



**Gambler's
Help**

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gamblershelp.com.au

Gambler's Help program guidelines

July 2015

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1 Introduction

1.1 Purpose of the guidelines

The Program Guidelines (the guidelines) are intended to provide an understanding of the objectives underpinning the delivery of local Gambler's Help services and the minimum operational and service delivery requirements for service providers. The guidelines also provide a description of the Aboriginal and In-language Gambler's Help services.

The guidelines outline:

- the scope of activity and operational requirements relevant to key service areas
- the performance management and accountability requirements

Service providers require flexibility to enable service delivery to be configured to meet the specific needs of the catchment. The guidelines are an important reference for service providers to guide decisions about the best way to deliver services within a catchment, whilst ensuring a consistent standard of services across Victoria.

The guidelines are available on the website of the Victorian Responsible Gambling Foundation (the foundation) at www.responsiblegambling.vic.gov.au/for-professionals and may be updated from time to time.

1.2 Key directions in service delivery

The revised Gambler's Help Service System commenced operation from 1 July 2014, giving service providers increased flexibility in the delivery of services.

In recent years, there have also been significant changes in the gambling environment. Technology is increasing access to gambling in new forms, anytime, anywhere. Participation in interactive forms of gambling is increasing and as these modes of gambling continue to emerge, it is likely that there will be further shifts in gambling participation which will have implications for service delivery.

At the same time, major reforms are being introduced in key areas of health and human services across Victoria. These reforms seek to place people at the centre of service design and delivery and will significantly change the way services are structured and delivered.

The revised Gambler's Help service system reframes service delivery in line with the following four strategic directions.

A focus on client centred service delivery

Where gambling is a problem, people can experience many barriers in seeking help. Our services need to be as easy to access as possible. When people do seek help, we need to ensure that they are supported to focus on the issues that are important to them and connect to the right services as quickly and easily as possible.

Increased flexibility and choice

We will improve the service system to provide more choice for individuals about how and when they get help, and the types of help available.

Improving Integration

Improving integration with other health and human services ensures that gambling-related harm is identified and responded to wherever people seek help. The revised service system assists Gambler's Help services including the Gambler's Help Line to operate in a more integrated way.

Tailored and targeted approaches for specific populations

There are unique issues and factors affecting service access and engagement for particular populations.

The foundation has expanded the services provided to Aboriginal communities through funding local Aboriginal Community Controlled Organisations across Victoria.

The foundation has also established services for culturally and linguistically diverse (CALD) communities.

This strategic direction has resulted in a significant improvement in the provision of Gambler's Help services and communities will now receive a more local and culturally appropriate response.

1.3 The Gambler's Help service system

The overarching Gambler's Help system recognises that the needs, help seeking preferences and 'readiness to change' of every individual is different and provides a range of options so people can choose the services that work best for them. This includes choice about:

- the type of service or support they engage with
- the way services are provided - in-person, phone based and online service options
- the intensity and duration of the service, from brief interventions to opportunities for longer term more intensive treatment.

The spectrum of services that comprise the Gambler's Help service system are briefly outlined below.



1.3.1 Self-help options

Self-help tools and programs provide information about problem gambling and strategies to help with positive changes in people's relationship with gambling. These resources may be a particularly useful resource for people who don't want or seek formal help from others. Self-help tools are designed to be used without formal intervention but may also be used in conjunction with other forms of help and support.

1.3.2 Gambling Help Online

Gambling Help Online is a national web based counselling service available across Australia to anyone concerned about a gambling issue. Gambling Help Online is funded as part of an agreement between all state and territory governments and the Australian Government.

Gambling Help Online provides:

- immediate help and support 24 hours a day, seven days a week
- live chat or email based counselling
- self-help resources and support
- online community forums which enable people to connect with others affected by problem gambling for information sharing and support
- free and confidential services.

1.3.3 Gambler's Help Line

Gambler's Help Line is a state-wide telephone service providing brief counselling, support, information and referrals. The service operates in Victoria and is available for anyone concerned about a gambling issue.

