 2013-14, there were 12,382 alcohol-related callouts in Melbourne (up 11.8 per cent from 2012-13) and 4043 in regional Victoria (up 8 per cent from 2012-13).

"While ice has been getting much warranted attention, it is important

to remind people about the harmful effects of excessive alcohol consumption," A/Prof Lloyd said.

Turning Point Director Professor Dan Lubman said a collaborative approach was needed to tackle alcohol and drug-related issues in the community.

"It is only by working together that we can find solutions to the complex problems associated with alcohol and drug use in our community," he said.

"Whether it's ice, alcohol, prescription drugs or other substances, as a community we need to get better informed and have honest and open discussions about what the evidence tells us is the most effective policy, prevention and treatment responses."

Turning Point operates the Victorian Government's Ice Advice Line, **1800 ICE ADVICE** (1800 423 238).

It also operates general alcohol and drug support service DirectLine (1800 888 236) and [www.counsellingonline.org.au](http://www.counsellingonline.org.au)

All services operate 24 hours a day, seven days a week.





ON ALERT: Alcohol and ice-related ambulance attendances are continuing to rise. Photo courtesy of Ambulance Victoria.

# Frontline mental health help for men

*A newly-funded Turning Point project aims to improve help-seeking for men with alcohol and drug or mental health issues across seven Australian states and territories.*

The project will conduct a unique national assessment of male mental health presentations to ambulance services, emergency departments and hospitals, and comprehensively identify key points for intervention and links to appropriate care.

It will work with paramedic services across Australia to develop a targeted training program aimed at enhancing their confidence and skills in supporting men with mental health issues.

Research Fellow Dr Cherie Heilbronn said men frequently experienced mental health issues, yet were often reluctant to seek professional help.

"When men do present for help, this is most often at a time of acute illness or crisis," she said. "Given their limited contact with healthcare, it is important that when men do make contact, their mental health needs are identified and they are provided with early, targeted interventions."

Dr Heilbronn said the key frontline emergency service that was frequently accessed by men across Australia was ambulances, with around 1.2 million attendances a year. However, such contact did not always result in links to ongoing care.

She said this presented a unique opportunity to enhance help-seeking and access to effective treatment for men.

The Movember Foundation and beyondblue is funding the three-year collaboration between Turning Point, Monash University and ambulance services in the ACT, NSW, Northern Territory, Queensland, South Australia, Tasmania and Victoria. The project team also includes researchers from Australia's major universities.

*"When men do present for help, this is most often at a time of acute illness or crisis."*



# Alcohol policy and young risky drinkers

*Turning Point, the National Drug Research Institute and the National Drug and Alcohol Research Centre has described some of the impacts of existing alcohol availability policies on young Australian risky drinkers and gauged their support for proposed measures.*

The Young Australian Alcohol Systems report, *Designed to Protect: Impact of Alcohol Policy Measures on Young Risky Drinkers*, found that age-based restrictions on alcohol were commonly circumvented by young people who regularly drink at risky levels (more than 11 standard drinks at least twice monthly).

Of the study participants aged 16 to 17, who had previously attempted to enter a licensed venue, the majority (51 per cent) reported they did not have their ID

checked the last time they attempted entry. Almost half (49 per cent) of participants rated it easy or very easy to purchase alcohol from a bottle shop the last time they tried. This under-age purchase is consistent with previous research.

Research also highlights that price is an important consideration for young people, and impacts on their level of alcohol consumption.

Turning Point researcher Dr Rowan Ogeil said the study found that young Australians appeared to support price-based alcohol taxation measures as long as the extra funds were earmarked for prevention and treatment of alcohol-related problems.



# New website provides access to statistics

*Alcohol and other drug agencies, local councils, law enforcement officers, health services and the community now have access to the latest statistics via an Australian-first website.*

Turning Point's AODstats website provides comprehensive information about alcohol and other drug-related statistics across Victoria, with data updated and released quarterly to ensure timely access.

Research Fellow Jessica Killian said AODstats focused on harms related to alcohol, illicit and pharmaceutical drug use.

"AODstats provides a user-friendly and convenient statistical and epidemiological resource that builds on and updates information previously provided in text format," Ms Killian said. "The data and maps deliver the most recent information available and provide a monitoring tool for alcohol and drug trends.

"It brings together results from an extensive range of primary and secondary data sources, including ambulance attendances, emergency department presentations, hospital admissions, deaths, alcohol and drug treatment episodes, telephone and online counselling contacts, serious road injuries, assaults and family violence incidents."

