

First Nations Gambling Awareness Program

Manager's Guidelines 2023 – 2024



Looking out for each other



Victorian
**Responsible
Gambling**
Foundation

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1. Introduction

The First Nations Gambling Awareness Program (FNGAP) is a community program to reduce the harm from gambling in Victorian First Nations communities. The program is funded by the Victorian Responsible Gambling Foundation and delivered by five First Nations organisations:

- Gippsland and East Gippsland Aboriginal Cooperative
- Mallee District Aboriginal Services
- Rumbalara Aboriginal Cooperative
- Strong Brother Strong Sister
- Victorian Aboriginal Health Services

The Manager’s Guidelines are written for the managers and team leaders responsible for delivering FNGAP. They are an important reference to help guide decisions about the best way to deliver services to your communities, while ensuring a consistent standard of services across Victoria. The guidelines have been developed with the input of the five organisations above, along with PWC Indigenous Consulting and Karabena Consulting. The guidelines cover the funding period July 2023 - June 2024.

For information on gambling in First Nations communities please see the guide for Aboriginal Health Workers available from your Foundation contact person.

The VRGF has individual funding agreements with the five First Nation organisations listed above (funded agencies). It is recommended these guidelines are read in conjunction with Schedule 2 of the agency’s Funding Agreement. The Funding Agreement also lists other key documents, which outline responsibilities and requirements that apply to funded agencies, including policy, legislative and regulatory requirements

All guidelines are available on the Victorian Responsible Gambling Foundation website at: www.responsiblegambling.vic.gov.au/for-professionals/extranet

2. FNGAP overview

FNGAP provides services to First Nations communities and community members to:

1. improve individual and community capacity to reduce gambling-related harm,
2. minimise the interpersonal, health, social, cultural, and financial harms that arise from gambling. and can affect individuals, families, and communities.

The service is free to any First Nations community member who is affected by gambling harm. This could be someone who gambles, or someone affected by another person's gambling.

The Foundation recognises that First Nations organisations are best placed to deliver programs in culturally appropriate and safe ways, which meet the specific aspirations and needs of their communities.

The FNGAP organisations

There are five First Nations organisations which deliver FNGAP:

- Victorian Aboriginal Health Services (VAHS), which provides support services on Wurundjeri Country in northern metropolitan Melbourne
- Gippsland and East Gippsland Aboriginal Co-Operative (GEGAC), which provides support services on Gurnai Kurnai Country in the Gippsland area
- Mallee District Aboriginal Services (MDAS), which provides support services on Ngintait and Latji Latji Country in the greater Mildura area
- Rumbalara Aboriginal Co-operative (Rumbalara), which provides support services on Yorta Yorta and Bangerang Country in the greater Shepparton area
- The Djilang Gambling Awareness delivered by Strong Brother Strong Sister, which provides support services on Wadawurrung Country for young people and families in the Geelong area



Gambler's Help service system

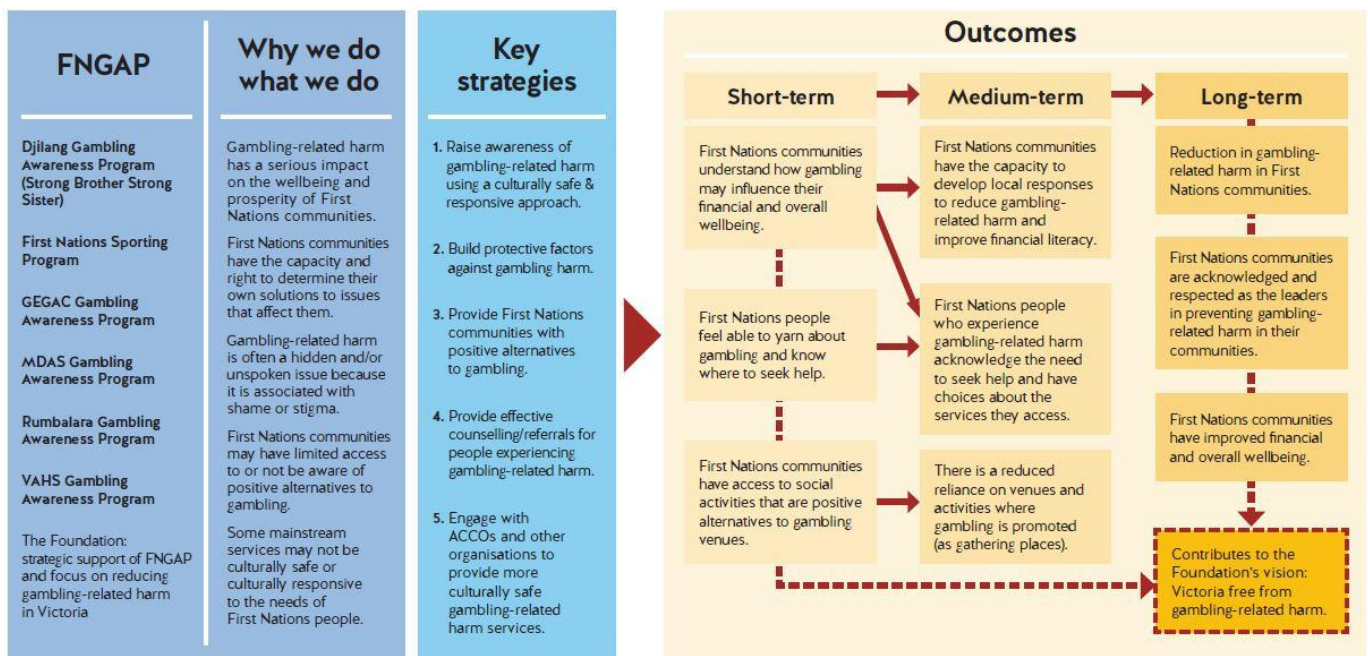
FNGAP is part of the broader Gambler's Help system, which the Foundation funds. Other services are:

- Local **Gambler's Help services** delivered by 11 organisations across 15 catchments, providing therapeutic and financial counselling, community engagement activities and venue support
- Statewide Gambler's **Help line**, which provides 24/7 crisis counselling, support, information and referral services (1800 858 858)
- Gambler's Help (Vic) and Gambling Help Online (national) **websites**, which collectively provide 24/7 live chat and email counselling and support, self-help information and support materials
- Specialist support for **multicultural communities**, including in- language counselling, support and community engagement
- Peer Connection telephone services providing non-crisis, confidential **peer support** (by people with lived experience of harm from gambling) in English, Mandarin and Cantonese to Victorians affected by gambling harm, including friends and family members.

3. What is a gambling awareness program?

Program logic

The program logic (below) provides an overview of the First Nations Gambling Awareness Program on a single page. The program logic was developed by the five FNGAP organisations working with PWC Indigenous Consulting in 2022. (The full program logic is available from your Foundation contact person.)



Key program strategies

The program logic sets out the five key strategies of the program:

- Raise awareness of gambling related harm using a culturally safe and responsive approach
- Build protective factors against gambling harm
- Provide First Nations communities with positive alternatives to gambling
- Provide effective counselling and/or referrals for people experiencing gambling-related harm
- Engage with ACCOs and other organisation to provide more culturally safe gambling related harm services.

What types of services should be delivered?

FNGAP organisations are required to deliver the following three activities:

Client Services

Individual support for people affected by their own gambling or someone else's gambling. Client services may include any of the following:

- Support/case management
- Mentoring
- Traditional cultural activities with a therapeutic benefit
- Therapeutic counselling
- Financial counselling

The type of client services offered by the FNGAP organisations will depend on needs of community and professional skills of staff.

Client services can be delivered to individuals, couples, or family groups. Group work, including yarning circles, may be considered a client service if the intention is to provide therapeutic treatment.

The FNGAP organisation may choose not to provide financial or therapeutic counselling however they must have an established referral pathways to a local Gambler's Help organisation,

Between 20% and 80% of funded staff time can be allocated to client services.

Community Activities

Delivering activities and products which raise community awareness of gambling harm in your community, including events, brochures, social media posts and merchandise.

Delivering activities in your local community to provide alternative cultural, sporting, social and recreational programs and/or deliver harm-minimisation strategies and/or promote help-seeking.

Between 10% and 80% of funded staff time can be allocated to client services.

Community Networks

Working with other teams or organisation to share knowledge about harm from gambling, develop collaborative approaches and build referral pathways. You may choose to work with your colleagues in other teams (for example AOD teams), local networks, community organisations, including (but not limited to) the local Gambler's Help services.

Working collaboratively with the Foundation and/or other FNGAP organisations to share ideas and resources and develop gambling harm resources for First Nations people and communities.

Ten percent of funded staff time should be allocated to community networks.

Culturally appropriate services

FNGAP programs should be developed to meet the cultural requirements, aspirations and needs of the communities they operate in. It is expected that consultation with senior First Nations managers/leaders, Elders, Traditional Owners, and/or community members will be undertaken to inform the design and delivery of your program.

