

Additional information to Program and Application Guidelines – Statewide Multicultural Service

August 2020

a. Background information about the Victorian Responsible Gambling Foundation

Our organisation was created by the Victorian Parliament to address the challenge of gambling harm in the Victorian community. This happened through the *Victorian Responsible Gambling Foundation Act 2011*. Our organisation is a statutory body funded by the Victorian government and guided by an independent board.

Our mission is to improve the health and wellbeing of all Victorians by preventing gambling harm and providing support for those seeking help. We aim to do this by working with communities and government in ways that are effective, evidence-based and innovative, and apply a public health approach.

More information about us is available at responsiblegambling.vic.gov.au.

Gambler's Help

The **Gambler's Help** program helps communities to prevent gambling harm and provides support to individual people seeking help. Gambler's Help has operated continuously in various forms for over 20 years. We fund over 24 service partners across Victoria to deliver Gambler's Help. Gambler's Help services include community education, training to gaming venues, counselling (including financial counselling) and other support. We also fund the Gambler's Help Line and Gambling Help Online which provide 24-hour seven day per week telephone and online counselling and support.

Services across Victoria are intended to be accessible to all Victorians and to engage and support all communities in their geographical area. More information about the Gambler's Help service system is at responsiblegambling.vic.gov.au/for-professionals/health-and-community-professionals/gamblers-help/.

Since 2014 the Gambler's Help program has also included ethno-specific organisations delivering Gambler's Help tailored to their own communities. These services include community education, counselling and support, and are delivered:

- in a culturally-appropriate way and in the community language or languages
- in Metropolitan Melbourne
- to Vietnamese, Chinese and Arabic-speaking community members.

More information about Gambler's Help in languages other than English is available at gamblershelp.com.au/get-help/help-in-other-languages.

Additionally, a program of community education sessions has been delivered to a wide range of other migrant and refugee communities in-language since 2014. However this multi-lingual program will be replaced with the Statewide Multicultural Service.

More detail about our help services as at gamblershelp.com.au/get-help/find-support.

Prevention projects

We also fund a number of community-led gambling harm **prevention projects** across Victoria. Diverse groups in urban and regional Victoria run projects that:

- build social connection and resilience
- prevent and reduce gambling harm in local communities and among at-risk groups
- break down the stigma of gambling harm and encourage people affected by gambling harm to seek advice and support
- tests new ideas and builds evidence for good ways to prevent gambling harm.

Many of these projects are delivered by and for multicultural, migrant and refugee communities. More information about currently funded projects is available at responsiblegambling.vic.gov.au/reducing-harm/community-led-prevention-projects.

b. Background to the Statewide Multicultural Service

We have identified the need to expand support to migrant and refugee communities in a Statewide Multicultural Service. This will be guided by the principles below to maximise equitable access for communities to this support. We have developed these principles by learning from:

- consultations throughout 2019 with health and welfare professionals who are part of and work with migrant and refugee communities
- the 2019 evaluation of the CALD Prevention Program where we funded organisations to deliver gambling harm prevention projects in migrant and refugee communities
- our work with funded partners delivering Gambler's Help to migrant and refugee communities since 2014.

Guiding principles for the Statewide Multicultural Service 2020-22

1. *Diversity exists within diversity.* Every person has a range of dimensions intersecting to create a unique experience of and response to gambling harm ('intersectionality'). Understanding elements of specific cultures ('cultural competency') is helpful but limited given the diversity within and between communities and individuals. Intersecting areas of concern for many people include family breakdown, stage of life issues, trauma, settlement, financial counselling and literacy, and student / youth welfare.
2. *Migrant and refugee community ownership* of program development and delivery needs to be maximised. In this situation our role is more to provide support and professional development than to describe in detail how the program should be delivered.