Gambler's Help Line provides:

- immediate help and support 24 hours a day, seven days a week
- brief counselling interventions to assist people with their immediate crisis or concerns
- information and advice on the range of help options available and referrals and/or direct bookings to local Gambler's Help therapeutic and financial counselling services
- the Gambler's Help Youthline, a specialist response for young people affected by gambling
- free and confidential services.

1.3.4 Peer support services

Peer support services are telephone services providing state-wide peer support for those affected by problem gambling, including family members. These services are provided by trained volunteers in English, Mandarin and Cantonese.

In 2015 the foundation will work in collaboration with local gambler's help services to explore the option of developing a 'lived experience' response. This will build upon the positive outcomes of the peer support services.

1.3.5 Local Gambler's Help services

Local Gambler's Help services provide a range of locally based counselling and education services within defined geographic areas across Victoria. Therapeutic and financial counselling assist individuals experiencing gambling-related harm whilst community education and venue support work at the community level to develop responsible gambling behaviours and settings, and improve

identification of and responses to early signs of gambling-related harm.

There are 16 catchments across Victoria, and each local service is responsible for the delivery of all the following service types within their catchment:

- **Therapeutic counselling** – provision of therapeutic interventions to minimise the personal, health and social harms related to gambling
- **Financial counselling** – the provision of information, options, practical assistance and advocacy to minimise the financial harms related to gambling
- **Community education** – delivery of initiatives and activities to improve community awareness and knowledge about gambling-related harms and risks, encourage responsible gambling and improve help seeking when gambling harm is identified
- **Venue support** – supporting electronic gaming venues to develop and maintain responsible gambling environments through training and education.

1.3.6 Aboriginal Gambler's Help services

The foundation funds culturally appropriate support services for Aboriginal and Torres Strait Islander communities affected by gambling. These services provide counselling, community education and service promotion.

Current Aboriginal and Torres Strait Islander specific services include:

- Victorian Aboriginal Health Service (VAHS)
- Mallee District Aboriginal Services
- Rumbalara Aboriginal Co-operative
- Gippsland and East Gippsland Aboriginal Co-operative and
- Victorian Aboriginal Community Services Association Limited (VACSAL).

1.3.7 In-language Gambler's help services

In-language Gambler's Help services provide in-language counselling and support to the Vietnamese, Chinese and Arabic speaking communities. These services provide a mix of therapeutic and financial counselling together with community education.

Current in-language services include:

- Vietnamese services provided by the Springvale Indo-Chinese Mutual Assistance Association Incorporated (SICMAA) and the Australian Vietnamese Women's Association (AVWA)
- Chinese services provided by the Chinese Gambling Concern Incorporated (CGCI)
- Arabic services provided by Arabic Welfare Incorporated and Victorian Arabic Social Services (VASS).

The Multicultural Centre for Women's Health also provides in-language culturally appropriate community education and support services for communities, about gambling issues and the help services available.

1.3.7 Mental Health services

The Victorian State-wide Problem Gambling and Mental Health Program delivered by Alfred Health is a resource for Gambler's Help services working with people who have co-occurring gambling and mental health issues.

The program provides an assessment, brief intervention, secondary consultation and clinical review service. This program operates at the individual case level, to help Gambler's Help services engage with local mental health support services, as well as providing specialist training in mental health disorders for Gambler's Help staff.

2 Local Gambler's Help services

2.1 Aims and objectives

Local Gambler's Help services operate at a catchment level, providing a range of services that aim to:

- Minimise the individual personal, health, social and financial harms from gambling
- Improve individual and community capacity to reduce gambling-related harm
- Develop responsible gambling behaviours and environments

This is achieved through delivery of coordinated and integrated services to address gambling-related harms targeted towards people who are at risk of, or are experiencing, gambling-related harm, and through establishing strategic relationships and partnerships that are aligned to achieving service aims and objectives. The specific objectives of local Gamblers Help services are to:

- assist individuals to manage gambling related harms
- assist individuals to reduce or stabilise gambling behaviours
- support individuals to maintain positive behaviour change post-treatment
- build capacity of other health and human services to identify and respond to gambling-related harms
- increase awareness and help seeking across the range of gambler's help services, particularly with those vulnerable populations identified within the community
- improve community knowledge of the potential harms and risks associated with gambling
- increase community awareness and knowledge of the many ways to access help for people who may be at risk of, or experiencing gambling related harm. This can include the families and friends of those at risk of or experiencing harm.
- take action at the local level to reinforce and/or support the implementation of campaigns and programs delivered on a state-wide basis
- encourage help seeking across the range of Gambler's Help services
- encourage responsible gambling behaviours
- encourage responsible gambling practices and environments.

