

# Info Sheet: Service Promotion – Definition and Recording Process

## What is Service Promotion?

Service Promotion is generally defined as work performed by Gambler’s Help Therapeutic Counsellors and Financial Counsellors that cannot be linked to a client or Community Engagement activity. The Foundation recognises that this work is important and can often be time-consuming, so we have created a solution to allow Gambler’s Help delivery partners to record this time in GH Connect against an Anonymous Case. This solution means the hours recorded against these cases will be recognised as ‘Core’ work and will contribute towards Core Hours KPI targets.

Some examples of Service Promotion:

- A TC or FC cold-calling an organisation (or multiple) to raise awareness of GH Services, have a general discussion or promote a specific event
- A TC or FC attending a local event or location to raise awareness of GH Services or a specific event
- A TC or FC meeting with another local support service or organisation to network and/or raise awareness of their own service

**Please note:** If any of the above examples were linked to a client or Community Engagement activity, recording this time as Core work would not be appropriate. Service Promotion is specifically intended to recognise work where no such links can be made.

## Who can record Service Promotion?

Role	Can I record Service Promotion?
Therapeutic and Financial Counsellors	- Yes. Provided the work is not related to a client or Community Engagement activity.
Community Engagement Workers	- No. Previously, Community Engagement workers (aka Community Educators) were able to record this time, but this is no longer required, as time spent on Community Engagement activities no longer forms part of delivery partner KPIs.
Venue Support Workers	- No. Recording Service Promotion is not required for Venue Support Workers.

## Frequently Asked Questions

### Q1. Is there a limit to how much service promotion me or my agency can record?

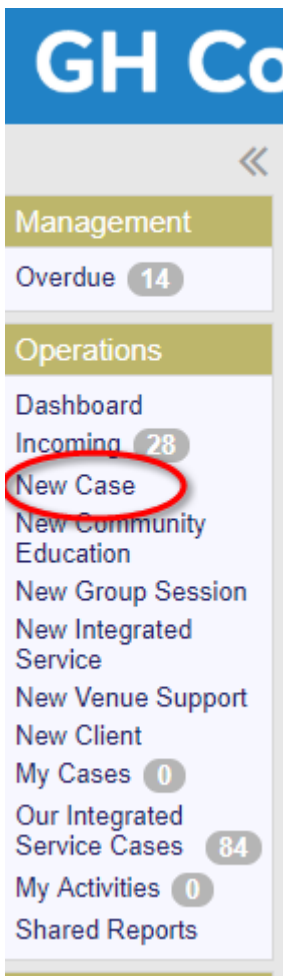
- A. Yes. An agency can record up to a maximum of 10% of their KPI Core hours as Service Promotion. Lodgement of Service Promotion hours beyond this amount will require a discussion between the agency manager and the Foundation as to why this has occurred.

### Q2. Can I record my Service Promotion activities as a bulk entry, rather than creating a new Anonymous Case each time? (e.g. creating one Anonymous Case at the end of the week, and recording all Service Promotion hours performed that week as one timesheet entry)

- A. Yes, this is appropriate. However, please discuss this with you manager first, so they are comfortable with the method in which hours are being recorded.

**Please remember:** Anonymous cases should have only one activity and timesheet recorded against them and should never remain open.

**Step 1 - Open a New Case in GH Connect:**



**Step 2 - Create an Anonymous Case**

A screenshot of the GH Connect case creation form. The 'Category' dropdown menu is set to 'Anonymous' and is circled in red. The 'Family Therapy' dropdown is set to 'Please Select'. The 'Agency' dropdown is set to 'Metro-T-010 - Metro T - Mont Albert (Inner East)'. Below these are several input fields: 'Age Bracket' (Please Select), 'Gender' (Please Select), 'Postcode' (empty), 'Reason for Contact' (Please Select), and 'Services Provided' (Please Select). At the bottom, there are two more dropdowns: 'Was client offered a referral to Gambler's Help Service?' (Please Select) and 'Reason for not offering referral' (Please Select).