3. *Cross-sectoral partnerships* are essential to make use of limited resources to support communities and will help ensure:
 - community members have multiple points of entry to services, support and participation
 - the competency of other sectors about culture, language and gambling harm will increase

For example, partnerships could be developed between the Statewide Multicultural Service, local libraries, family violence services, ethnic communities councils, community arts and other Gambler's Help providers.

4. *Services need to be expanded across several dimensions:*
 - *Service type:* education and prevention as well as counselling and financial counselling
 - *Community:* beyond Vietnamese, Chinese and Arabic-speaking communities to Victoria's diverse, multicultural community prioritising migrant and refugee communities
 - *Geography:* beyond metropolitan Melbourne to rural and regional Victoria.

c. Information and support provided by the Victorian Responsible Gambling Foundation to funded providers

Publications and media content

We will publish a media release about the organisation selected to deliver the Statewide Multicultural Service. If you are the successful organisation we will talk about this with you beforehand. If you wish to release your own media or publications about the grant you must talk to us about this first.

We intend to publish information about the Statewide Multicultural Service a number of times. If you are the successful organisation we will work with you to make sure the information about your work is accurate. This may include information about the services you provide, case studies or examples of best practice.

You must comply with our Communication Guidelines, including acknowledgement of our funding in all communications. We can provide a copy of the Communication Guidelines on request.

Capacity building and support provided by us

To support you to deliver services, we facilitate a range of training, development and networking opportunities. These are available free of charge to all funded partners. We also provide newsletters, resources and a key contact and support person.

Training, development and networking opportunities

- A three-day *Gambling Harm Conference* every two years (biennially).

- Half-day, one-day and two-day training workshops and webinars to build skills of staff working in prevention, early intervention and treatment services.
- One-hour *Lunchtime Learning* presentations covering the latest research on gambling related harm.
- *Knowledge In Action Workshops* bringing together researchers, professionals and other stakeholders to explore 'what we know' and 'what we can do' about a particular priority area.
- *Communities of Practice* supporting funded partners focusing on particular areas such as youth, migrant and refugee communities, people in the justice system etc.
- *Peer Networking Forums* held quarterly bringing together funded partners from a number of different programs to network and foster a sense of the breadth and diversity of the sector
- *Network Meetings* for managers of specific programs including the Culturally and Linguistically Diverse (CALD) Gambler's Help Network Meeting
- Access to our information on gambling regulation, statistics and publications.

Gambler's Help Advisors

Gambler's Help Advisors (Advisors) are our staff assigned as key contact people to each of the Gambler's Help partner agencies. Advisors are the key liaison between us and your key contact person (such as program manager or team leader).

Inside gambling newsletter

Our eMagazine *Inside gambling* has the latest information, evidence and expert opinion on gambling issues in Australia and overseas. Contributors include specialists working in the gambling sector and in public health more broadly, as well as people with firsthand experience of gambling harm. We produce *Inside gambling* six times a year. You can read the current and past editions at <https://insidegambling.com.au/>

Gambler's Help Bulletin

The *Gambler's Help Bulletin* is an email bulletin designed to support delivery of the Gambler's Help program across Victoria. It contains information and updates from us, as well as showcasing news from the sector. The *bulletin* is provided to all Gambler's Help staff monthly.

Gambler's Help Managers Update

The *Gambler's Help Managers Update* is a weekly email designed to provide updates and information to Gambler's Help Managers across Victoria.

Gambling Information Resource Office (GIRO)

The Gambling Information Resource Office (GIRO) provides information about research into gambling and its regulation in Victoria and federally. This information is provided to support

anyone interested in how gambling is run and regulated and the effects of gambling on communities. Requests for information related to gambling research and/or government regulations can be sent to the office via email (<mailto:giro@responsiblegambling.vic.gov.au>).

Information collected by GIRO is available at:

<https://responsiblegambling.vic.gov.au/resources/> . From this page you can also subscribe to GIRO alerts, a fortnightly e-newsletter alerting readers to changes in the gambling environment and new research.