2.2 Service delivery principles

Local Gambler's Help services are underpinned by the following service delivery principles.

Client centred

- Treatment services are based on client needs and preferences.
- Clients have choice and control about the services they receive.

Accessibility

- Treatment services are available to all Victorians.
- All services are culturally sensitive.

Quality

- All services are evidence informed.
- All services are delivered by a qualified and experienced workforce.
- All services are effective in achieving positive outcomes with clients.

Flexibility

- All services are responsive to emerging client and community needs.
- All services are delivered in a flexible manner that is appropriate to local needs.

Integration

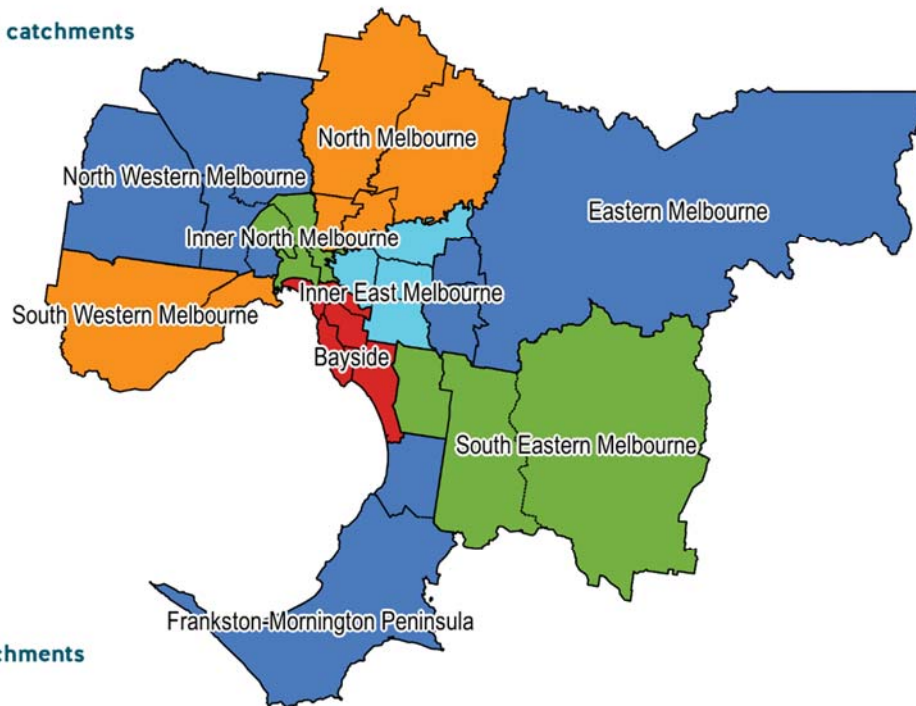
- Clients are supported to transition seamlessly between services.
- Planning and delivery of services is integrated wherever possible.
- Strategic partnerships are formed in local areas to ensure gambling related harm is identified and responded to wherever people seek help.