**Step 3** – Select “Service Promotion” in the drop-down list for the **Services Provided** field in the Anonymous section of the page that is highlighted from step 2 above.

#### Anonymous

The screenshot shows a form titled "Anonymous" with several dropdown menus. The "Services Provided" dropdown is open, and "Service Promotion" is highlighted with a red box. A red arrow points from the "Please Select" option at the top of the dropdown to "Service Promotion". Other options in the dropdown include "Professional Consultation", "Referral to Other Services", "Self Exclusion Deed Signing", "Self Exclusion Revocation", "Self Exclusion Support", "Supportive Counselling", and "Other". The form also includes fields for "Age Bracket", "Gender", "Postcode", "Reason for Contact", "Reason for not offering referral", and "Other Non-Gambler's Help Services Client is in contact".

**Step 4** – Complete remaining steps to create Anonymous Case.

**Step 5** – Create an activity against the Anonymous Case

When entering activity time, given this is an anonymous case for service promotion activity, select **Activity Type** = Anonymous Activity, select whether it should be TC or FC time in the **Activity Sub Type** field and then select the **Activity Sub Sub Type** = 'Service Promotion' and complete the timesheet following the usual process.

#### Activity Details

The screenshot shows the "Activity Details" section of the form. The "Activity Type" dropdown is set to "Anonymous Activity" and the "Activity Sub Type" dropdown is set to "Anonymous Financial". The "Activity Sub Sub Type" dropdown is open, and "Service Promotion" is highlighted with a red box. The "Please Select" option is also circled in red.

#### Activity Details

The screenshot shows the "Activity Details" section of the form. The "Activity Type" dropdown is set to "Anonymous Activity" and the "Activity Sub Type" dropdown is set to "Anonymous Therapeutic". The "Activity Sub Sub Type" dropdown is open, and "Service Promotion" is highlighted. The "Please Select" option is also visible.

**Step 6** – Close the Anonymous Case if you have not already done so. Remember, activities and timesheets can be entered against closed cases if it easier to do this when you create the anonymous case.

## How can I search for Service Promotion Activities?

- When performing an **Activity search** in GH Connect, Service Promotion entries will now be much more clearly defined. The bottom result from the screenshot below shows how these entries will now appear.

### Activities

Service promotion

Case Type: Case | Activity Type: Anonymous Activity | Activity Sub Type: Anonymous Therapeutic

Status: Select activity status | Clients: Search for parties | Staff: Search for staff

**Q Search**

These two activities had 'service promotion' in the notes free text

Activity Type	Title	When	Duration	Status	Case	Actions
Anonymous Activity	Anonymous Activity Anonymous Therapeutic	09/10/2015 15:13	01:30	Completed	Anonymous Anonymous	
Anonymous Activity	Anonymous Activity Anonymous Therapeutic	24/03/2017 10:00	02:00	Completed	Anonymous Anonymous	
Anonymous Activity	Anonymous Activity Anonymous Therapeutic Service Promotion	07/06/2019 14:29	00:45	Completed	Anonymous Anonymous	

This activity was a Anonymous Therapeutic > Service promotion activity

- These entries will also appear in the **Timesheets search**, by selecting the options in the screenshot below

### Search Timesheet

Case Number: Search Case Number

Case Type: Case | Category: Select Category

Activity Type: Anonymous Activity | Activity Sub Type: Anonymous Therapeutic | Activity Sub Sub Type: Service Promotion

Clients/Organisations: Search for parties | Staff: Search for staff

Timesheet Start Date: From date | To date

**Q Search**

**Export**

### Timesheet

1 match

Case Number	Category	Clients/Organisations	Activity Title	Start Date	Direct Time	Indirect Time	Travel Time	Total Time	Staff	Action
CA- [redacted]	Anonymo us		<a href="#">Anonymous Activity Anonymous Therapeutic Service Promotion</a>	2019-06-07 14:29:00	00:45	01:00	00:00	01:45	[redacted]	