Since 1999, the Victorian Department of Health and Human Services has funded Turning Point to deliver annual editions of the *Victorian Alcohol Statistics Series* and *Victorian Drug Statistics Handbook* in order to identify major patterns of alcohol and drug use, as well as associated harms, in Victoria.

Ms Killian said these publications had been redeveloped and replaced with an Australian-first online interactive mapping website for alcohol and drug statistics that could be freely accessed by policy-makers, clinicians, researchers and the community.

**For more details,  
visit the website at  
[www.aodstats.org.au](http://www.aodstats.org.au)**





*DEDICATED UNIT: Turning Point's Population Health Team investigates trends and emerging patterns of alcohol and other drug use and associated harms within and across populations at local, state and national levels. They also examine contributing factors such as social, cultural and environmental determinants and contexts of alcohol and other drug use and harms. Pictured, from left, are researchers Sharon Matthews, Dr Cherie Heilbronn, Dr Caroline Gao, Jessica Killian, Dr Rowan Ogeil and A/Prof Belinda Lloyd.*

# Wide awake drunkenness

*Turning Point has been exploring the relationship between stimulant use and alcohol intoxication during a “big night out”.*

This work, in conjunction with researchers at Deakin University, the University of Tasmania and the Burnet Institute, has studied alcohol in combination with energy drinks as well as illicit stimulants, such as methamphetamine, cocaine and ecstasy. It involved young adults from Victoria, NSW and WA.

Turning Point researcher Dr Amy Pennay said the team’s analysis indicated that stimulant users were likely to drink more and engage in prolonged drinking sessions relative to those who only drink alcohol.

“It appears that stimulant users are more likely to engage in a range of risk-taking behaviours on a night out as well as those who drink alcohol in combination with energy drinks,” Dr Pennay said.

“Policy initiatives that focus on reducing harms associated with stimulant use and alcohol intoxication are needed.”

Research on young people in the night-time economy in five Australian cities, who combined alcohol with energy drinks and/or illicit stimulants, found they had a significantly higher blood alcohol concentration than people who had consumed alcohol without stimulants. Those who had consumed stimulants were also more likely to engage in pre-drinking and in longer drinking sessions.



*STIMULATING LINK: Research by Dr Amy Pennay has found a strong relationship between alcohol and stimulant misuse.*

# Self-help strategies for gamblers

*When a problem develops, the first thing people try to do is change it themselves.*

According to Turning Point researcher Dr Simone Rodda, problem gambling is no different and anecdotally, we know people use a range of resources, strategies and actions to change their behaviour.

With funding from Gambling Research Australia, Turning Point – in conjunction with researchers at Southern Cross University, the Australian National University and the University of Calgary – set themselves the task of developing a comprehensive list of self-help strategies and actions by listening to what gamblers do, auditing websites and drawing from literature.

“This wide-ranging approach allowed us to identify over 500 strategies and actions,” Dr Rodda said. “After refining this list, the team recruited more than 700 gamblers across Australia and explored which strategies and actions were most often used, as well as their level of helpfulness.”

Dr Rodda said researchers knew it was important to capture the views of people who did not have a gambling problem, as well as those who had recovered or who were still struggling with a gambling issue.

“The most helpful strategies for people without problems were around setting appropriate limits on time and money spent gambling and on improving their general health, such as engaging in exercise and eating well.”

Ms Rodda said the three most helpful actions for people with a current and past gambling problem were:

- Accept that gambling needs to change
- Think about how your money could be better spent
- Remind yourself of the negative consequences of gambling.

“Based on these important findings, the team is currently developing user-friendly guidelines that inform people about the most helpful strategies for preventing and managing a gambling problem.”

*“This wide-ranging approach allowed us to identify over 500 strategies and actions.”*





# Tackling gambling and mental illness

*Turning Point researchers have received funding from the Victorian Responsible Gambling Foundation to undertake a large-scale, three-year study examining the prevalence and management of problem gambling in mental health services across Victoria.*

Turning Point Senior Research Fellow Dr Victoria Manning said gambling problems could compound mental health issues and increase suicide risk.

During phase one of the study, 300 mental health workers completed a survey on their practices in relation to problem gambling identification, assessment, referral and treatment. The findings revealed low rates of training and low confidence in identifying/assessing problem gambling, with fewer than two per cent of workers using a standardised screening tool to detect the problem.

"The findings highlight significant training needs among the mental health workforce, which is a concern given there are numerous effective treatment and support options available for individuals experiencing gambling issues," Dr Manning said.

