

Arabic Welfare & Banyule Community Health

Partnership Towards Enrichment

Put yourself in their shoes

- This is a small activity I invite you all to take
- It will challenge your thinking and heighten your sense of empathy while activating your active listening skills
- This is an activity we welcome our venue workers to experience at the start of each training session
- It might involving going to a place that is challenging but please feel free to withdraw quietly if need be. This is about building understanding and compassion.

Growing Partnership- who, how and where

- Agencies: Banyule Community Health, Salvation Army & Arabic Welfare Inc
- Venues: Roxburgh Park Hotel, Highlands Hotel in Craigieburn, Summerhill in Campbellfield and Windy Hill in Essendon with potential and continued growth through North (east & west) and Inner Melbourne
- The professional sessions are provided for free to Venues
- Benefits of working in an Integrated Partnering Model means we share common goals, learn from each other and provide genuine learning opportunities that foster growth for all involved

Evolution and Enhancement

Just like any partnership we all work together to ensure it is a 'healthy relationship'. How does this look like...?

We share a **purpose** that is clear and agreed, **persons and roles** are dynamic and communicated clearly and the **process** is transparent and equally respectful

- Meeting on a regular basis to review the process, tools and delivery to ensure message is being communicated
- Co-create and design tools that share a common purpose and message through various ways
- Explore how to best utilise capacity of agencies involved to optimise outcomes for all involved

Feedback from participants in one session:

- On the question of the training meeting expectation - **6 out of 8 stated 'strongly agree'**.
- On the question of training meeting professional needs, **3 stated 'strongly agree' and the other 4 stated 'agree'**.
- On the material distributed, **4 out of 8 stated 'strongly agree'**, followed by **4 out of 8 stated 'agree'**.
- On the question of the quality of the instruction, **all 8 in the session stated that they 'strongly agree'** on the high quality of the presentation.
- Some personal statements when asked what people learned and how they can apply to their work include:

"Understanding the gaps in communicating and culture that may differ and being able to better understand and handle future situations."

"How to approach patrons."

"Learning the patron's perspective on life. Where they come from, how they feel and how they communicate."

"The ways that I can assist in cultural confusion."

Gambler's Help Venue Support Program

Total Responses: 21

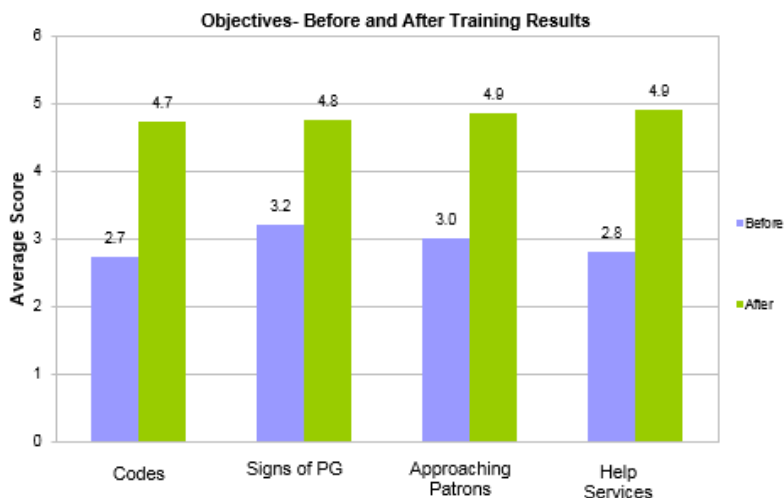
Employment Status		Age Group		Gender
Full time	9	18-19	0	Male
Part time	10	20-24	8	Female
Casual	2	25-29	4	Other
		30-34	1	Length of Employment
		35-39	3	
Position		40-44	1	Less than 1 yr
Staff	14	45-49	0	1-2 yrs
Management	6	50-54	0	2-5 yrs
Other	1	55+	4	6-10 yrs
				10+ yrs

Scores-

1 = Little or no understanding of the objective
 2 = Basic understanding of the objective, but cannot demonstrate it
 3 = Understand the objective and can demonstrate it with assistance
 4 = Can demonstrate the objective without assistance
 5 = Can demonstrate the objective and teach others to do it
 na = Objective not applicable for this training workshop

Average Scores

Objective	Before	After	Change
Objective 1 <i>I understand and know how to communicate with CALD (eg. Arabic) communities within my venue</i>	2.7	4.7	73.7%
Objective 2 <i>I can identify patron behaviours that may be associated with problem gambling / drug</i>	3.2	4.8	49.3%
Objective 3 <i>I can approach and respond appropriately to patrons displaying problem gambling behaviour / drug affected</i>	3.0	4.9	61.9%
Objective 4 <i>I know the services available in my area including Arabic Welfare and can refer patrons</i>	2.8	4.9	74.6%



Relevance	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Blank	Total
The material received in the training will be helpful in my role	0	0	0	10	11	0	21
I will be able to use what I have learnt	0	0	0	10	11	0	21
Delivery	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Blank	Total
The information was delivered well by the Venue Support worker	0	0	0	5	16	0	21
The activities and exercises helped in my learning	0	0	0	8	13	0	21
I was given an opportunity to practice what I had learnt	0	0	0	9	12	0	21
Overall	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Blank	Total
The training workshop met my expectations	0	0	0	8	13	0	21
I would recommend this training workshop to my co-workers	0	0	0	6	15	0	21

Application of learning

How confident are you that you will be able to apply what you have learnt back on the job
 How committed are you to applying what you have learnt back on the job

Average Score

8.95
 9.19 ← (1= Not at all confident, 10= Extremely confident)

Q & A

- At this point I would like to invite out guests from the _____ to a Q & A session with us and then we will open up to our audience.

Presenter Agencies

Arabic Welfare Inc

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Brunswick VIC 3056

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Broadmeadows Office

Tower Building

61 Riggall St - Broadmeadows

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Banyule Community Health

Gambler's Help Nth & Nth West

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West Heidelberg VIC 3091

03 9450 2000

& Consulting from Nine locations across the catchment

Intake:

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