4. Workforce

Staffing requirements

FNGAP organisations are responsible for providing skilled, competent staff to deliver the service. Staff members must meet the minimum workforce requirements (as outlined below) for specific service types to deliver this activity.

It is expected that FNGAP staff will have, or will acquire, the appropriate knowledge of gambling, gambling products, gambling harm and treatment options to deliver the Gambling Awareness Program.

Minimum workforce requirements for the Gambling Awareness Program are:

Community engagement	<ul style="list-style-type: none"> • Have cultural knowledge and understanding of the communities in which they work • Have established networks and relationships within the communities in which they work • Have experience in undertaking community engagement with First Nations communities • Health promotion, public health or community development qualifications are desirable
Traditional healer	In accordance with the expectations of relevant Traditional Owner group and/or community Elders.
Financial counselling	Must be eligible for membership of the Financial and Consumer Rights Council Victoria.
Therapeutic counselling	<p>Must be eligible for membership/registration with one of the following:</p> <ul style="list-style-type: none"> • general or provisional registration with the Psychology Board of Australia • full, graduate or Accredited Mental Health Social Worker (AMHSW) membership with the Australian Association of Social Workers (AASW) • Membership with Psychotherapy and Counselling Federation of Australia (PACFA) in the family/relationship therapy or general counselling/psychotherapy sections

5. Operational requirements

Network meeting, consultation, and professional development

FNGAP staff and managers are encouraged to participate in the regular FNGAP network meetings and online consultations.

Geographic region

FNGAP organisations are funded to work within specific geographic areas and/or within specified First Nations communities. If you intend to work with communities outside of the agreed area and/or would like to produce materials for state-wide use, this should be discussed with the Foundation.

Service hours and mode of service delivery

FNGAP organisations may provide Gambling Awareness Program services face-to-face, by phone or online.

Agencies are expected to operate 50 weeks of the year, from 9 am to 5 pm Monday to Thursday, and 9 am – 4 pm on Fridays, or after hours to meet community needs. FNGAP agencies may close for two weeks over the Christmas/ New Year period in accordance with the standard operating hours of their agency.

Unexpected closures

If the FNGAP program or organisation is forced to close unexpectedly for a period greater than one working day the Foundation must be notified by phone or email. If the closure is due to a critical situation, like a natural disaster, the Foundation may be able to assist with redirecting clients to alternative support services.

6. Planning and reporting

Planning

A single page planning form has been developed. The planning form includes information on client services, community activities and networking activities. FNGAP organisations will need to submit a plan in June of each year.

Program reports

FNGAP managers are expected to submit a report on the delivery of their gambling awareness program twice a year. The Foundation provides a reporting form which should be completed.

Agency visits

The Foundation will visit the organisation every 6-months. The purpose of the visits is for the Foundation to discuss the program report, learn about the program, share ideas and resources, discuss any concerns and to answer any questions the agency may have. The meeting is with the program manager, who may include their program staff if they prefer.

7. Funding

Funding

The funding provided to your organisation are detailed in the Funding Agreement. Current Funding Agreements cover 1 July 2022 to 30 June 2024, subject to annual performance review.

Funding model

The funding model is divided into management costs and activity delivery costs.

Management costs <ul style="list-style-type: none">• Metropolitan catchments may use up to 25 per cent of the grant amount.• Rural and regional catchments may use up to 30 per cent of the grant amount (in recognition of higher travel costs).	Management costs comprise: <ul style="list-style-type: none">• A relevant portion of management salaries• property rental and amenities• operational transport• information and communications technology• insurances, payroll and financial administration• program staff travel and professional development costs
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<p>Activity delivery costs</p> <ul style="list-style-type: none"> • Metropolitan catchments must use a minimum of 75 per cent of funding on activity delivery costs. • Rural and regional catchments must use a minimum of 70 per cent of funding on activity delivery costs. 	<p>Activity delivery costs comprise:</p> <ul style="list-style-type: none"> • Direct program staff salary costs (<i>For example</i>, wages, superannuation, payroll tax, fringe benefit tax and WorkCover costs.) • Program costs directly related to delivering community engagement activities (<i>For example</i>, catering, venue hire and printing of promotional material.) • Contractor costs associated with purchasing professional services for the benefit of the client group (<i>For example</i> Traditional Healers).
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Unspent funds

The Foundation may recoup unspent funds at the end of each financial years. For further information please discuss with your Foundation contact person.

Financial reporting

Financial and attestation requirements are detailed in your Funding Agreement.

8. Foundation contact people

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