Phase two of the study, which is currently underway, involves researchers surveying clients attending a range of mental health services. The survey will examine rates of gambling behaviours and associated problems, and identify the most efficient and effective problem gambling screening tool that can be routinely used in mental health services.

The research team, led by Turning Point Director Professor Dan Lubman, hopes to publish the results of the study in the coming months.

## INNOVATIVE WORK:

*Research Assistant Tom Cartmill and Senior Research Fellow Dr Victoria Manning are investigating gambling and mental health issues.*



# Social network support

*One of the key aspects of recovery from substance dependence is making the transition from a social network supportive of substance use to one that supports recovery.*

A Turning Point study recently explored transitions in social identity within an adult therapeutic community during the first weeks of treatment.

Melinda Beckwith, who is investigating the impact of social identity on treatment outcomes as part of her PhD, said research indicated that belonging to a number of groups made it easier to manage stressful life transitions.

"The groups we belong to help us make sense of the things that life throws at us and give us a sense of who we are. This is known as our social identity," Ms Beckwith said.

Through an ongoing partnership between Turning Point and the University of Queensland, several projects that explore the link between social identity and recovery from addiction are underway.

Preliminary results show that a transition in social identity, from a "substance user" identity to a "recovery" identity has a strong positive influence on residential treatment outcomes, more so than a range of personal factors including the severity of a person's substance use.

With their colleagues at the University of Queensland, Professor David Best and Ms Beckwith have proposed the Social Identity Model of Recovery. By understanding the groups that people belong to and the impact they have on their sense of self and wellbeing, Turning Point researchers are hoping to explore new ways of supporting people to overcome addiction.

Ms Beckwith's PhD project pioneers a new tool that maps the social identities of people as they enter residential rehabilitation and again six months later. It aims to develop an understanding of how various aspects of social identity relate to psychological and social wellbeing and to refine the mapping process as an effective clinical tool for treatment services.

*RECOVERY: Melinda Beckwith has researched links between social identity and treatment outcomes.*



# Message of hope

*A total of 573 people have completed the online Australian Life in Recovery survey. Per capita, this is a higher response rate than the first US study.*

This work is part of an international series of recovery surveys that is currently underway in the UK and will soon be undertaken in Canada, with the guidance and support of Turning Point staff.

Turning Point has led the development and dissemination of the message that recovery is possible, not only to people experiencing addiction but also their families and communities. Project

Lead Professor David Best said it was an incredibly positive response from what was often considered a hidden population in Australia.

"People will typically start their recovery journeys in their 30s after around a decade of experiencing problems with their substance use and in doing so, will completely transform their lives," he said.

"The Australian survey is part of a larger international recovery movement that is demonstrating the positive impact that people's recovery journeys can have on their family and local community and the importance to professionals and policy-makers of listening to clients' experiences and stories."

*SURVEY SUCCESS: A Turning Point study has had a positive response among those on the road to recovery.*



# Brain training during detox

*Researchers at Turning Point, Monash University and Deakin University are trialling a unique neurocognitive intervention at Turning Point's Wellington House to improve treatment outcomes for clients with alcohol dependence.*

Project Lead Dr Victoria Manning said clients had an increased risk of relapse following detoxification due in part to the brain being automatically drawn to alcohol-related cues in the environment.

"Our team is conducting a randomised controlled trial of a novel computerised training program that uses cognitive bias modification (CBM) to reduce this bias," Dr Manning said.

Clients with alcohol dependence undergoing detoxification at Wellington House – a residential unit providing withdrawal and other care to clients with alcohol or drug problems - are randomly assigned to receive either an active intervention, in which they are trained to make avoidance movements in response to images of alcoholic beverages and approach movements in response to pictures of non-alcoholic beverages, or a control condition, in which they respond to everyday stimuli.

Training occurs over four consecutive days during detoxification and clients are interviewed about their alcohol use two weeks after discharge.

Preliminary results suggest participants in the active intervention are more than twice as likely to have remained abstinent than those in the control condition, suggesting CBM is a promising adjunctive treatment to help reduce relapse in alcohol-dependent individuals.

"This is the first ever trial during detoxification, a time of major neuroplasticity – where the brain repairs and reorganises itself – and therefore this could be an optimal time for CBM," Dr Manning said.