Brochures and other materials

Staff delivering programs funded by us have access to a range of materials to support their work in the community. Resources include promotional materials such as pens, brochures, bookmarks, factsheets and booklets. Materials can be ordered directly from our online warehouse. A username and login can be obtained through your Gambler's Help Advisor.

Media

We can help you to respond to media enquiries or prepare for media interviews. This can include working with you to develop key messages. We appreciate you letting us know if you have participated in a media story, even if you do not require help from us to prepare.

We might encourage you to engage with media to promote the Statewide Multicultural Service. Media often like to include a 'local angle' when talking about gambling issues, which can provide an ideal opportunity to talk about services.

Recording and reporting on client data in GH Connect

Client data for the Statewide Multicultural Service will be entered by you on our web-based case management system, called GH Connect. This system is also used by Local Gambler's Help, the Gambler's Help Line and Culturally and Linguistically Diverse Gambler's Help services.

A key component of GH Connect is the single client record which supports client pathways through the Gambler's Help service system. This helps to reduce the need for people to tell their story more than once.

Clinical Supervision

Information on clinical supervision is available in the Gambler's Help Clinical Guidelines June 2016 available <https://responsiblegambling.vic.gov.au/documents/179/Gamblers-Help-clinical-guidelines-June-2016.pdf>

d. Evaluation, documentation and reporting requirements for the provider of the Statewide Multicultural Service 2020-22

Participation and reporting requirements

Your key contact person (for example, program manager or team leader) must:

- meet with our Senior Advisor, Gambler’s Help Services Team for a formal review meeting every six months
- use the case management system ‘GH Connect’ to record and report on client services. This is a secure database used across all Gambler’s Help services. Training and systems support will be provided
- submit every six months, written reports using templates provided by us, including:
 - a 12-month service plan (due 31 July)
 - a mid-year progress update (due 31 January)
 - an annual report (due 31 July).

Performance measures that must be reported on in the written reports are outlined below:

Activity	Performance measure
Culturally appropriate gambling harm support	Number of clients Completion rate of case objectives and outcomes Reported increased sense of hope, control and purpose
Culturally appropriate community education, engagement and development service	Number of participants Increased awareness of risks and harms Increased awareness of help services Increase and strengthening of partnerships with health and community organisations and local government Increased community resilience to the risks of harm
Flexible funding program	To be advised

Evaluation requirements

We fund ongoing evaluation of gambling harm prevention initiatives, including the Statewide Multicultural Service, to provide evidence of outcomes, effectiveness and overall program impact.

You will be responsible for working with the evaluator and undertaking data collection, monitoring and reporting on the Statewide Multicultural Service. This may include participating in activities such as interviews or surveys. This will be supported by the external evaluator.

Financial Accountability Requirements (FAR), risk attestation and quality accreditation

You must submit the following documentation each year to satisfy financial accountability, risk attestation and quality accreditation requirements.

Report	Due date
<p>Annual Certification A certified statement by an officer authorised by the organisation declaring the organisation’s financial position and adherence to the Agreement (i.e. Chief Executive Officer, Chief Financial Officer, Board or Committee of Management) - template provided in Funding Agreement.</p>	1 October each year
<p>Annual Income and Expenditure Report An income and expenditure statement certified by an authorised officer of the Organisation (i.e. Chief Executive Officer, Chief Financial Officer, Board or Committee of Management) relating to the expenditure of the funds paid under this Agreement – example provided in Funding Agreement. A Recovery Assistance Program Income & Expenditure statement certified by an authorised officer of the Organisation (ie Chief Executive Officer, Chief Financial Officer, Board or Committee of Management).</p>	1 October each year
<p>Annual Report The Organisation’s annual report, including financial statements</p>	1 October each year (or within a week of the Annual General Meeting)
<p>Risk Attestation The Organisation must provide a Risk Attestation signed by an authorised officer of the organisation (ie Chief Executive Officer, Board or Committee of Management).</p>	1 October each year