2.3 Catchments

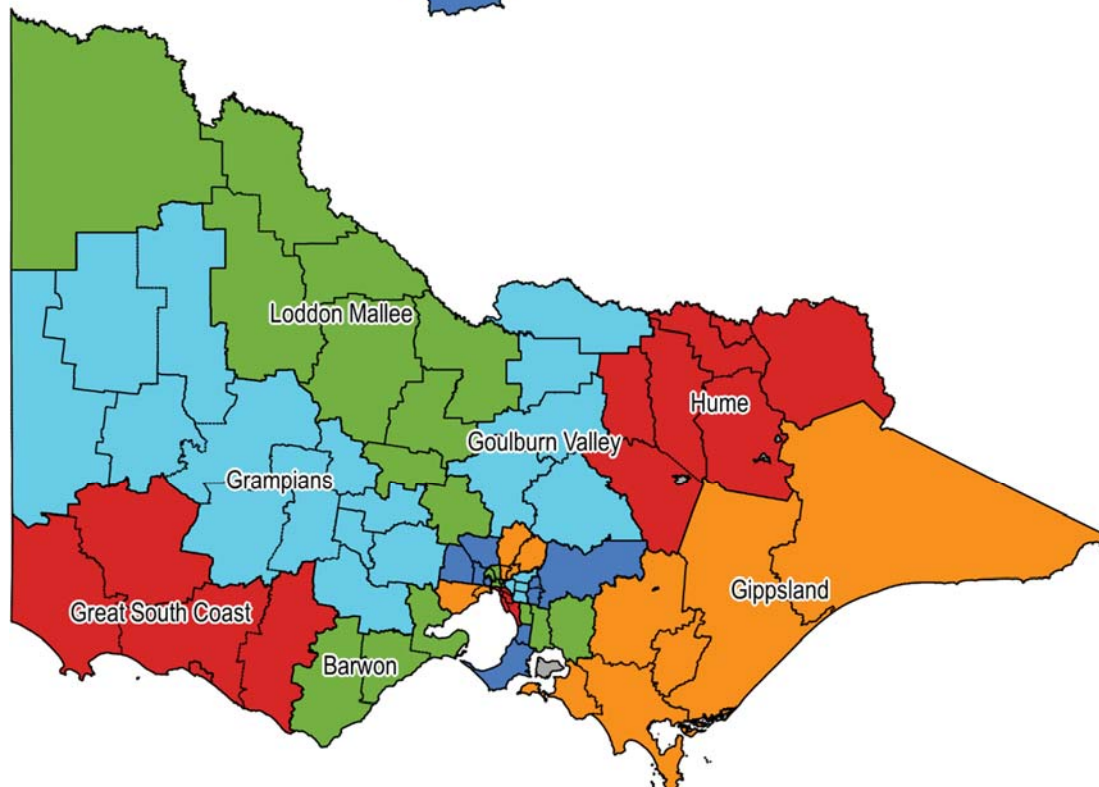
There are 16 catchments across Victoria. Nine catchments are within metropolitan Melbourne, and seven catchment are located in regional areas. A list of the local government areas within each catchment is included in Appendix A.

The catchment boundaries align with the Department of Health's Alcohol and Other Drugs and Mental Health Community Support Services catchment areas.

Metropolitan catchments



Regional catchments

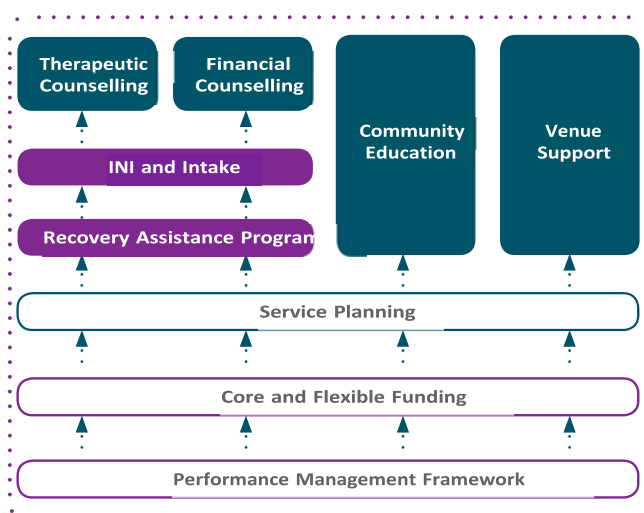


2.4 Scope of services

Service providers are responsible for delivering the full suite of local Gambler's Help services and functions across the catchment. This includes:

- therapeutic counselling
- financial counselling
- initial needs identification (INI) and intake (primary access pathway for therapeutic and financial counselling services)
- Recovery Assistance Program (administered through therapeutic and financial counselling services)
- community education
- venue support
- service planning (provides a coordinated approach to the delivery of plan based activities across service types).

Operational requirements relating to each of the services and functions are outlined in these guidelines. Services are underpinned by the funding model and performance management framework.



