

Program and Application Guidelines

Statewide Multicultural Service
– gambling harm prevention and support

August 2020



Introduction

We are looking for an organisation to deliver a new Statewide Multicultural Service to deliver gambling harm prevention and treatment support to migrant and refugee communities in Victoria.

The purpose of this document is to:

- Describe the Statewide Multicultural Service so that you can decide if you want to apply to deliver it. This is outlined in **Section 1: Service Description**
- Describe the sort of organisation we want to deliver the service so you can decide if your organisation is the right one to apply. This is outlined in **Section 2: Eligibility Requirements**
- Describe the application process so you know how to apply if you want to. This is outlined in **Section 3: Application Process**.

Section 1: Service Description

Overview

We wish to engage a multicultural organisation to provide a Statewide Multicultural Service to deliver gambling harm prevention and treatment support from October 2020.

This will include culturally appropriate information, counselling, community education and community engagement opportunities accessible to Victoria's diverse migrant and refugee communities.

You will deliver services directly, and use your extensive networks to streamline supported referral for community members to local services and activities.

Key service elements

Key service elements must include:

- **A culturally appropriate gambling harm support service** available in multiple community languages to communities in Melbourne and rural and regional Victoria. This will involve intensive support to refer clients to an established network of service providers where the client feels culturally safe and their complex needs can be met. This includes:
 - triage and warm-referral of clients, contributing to counselling sessions delivered by other counsellors with expertise relating to gambling harm and issues facing migrant and refugee communities (co-consultation), and maintaining an up-to-date list of Gambler's Help, bilingual and bicultural counsellors and key contacts.
 - options for clients to access inhouse therapeutic counselling, casework and information, group counselling or financial counselling.
 - delivery via telephone, videoconference, email, face to face and some outreach support.

- A **culturally appropriate community education, engagement and development** service that helps communities to be more resilient to the risks of gambling harm.
 - Activities should reduce isolation, build identity and increase health (including mental health) and financial literacy. They should also generate community-led discussion and communications that engage communities to think about gambling harm and mitigation strategies including help seeking.
 - This also includes providing us with your expertise and connections to help people from migrant and refugee backgrounds access the Gambling Harm Conference and our marketing campaigns. This must also include participation in our 'CALD Community of Practice' for our funded partners who support migrant and refugee communities.

The following service element is optional, in other words, you do not have to deliver this:

- A **flexible funding program** in which your organisation provides small funding amounts to other organisations to deliver small community awareness activities about gambling harm. The funds must be provided to organisations (not individual people) to support their community. The funds must come from the overall grant amount provided to deliver the Statewide Multicultural Service. Some examples may include:
 - a local radio show delivered in a community language
 - a celebration lunch with community elders
 - an information night
 - a brochure.

Partnerships

To increase opportunities for people to receive the support they need where they need it, and to engage with their local communities, we expect you to partner with:

- existing Gambler's Help, Gambler's Help Line, Gambling Help Online and Prevention Partnership Program providers across Melbourne and rural and regional Victoria.
- local government, community, faith and recreational organisations, in particular those wanting to address issues such as family breakdown, stage of life issues, trauma, settlement, financial counselling and literacy, and student / youth welfare.

Some examples of partnerships include:

- leading or supporting joint community activities
- developing client referral protocols
- providing networking support to bring together other organisations
- providing expert advice or training to partners on the intersecting issues experienced by migrant and refugee communities.

Funding

Your application must provide total costings within a range of \$560,000 - \$660,000 including GST for the period 1 October 2020 – 30 June 2022.

Section 2: Eligibility requirements

To deliver the Statewide Multicultural Service, we wish to engage a multicultural not for profit organisation with the following qualities:

- experience and expertise in supporting people to navigate intersecting concerns; in other words, a 'diversity within diversity' or 'intersectional' approach
- an established identity, connections and experience working across a range of migrant and refugee communities and related professional networks across Victoria
- employed bicultural, bilingual staff who represent a diversity of migrant and refugee communities, and can navigate other communities with cultural sensitivity.

Staffing

Staff you employ to deliver the service must meet minimum qualification requirements outlined below.