*Preliminary results suggest participants in the active intervention are more than twice as likely to have remained abstinent than those in the control condition.*

# Monitoring progress for better treatment

*Monitoring how a client's alcohol or drug use and their wellbeing changes during treatment is important when helping clients and clinicians monitor progress.*

It can also be useful in enabling clients to achieve their goals and improve the care they receive. However, time, resources and other barriers can make implementing this difficult.

Building on a project funded by the Department of Health and Human Services that piloted and evaluated a paper-based outcome monitoring tool, researcher Dr Michael Savic said Turning Point explored whether technology could be used to make implementation easier.

"Based on feedback from clients and clinicians, we developed and trialled an online outcome monitoring tool

that was hosted on a secure website called [myprogress.org.au](http://myprogress.org.au), which can be accessed via a computer, tablet or smartphone," he said.

The online tool contains features such as:

- *Email reminders* that inform clients and clinicians when follow-ups are due
- *User lists* for agencies to keep track of which clients have been followed up or need to be followed up
- *Graphs* that illustrate individual client progress or agency-wide client progress.

Dr Savic said evaluation data showed that the online tool was acceptable to clients and clinicians across Victorian alcohol and other drug agencies involved in the pilot.

He said high follow-up rates and better data quality were achieved using the online tool compared with the paper tool, which suggested the online tool might make implementation easier.

*BETTER TREATMENT: Dr Michael Savic is studying how technology can be used to provide better treatment outcomes.*





# Concern over meth and psychosis links

*Analysis of ambulance data has found methamphetamine was the substance most commonly associated with drug-related psychosis presentations.*

According to the Turning Point research, methamphetamine comprised 6.1 per cent of all ambulance attendances for psychosis and 93 per cent of all stimulant-related psychosis presentations.

The data also revealed that 13.4 per cent of methamphetamine-related psychosis presentations involved cannabis use.

The research takes into account Victorian ambulance attendances between January 2012 and August 2014 and has been published in the *Australian & New Zealand Journal of Psychiatry*.

Turning Point Addiction Psychiatrist Dr Shalini Arunogiri said the findings demonstrated that some individuals who used stimulants may develop transient psychotic symptoms that required intervention by acute health services.

"This research is a timely reminder about the mental health concerns that can be brought on by the use of stimulant drugs such as methamphetamine," Dr Arunogiri said.

Further analysis revealed that compared with non drug-related ambulance attendances, a significantly higher proportion of methamphetamine-related psychosis presentations involved younger men, presentations in metropolitan outdoor areas and police involvement.

## WORRYING TREND:

*Research by Dr Shalini Arunogiri has found links between methamphetamine and psychosis.*



*There was no other program that explored the barriers to helping a friend, taught students the skills necessary to overcome these barriers and assisted them to facilitate professional help-seeking.*

IMPORTANT LINK:  
Fiona Blee is providing  
important support to schools.

# Prevention work in schools

*Health education continues to be at the centre of Turning Point activity, with staff providing schools, teachers, parents and students with an important insight into alcohol, drug and mental health issues.*

Project Officer Fiona Blee said Turning Point staff were regular contributors to panel discussions and as workshop facilitators on topics of interest to young people and the school community.

This included providing sessions for parents on navigating adolescence and reducing alcohol and drug-related harms, as well as upskilling teachers on best practice alcohol and drug education for young people.

Ms Blee said Turning Point was also undertaking in-depth research into a program that teaches young people to link their friends with professional help if they are concerned they might be developing a mental health or substance use problem. Known as MAKINGtheLINK, the National Health and Medical Research Council-funded program is in the final year of a three-year trial.

While there were many health education programs that improved young people's knowledge of mental health and substance use, Ms Blee said there was no other program that explored the barriers

to helping a friend, taught students the skills necessary to overcome these barriers and assisted them to facilitate professional help-seeking.

"The MAKINGtheLINK program fills this gap in health education," Ms Blee said.

"It is a complete professional learning package that gives staff the opportunity to see the program run by teachers who are experts in the subject matter before implementing the program independently."

Ms Blee said feedback from students and staff had been encouraging with reports of an increase in the number of students seeking help at school and online for issues including bullying, prolonged low mood and alcohol misuse. The program had also acted as a catalyst for staff to review their wellbeing policies.





# Support for all cultures

*Turning Point has been active in Culturally and Linguistically Diverse (CALD) communities for more than a decade and has forged some lasting relationships with key organisations and communities.*

Research and Workforce Development Associate Program Director Dr Kieran Connolly said the primary focus across multiple projects was to raise awareness within CALD communities, provide community education and identify referral pathways into alcohol and other drug treatment services.

