



ODDS and SODS

Welcome to the first edition of Odds and Sods, put out by the Gambling Help Team in Townsville. The aim of the newsletter is to provide information about the gaming industry to both venues and the broader community. Each edition will contain a profile on both a venue and a community agency. In this first edition you will meet the members of the Help team in Townsville. We also profile the Herbert Hotel and the Bohle Community Centre.

Meet the Gambling Help Team Townsville



I'm Gerard the team leader. I have been part of the GH Network since 2003. Our aim is to provide a service that treats people with respect and dignity, gives them information about gambling issues and offer them a safe space where they can deal with problem gambling in a way that brings balance back into their lives



I'm Dianne, I have worked in Gambling Help as a community educator for just over 2 yrs. I love working in the community as I get to meet lots of interesting people.



Hi I'm Mandy. I have been working in the Gambling Help team for 7months. I love working with groups to raise awareness about gambling, and adapting our material to suit the needs of the group we are working with.

If you would like to meet members of the gambling help team, we would be happy to come along to any event or function you are organising, just give us a call. 47729000

The odds of

- Being killed by lightening in Australia are 1 in 1,603,250
- Winning the major prize on a poker machine are 1 in 52,500,000
- Dying from a Venomous bite/sting are 1 in 1,159,364



My name is Chris and I have been with the GH team since July, prior to this I worked with Centacare providing support and counselling to sugar communities. My role is community educator and I work with the venue staff, getting to know them and support them. I love the variety of people I meet.

Hi, I'm Marivel, I am the counsellor in GH, and I have been a part this team since I was a mature age social work student. I am Filipino and I love working within the CALD community educating them about the impact of gambling



Don't Let the game play you. Gamble for the fun of it not for the money.

The Gambling Help team provides counselling to individuals affected by gambling. We also provide community education about gambling related issues. The service is funded by the Qld Government and is operated by Centacare Townsville

Most people gamble at one time or another.. It may be on the TAB, Lotto, the pokies or the Casino. For the majority of people it is fun and entertaining. If gambling has stopped being fun for you, then help is at hand. **Call the Townsville Gambling Help Service on 4772 9000 (BH) or 24hrs Gambling Helpline 1800 222 050.**

Snapshots from the Lounge



In this edition we profile the Herbert Hotel. The hotel is a second generation family run business. Odds and Sods put the following questions to Paul and Kim, the Joint Managers.

How did you get into the gaming industry ? The Herbert is a family business, and has been owned by the family for 32 years. Our parents had been in the hotel business for many years, and so it was only natural that we would take it on when they retired. Prior to managing the Herbert we managed a Hotel in Charters Towers.

What has been the Highs and Lows ? Competing against the clubs has been a challenge over the years, especially when EGM's were first introduced. We are an independent family owned business, so have to compete against larger businesses. The hotel has a family atmosphere where people gather regularly to catch up with each other.

What is the thing you as joint managers are most proud of ? We have recently renovated, creating a courtyard for diners. We are really proud of managing to stay in business for 32 years, in an industry that is highly competitive..

COMMUNITY SNAPSHOTS

In this edition we speak to Robyn Green, Manager of the **North Townsville Community Hub** (formerly Bohlevale Community Centre). Gambling Help has been working in partnership with Robyn and her team to assist in raising awareness about gambling related problems in the Bohle & Deeragun community. We asked Robyn a few questions so that you can all get to know her and the centre a bit better.

How did you get into the community sector? I was nursing in a large psycho-geriatric hospital, which had a high readmission rate (80%). This bothered me as it was a revolving door for older people, and hospital authorities accepted this as OK. I left and took up a health job where I set up community services for people with dementia. Since then I have mostly worked in the community sector, mainly with older people and people with a disability.

What are the Highs and Lows of the Industry? Calling the Not for Profit sector an industry for a start - treating people as if they are a commodity to be made a profit from. It is partly why I have chosen to work in not for profit sector despite the low salaries and job insecurity. One of the high's of working with people at the coal face is that you can make a noticeable difference to peoples lives - you know the changes, they come back and say thanks.

What is the thing you are most proud of? Since relocating to our new building we have had a huge increase in the number of local people using the centre. This year over 16 000 people will come through the centre, an increase of 66% on last year. We are really proud of that.

"You cannot beat a roulette table unless you steal money from it " Albert Eienstein

We have a number of resources which may be of assistance in helping to promote responsible gambling. These include, posters, information booklets and self help booklets. If you would like some of these resources, just give the team a call and we would be happy to drop them off to you. Our phone number is 47729000



Mandy and Robyn at Nth Tsv Community Hub