2.5 Roles and responsibilities

2.5.1 Local Gamblers Help service providers

Local Gambler's Help service providers are responsible for ensuring that all service types are delivered in accordance with these guidelines and the funding and service agreements. Working within these guidelines, service providers can apply a flexible approach to the delivery and management of services and funding to meet the specific needs of the catchment area.

2.5.2 Victorian Responsible Gambling Foundation (the foundation)

The foundation provides strategic direction for the delivery of services, drives service improvement initiatives and manages service performance and accountability requirements. The foundation will establish and facilitate mechanisms for regular consultation and collaboration with service providers.

2.6 Workforce requirements

Service providers are responsible for providing a skilled, competent workforce to meet the service delivery requirements. Minimum workforce requirements for each service type are outlined below.

Service type	Minimum qualifications
Therapeutic counselling	Relevant tertiary qualifications and relevant counselling experience; and Eligibility for membership/registration with one of the following: • provisional registration with the Psychology Board of Australia, or • full, graduate or Accredited Mental Health Social Worker (AMHSW) membership with the Australian Association of Social Workers (AASW), or • membership with Psychotherapy and Counselling Federation of Australia (PACFA) in the family/relationship therapy or general counselling/ psychotherapy sections.
Financial counselling	Eligibility for membership of the Financial & Consumer Rights Council Victoria
Community education	Relevant qualification such as an undergraduate degree in Community Development or Education
Venue support	Certificate IV in Training and Assessment and Responsible Service of Gaming certificate
INI and intake	Suitably qualified counsellors, or Intake workers with generalist counselling training or specialist knowledge of Gambler's Help services
Gambler's Help Line	Content-related tertiary qualification or Certificate IV A minimum of 12 months working in face to face or telephone based counselling, and Internal service provider problem gambling training program or the foundation's 'The Foundation Course'

Therapeutic counsellors and community educators who do not meet the minimum qualifications requirements can apply for exemption on the basis of their experience, qualifications held and other relevant studies undertaken.

Therapeutic counsellors who do not meet the minimum requirements will be expected to determine their 'scope of practice' in accordance with their experience and qualifications, including identification of indicators for referral to other clinicians.

The foundation would look favourably on exemptions from therapeutic counsellor applicants who have membership of other professional bodies that provide the following:

- a professional code of ethics
- requirements for regular clinical supervision
- requirements for continuing professional development
- effective complaints handling and disciplinary mechanisms
- professional indemnity insurance
- a rigorous code of conduct.

Applications for exemption should be submitted to the service provider's Agency and Sector Engagement Officer at the foundation.

Professional Development Centre

The foundation's Professional Development Centre (PDC) supports clinical practice and provides a program of professional development opportunities for all Gambler's Help staff. These are delivered in a number of formats such as webinars, one-day courses, an annual conference and The Foundation Course to support staff to work with addiction clients and particularly gambling clients. In addition the centre assists Gambler's Help staff to access other professional development opportunities.

The foundation encourages Gambler's Help staff to access the training provided, in particular The Foundation Course. The Gambler's Help program funding model includes an allocation per FTE of five training days with the Professional Development Centre and a further five to be determined by the service provider.

Information about the Professional Development Centre is at www.responsiblegambling.vic.gov.au/for-professionals/professionals-development-centre.

3 Local Gambler's Help Program and Services

3.1 Therapeutic counselling

3.1.1 Therapeutic counselling objectives

Therapeutic counselling aims to minimise the personal, health and social impact for individuals and families experiencing gambling related harm through the provision of evidence based therapeutic interventions across a range of modalities and practice settings appropriate to individual needs.

The objectives of therapeutic counselling are to:

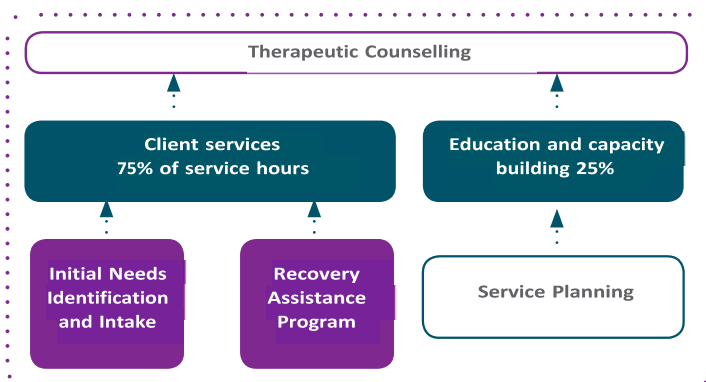
- assist individuals to manage gambling related harms
- assist individuals to reduce or stabilise gambling behaviours
- support individuals to maintain positive behaviour change post-treatment
- build capacity of other health and human services to identify and respond to gambling-related harms.