"Our approach has primarily been via community development activities, where key individual immigrants are given the skills and knowledge to provide

grass-roots education within their own communities," Dr Connolly said.

"Our primary partner over most of the last 10 years has been the Multicultural Centre for Women's Health (MCWH), which promotes the wellbeing of immigrant and refugees across Australia, through advocacy, social action, multi-lingual education, research and capacity building."

The Healthy Lives Healthy Futures project, which was completed last year in partnership with the MCWH, was a finalist in VicHealth's alcohol and other drug (AOD) health promotion awards.

Two of Turning Point's major CALD projects include Catching Up and Reaching Out.

Catching Up has involved long-term partnerships with Arabic Welfare, the Australian Vietnamese Women's Association, Spanish Latin American

Welfare Centre, Polish Community Services and New Hope Foundation.

Having been trained in AOD issues by Turning Point staff, Dr Connolly said groups of core community educators were actively working within their own communities to better respond to addiction and mental health issues. This included the development of resources in various languages, radio discussions, formal learning and community education.

In contrast, Reaching Out has focused on using community partnerships to reach out to individuals and families in CALD and Aboriginal and Torres Strait Islander communities that might be experiencing AOD issues, in order to intervene early, provide easy access to relevant services and improve treatment engagement, retention and outcomes.

*The Healthy Lives Healthy Futures project was a finalist in VicHealth's alcohol and other drug health promotion awards.*

# A voice for consumers and carers

*Turning Point's Consumer and Carer Advisory Council provides an opportunity to further increase consumer and carer input into the organisation.*

The council brings together people from all areas of Turning Point and diverse consumer and carer representatives with a range of skills and experience.

Workforce Development Strategic Lead Dr Naomi Crafti said the council recognised the importance of understanding the "lived experience" in the provision of quality services to people with alcohol and drug problems and mental illness.

"Virtually all areas of activity within Turning Point, from designing brochures or website notices to running professional development seminars and undertaking research projects, benefit from the input of consumers and carers," Dr Crafti said.

Recent achievements include being involved in the revision of general service brochures, overseeing client documents for residential support service Wellington House, providing stories and speakers for educational purposes and organising a symposium for the alcohol and other drug (AOD) sector on the theme "Waiting".

Council members are aged between 25 and 75 and in various stages of recovery from a range of drug and mental health issues. There are also representatives from the Gay, Lesbian, Bisexual, Transgender and Intersex community.

The council is seeking new members who have had experience with gambling problems, as well as from Aboriginal and culturally and linguistically diverse communities.

Dr Crafti said the council would continue to benefit the AOD and mental health sectors by ensuring that services were informed by people with a lived experience.

*VITAL: Naomi Crafti and Kathryn Kretzschmar are members of the Turning Point Consumer and Carer Advisory Council.*



# Events

*Turning Point hosts a number of events that provide the alcohol and other drug sector and wider community with an important insight into current trends and issues in the addiction field.*

The Turning Point Oration features a guest speaker who talks in-depth about their expertise and experiences.

In 2014, the Oration celebrated Turning Point's 20th anniversary. Internationally-renowned drug policy scholar Professor Alison Ritter was the keynote speaker, reflecting on the establishment of the organisation and the evolution of the Victorian treatment system.

Also present to celebrate Turning Point's anniversary was founding director Professor Margaret Hamilton.

The event included the presentation of annual scholarship awards, which support staff to attend international conferences and visit overseas services and research centres. In 2014, Dr Caroline Gao received the Frank Murphy Travelling Scholarship and Dr Michael Savic received the Margaret Hamilton Travelling Scholarship.

The Turning Point Symposium showcases current research and innovations in the areas of treatment, training and policy. It involves presentations from Turning Point staff, as well as our key partners illustrating recent achievements and developments in the alcohol, other drug and gambling fields.

The popular lunchtime seminar series, Talking Point, continues to be well attended with presentations also available via YouTube. This is a monthly

forum for discussion on current issues and challenges facing the sector. Guest speakers range from clinicians to researchers and policy-makers. Issues explored in 2015 included wet and dry communities, addressing gambling relapse and national planning for alcohol and other drug treatment.





*INSIGHT: Professor Alison Ritter (above) and Professor Margaret Hamilton (opposite) were among guests at the 2014 Turning Point Oration.*

# Partnerships

*Each year, Turning Point works with a range of organisations across the alcohol and other drug sector, the broader healthcare community 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 enough to work with in 2015.

