

Arabic Welfare & Banyule Community Health Collaboration



Gambler's Help North & North Western
1300 133 445
gamblershelpnnw.org.au



Summary

- How we Came together
 - First Meeting
 - Stages
 - Accolades
- Training
 - What we delivered
 - What we discovered
 - What results we got
- Next Steps

Arabic Greeting

- Marhaba (hello)
- Insha'Allah
- Min fadlak (please)
- Shoukran (thank you)
- Ana ismy (my name is)



Approaching Arabic patrons

Do's

- Being polite & friendly
- Use plain English in short sentences
- Use appropriate visual (eye contact) & calm voice
- Use the "I" statement
- Pick the right moment
- Listen carefully both verbal and non-verbal cues to ensure message is understood

Don'ts

- Don't speak too fast
- Don't shout
- Don't make assumptions
- Don't touch patrons especially females
- Don't approach patron in front of family members or friends
- Don't use the "YOU" statement

Evaluation Results

Agency Summary for period 1 July 2015 to 30 June 2016

Gambler's Help Venue Support Program

Total Responses: 35

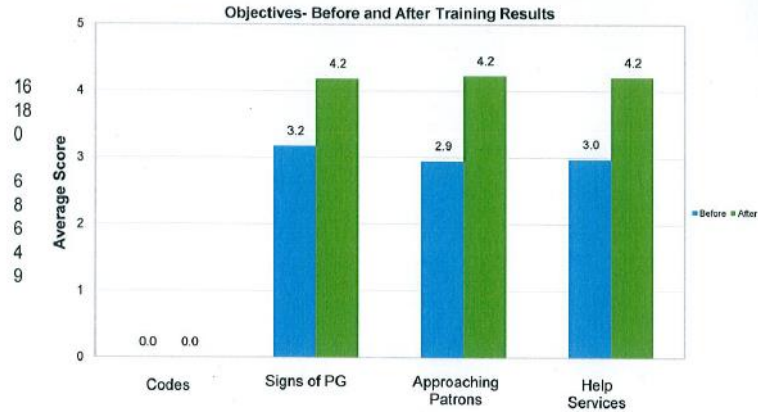
Employment Status	Age Group	Gender	Length of Employment
Full time	18-19	Male	Less than 1 yr
Part time	20-24	Female	1-2 yrs
Casual	25-29	Other	2-5 yrs
	30-34		6-10 yrs
	35-39		10+ yrs
Staff	40-44		
Management	45-49		
Other	50-54		
	55+		

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	Description	Before #DIV/0!	After #DIV/0!	Change #DIV/0!
Objective 1	<i>I understand and know how my venue is required to implement the Industry code of conduct</i>	3.2	4.2	32.1%
Objective 2	<i>I can identify patron behaviours that may be associated with problem gambling</i>	2.9	4.2	43.6%
Objective 3	<i>I can approach and respond appropriately to patrons displaying problem gambling behaviour</i>	3.0	4.2	41.4%
Objective 4	<i>I know the services available in my area, and could refer patrons to these (inc self-exclusion)</i>			



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Blank	Total
Relevance							
The material received in the training will be helpful in my role	0	0	2	17	14	2	35
I will be able to use what I have learnt	0	0	1	16	16	2	35
Delivery							
The information was delivered well by the Venue Support worker	0	0	1	15	17	2	35
The activities and exercises helped in my learning	0	0	2	15	16	2	35
I was given an opportunity to practice what I had learnt	0	0	3	16	14	2	35
Overall							
The training workshop met my expectations	0	0	3	13	17	2	35
I would recommend this training workshop to my co-workers	0	0	2	15	16	2	35

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

8.56
8.81

(1= Not at all confident, 10= Extremely confident)

Questions

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& Consulting from Nine locations across the catchment

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