Minimum qualification requirements

All staff delivering the Statewide Multicultural Service must have:

1. Appropriate cultural knowledge and networks within the community in which they work
2. Expertise regarding the interplay of issues that add complexity to migrant and refugee communities' experience of gambling harm
3. Capacity to integrate gambling harm prevention services within family, community, counselling or other health support programs.

Culturally-appropriate gambling harm support service

Counsellors supporting psychological or social wellbeing (**therapeutic counsellors**) must meet the following requirements:

1. Relevant tertiary qualifications and relevant counselling experience, and eligibility for or actual:
 - Registration with the Australian Health Practitioner Regulation Agency (AHPRA) in National Board categories of Psychology Board of Australia or Nursing & Midwifery Board of Australia, or •
 - Full, graduate or Accredited Mental Health Social Worker (AMHSW) membership with the Australian Association of Social Workers (AASW), or
 - Provisional or Clinical registration with Psychotherapy and Counselling Federation of Australia (PACFA) in the family/relationship therapy, general counselling/psychotherapy sections or mental health practitioner category, or
 - Level 2, or higher, membership of the Australian Counselling Association .
2. Receive clinical supervision provided in-house or externally paid for by their employer. Clinical supervisors must be a current accredited supervisor with one of the following organisations:
 - AHPRA/APS (www.psychologyboard.gov.au/Registration/Supervision.aspx)
 - Australian Counselling Association (<https://www.theaca.net.au/become-a-supervisor.php>)
 - ASW (www.aasw.asn.au/practitioner-resources/supervisionstandards)

Minimum qualification requirements

- PACFA (www.pacfa.org.au/practitioner-resources/faqs)

If you employ counsellors not meeting these requirements you must demonstrate their relevant qualifications and counselling experience. Their inclusion in the program will be subject to consultation with and approval from us.

Financial counsellors must meet eligibility requirements for membership of Financial Counselling Victoria (FCVic).

Culturally appropriate community education, engagement and development service

Health promotion, public health or community development qualifications are preferable but not mandatory. Clinical qualifications (for example, as a therapeutic counsellor) may be appropriate in some circumstances.

Flexible funding program

Appropriate financial delegation manage funds.

Section 3: Application Process

1. Please read Sections 1 and 2 above to decide if you should apply. Additional information that you may find useful is available in the document *Additional information about us and the Statewide Multicultural Service* available here: responsiblegambling.vic.gov.au/reducing-harm/gamblers-help-services/statewide-multicultural-service. This explains why we are funding the new service and what working with us might involve for you.
2. Submit your application using the *Application form: Statewide Multicultural Service – gambling harm prevention and support* available here: responsiblegambling.vic.gov.au/reducing-harm/gamblers-help-services/statewide-multicultural-service. This must be emailed to contact@responsiblegambling.vic.gov.au and Grace.Kilpatrick@responsiblegambling.vic.gov.au by **3pm, Friday 4 September 2020**.

Important dates

Activity	Date
Grant application period opens	10 August 2020
Grant application period closes	4 September 2020
Notification of successful and unsuccessful applicants	October 2020
Funding agreement executed with successful applicant	October 2020
Two-year grant funding period starts	October 2020

Key documents and resources

Grant application documents available here: responsiblegambling.vic.gov.au/reducing-harm/gamblers-help-services/statewide-multicultural-service	Description
Application form: Statewide Multicultural Service – gambling harm prevention and support	The Application Form to be completed by all applicants to provide key information about their organisation and respond to selection criteria.
Program and Application Guidelines: Statewide Multicultural Service – gambling harm prevention and support	Please ensure you read and understand these guidelines, which contain important information including the program description, eligibility requirements and key dates.
Additional information about us and the Statewide Multicultural Service	Provides additional information to explain why we are funding the new service and what working with us might involve for you.
Sample funding agreement	Example of the funding agreement with us that you would need to sign.
Frequently asked questions	Provides answers to questions asked by applicants during the application period, making them available to everyone.
Background resources	Description
Gambler’s Help services responsiblegambling.vic.gov.au/for-professionals/health-and-community-professionals/gamblers-help/	Description of the Gambler’s Help service system operating across Victoria. The Statewide Multicultural Service will be a part of this service system.