- ACSO-COATS
- ACT Ambulance Service
- ACT Health
- Alcohol and other Drugs Council of Australia
- Addiction-info, Lausanne, Switzerland
- Alcohol and Other Drugs Council of Australia
- Alcohol Office, NSW Health
- Alcohol Research Group, Emeryville, California, USA
- Ambulance Service of New South Wales
- Ambulance Tasmania
- Ambulance Victoria
- Amity Services Northern Territory
- Arabic Welfare Incorporation
- Association of Participating Service Users
- Australian Community Support Organisation
- Australian Drug Foundation
- Australian Federation of International Students
- Australian Institute of Family Studies
- Australian Multicultural Community Services Inc
- Australian National Preventative Health Agency
- 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
- beyondblue
- Brimbank City Council
- Burnet Institute
- Cancer Council Victoria
- Caraniche
- Catholic Care
- Centre for Culture, Ethnicity and Health
- Centre for Addiction and Mental Health, Toronto, Canada
- Centre for Alcohol Studies, International Health Policy Program, Bangkok
- 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 Multicultural Youth
- 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
- Department of Communities, Queensland
- Department of Health and Ageing, Commonwealth
- Department of Health and Human Services, Tasmania
- Department of Health, Northern Territory
- Department of Health and Human Services, Victoria
- Department of Justice, Victoria
- Drummond Street Services
- Eastern Access Community Health
- Eastern Melbourne Medicare Local
- Eastern Region Mental Health Association
- Foundation for Alcohol Research and Education
- Gambling Research Australia
- Gateway Community Health
- Gay and Lesbian Health Victoria
- Hanover
- Harvard University Medical School
- Health Strategy and Policy Institute, Vietnam Ministry of Health
- Hunter Valley Research Foundation



- Inner East Community Health Service
- Inner East Melbourne Medicare Local
- Inspiro Community Health Service
- Institute for Culture and Society, University of Western Sydney
- ISIS Primary Care
- Jesuit Social Services
- Knox Community Health Service
- Latrobe Valley Community Health Service
- Logan House (Queensland)
- Mental Health Professionals Network
- Menzies Institute
- Melbourne School of Population and Global Health, University of Melbourne
- Monash University
- MonashLink Community Health Service
- 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 Institute of Mental Health and Neurosciences, Bangalore, India
- National Institute of Public Health, Ministry of Health, Lao PDR
- Neami
- Networking Health Victoria
- New Hope Foundation
- Ngwala
- Northern Division of General Practise
- Norwegian Drug Research Institute, Norway
- Odyssey House
- Orygen Youth Health
- Penington Institute
- Peninsula Drug and Alcohol Program
- Peninsula Health
- Polish Community Services
- Prevention and Recovery Care Service
- Queensland Ambulance Service
- Queensland University of Technology
- SANE
- Salvation Army EastCare
- 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 Cross University
- Southern Ethnic Advisory and Advocacy Council (SEAAC)
- Southern Health
- Spanish Latin American Welfare Centre Incorporation (CELAS)
- St John's Ambulance, Northern Territory
- St Vincent's Hospital, Melbourne
- Stepping Up
- Stockholm Prevents Alcohol and Drug Problems, Stockholm County Council, Sweden
- Social Research on Alcohol and Drugs (SORAD), Stockholm University
- Taskforce
- Thai Health Promotion Foundation
- Thanyarak Institute, Thailand
- The Salvation Army
- Trinity College, Dublin, Ireland
- University of Calgary, Canada
- University of Colombo, Sri Lanka
- University of Desarrollo, Chile
- University of Manchester, UK
- University of Maryland, USA
- University of Melbourne
- University of Newcastle
- University of Sydney
- University of Tasmania
- University of Uyo, Nigeria
- University of Waikato, NZ
- University of Western Sydney
- University of Wollongong
- VicHealth
- Victoria University
- Victorian Aboriginal Community Controlled Health Organisation
- Victorian Auditor General's Office
- Victorian Coroner's Court
- Victorian Responsible Gambling Foundation
- Voyage Alcohol and Other Drug Service
- Western Health
- Western Region Alcohol & Drug Centre
- Windana
- Women's Alcohol and Drug Services
- World Health Organization
- 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

### Victorian Disposal Helpline

1300 365 482

### Family Drug Helpline

1300 660 068 (after hours)

## Professional Consultation Services

### 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 Queensland

1800 858 858

### Gambling Helpline New South Wales

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

### Warruwi Gambling Help

1800 752 948

## 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)

## Information websites

### 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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