3.1.2 Therapeutic counselling service description

Therapeutic counsellors deliver a range of clinical activities including client services, and clinical education and capacity building activities targeted to other health and clinical services.

Client services account for a minimum 75 per cent of service hours

Clinical education and capacity building activities may account for up to 25 per cent of service hours. Clinical education and capacity building activities are plan based. Target population groups and specific activities are identified through the annual service planning process. Responding to demand for client services should always be prioritised over clinical education and capacity building.



3.1.3 Therapeutic counselling scope of activity

Client services

Client services provided by therapeutic counsellors include:

- **counselling** which may include individual, couples and/or family counselling sessions

- **assertive engagement** – pro-active follow up with all clients at agreed intervals to encourage and maintain service engagement, reinforce positive changes and achievements and support re-engagement with services if required
- **self-exclusion support** – provision of follow up telephone (or face to face) support to individuals who have signed a self-exclusion deed
- **administration of Recovery Assistance Program (RAP)** with eligible clients in accordance with the RAP guidelines (outlined in Section 3.6)
- **secondary consultation and co-counselling** – provision of secondary consultation and co-counselling with other health clinicians as required, including providing specialist input into care planning and coordination undertaken by other agencies
- **other indirect client services** – including activities relating to a specific client where the client is not present, such as preparing case notes
- **peer and group support programs** – delivery of group programs in line with the foundation's framework for peer and group support programs (currently under development).

For information about client consent, in particular clients under the age of 18, please refer to information provided at:

www.responsiblegambling.vic.gov.au/for-professionals/extranet.

Clinical education and capacity building

Clinical education and capacity building activities are those activities that support other clinical, health and community services to identify and respond to gambling-related harms. Clinical education and capacity building activities are particularly targeted towards improving responses in other services where people experiencing gambling-related harm are likely to be engaged or seek help, and reaching individuals and population groups who are less likely to engage directly with Gambler's Help services.

Clinical education and capacity building activities delivered by therapeutic counsellors include:

- establishing strategic partnerships and collaborative relationships with other sectors and services where people at risk of, or already experiencing, personal, health and/or social harms related to gambling, are likely to be engaged or seek help
- promoting community awareness of gambling harms
- providing clinically focused education targeted to clinicians and other health providers to improve awareness, screening and identification of gambling-related harm and/or risk
- developing system-wide approaches to screening and identification of gambling-related harm in other services
- facilitating and developing referral pathways and mechanisms between services
- developing the capacity of other clinicians and health professionals to deliver brief interventions to respond to gambling-related harm
- developing or piloting collaborative models of service delivery that incorporate responses to gambling-related harm.

3.2 Financial counselling

3.2.1 Financial counselling objectives

Gambler's Help financial counselling services aim to minimise the financial harm to individuals and families experiencing gambling-related harm by providing information, options and practical support to assist individuals to address immediate and financial issues and to stabilise and improve their financial situation.

The objectives of financial counselling are to:

- assist individuals to manage gambling-related harms
- assist individuals to reduce or stabilise gambling behaviours
- support individuals to maintain positive behaviour change post-treatment
- build capacity of other health and human services to identify and respond to gambling-related harms.

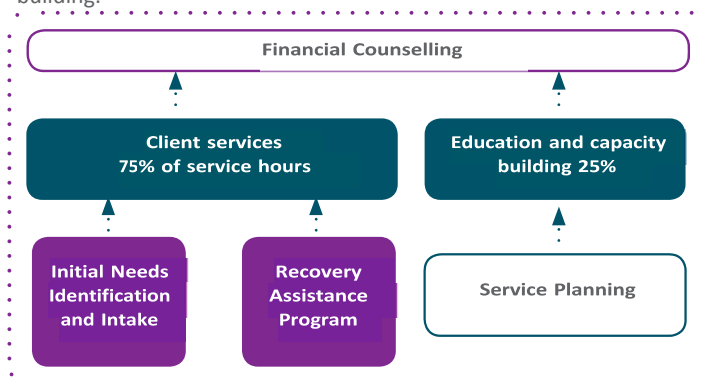
3.2.2 Financial counselling service description

Financial counsellors deliver client services and a range of other activities that support integration with the broader health and community sectors.

Client services account for a minimum 75 per cent of service hours

Education and capacity building activities may account for up to 25 per cent of service hours.

Education and capacity building activities are plan based. Target population groups and specific activities are identified through the annual service planning process. Responding to demand for client services should always be prioritised over education and capacity building.



3.2.3 Financial counselling scope of activity

Client services

Client services provided by Gambler's Help financial counsellors include:

- **counselling** which may include individual, couples and/or family counselling sessions, and provision of information, options, practical assistance and advocacy to address financial issues and alleviate stress
- **assertive engagement** – pro-active follow up with all clients at agreed intervals to encourage and maintain service engagement, reinforce positive changes and achievements and support re-engagement with services if required
- **other indirect client services** – including activities relating to a specific client where the client is not present, such as preparing client notes
- **administration of Recovery Assistance Program (RAP)** with eligible clients in accordance with the RAP guidelines (outlined in Section 3.6).

For information about client consent, in particular clients under the age of 18, please refer to information provided at:

www.responsiblegambling.vic.gov.au/for-professionals/extranet.

Education and capacity building

Education and capacity building activities are those activities that support other health and community services to identify and respond to gambling-related harms. Education and capacity building activities are particularly targeted towards improving responses in other services where people experiencing financial harms related to gambling are likely to be engaged or seek help, and reaching individuals and population groups who are less likely to engage directly with Gambler's Help services.

Education and capacity building activities delivered by Gambler's Help financial counsellors include:

- establishing strategic partnerships and collaborative relationships with other sectors and services where people at risk or experiencing financial harms related to gambling are likely to be engaged or seek help
- promoting community awareness of gambling harms
- providing focused education targeted to other health and community service providers to improve awareness, screening and identification of gambling-related harm and/or risk
- developing system-wide approaches to screening and identification of gambling-related harm in other services
- facilitating and developing referral pathways and mechanisms between services
- developing or piloting collaborative models of service delivery that incorporate responses to gambling-related harm.

Financial counsellors may also work collaboratively to support delivery of local Gambler's Help services across community education (including the sporting clubs and schools programs), venue support and/or therapeutic counselling.

3.3 Client service hours

Therapeutic and financial counselling services must be available to clients during standard business hours, 9am to 5pm Monday to Friday.

To increase flexibility and choice for clients about when they get help, a minimum of 15 per cent of service time must be available outside standard business hours i.e. at least 15 per cent of time outside 9 am – 5 pm.

Therapeutic and financial counselling services can be offered face-to-face, via telephone counselling or through group sessions. Assertive engagement would be a legitimate after hours activity.

The intention is to increase access to services, therefore indirect client services (including travel time) would not be considered as contributing towards meeting the expectation of offering after hours services.

3.4 Modes of service delivery

Service providers must ensure that there is flexibility and choice for therapeutic and financial counselling clients in the mode of service delivery. At a minimum, this must include options for:

- face to face counselling, delivered at designated service locations and/or through outreach services
- remote counselling, including at a minimum, provision of scheduled telephone counselling sessions. Service providers are encouraged to consider other service delivery modes appropriate to the population within their catchment, including alternative modes of remote counselling.

3.5 Initial needs identification, intake and client assessment

3.5.1 Description

Initial needs identification (INI) and intake are separate but interrelated clinical processes:

- INI is the process to define and prioritise client needs and includes the provision of an immediate response to clients presenting in crisis.
- Intake is the process of registering the client and scheduling the client for further Gambler's Help services.
- Assessment is further collection of clinical information to
 - develop and implement a treatment plan that is agreed with the client
 - determine the effectiveness of individual client treatment – determine effectiveness of the Gambler's Help program.

INI and intake are important clinical activities, conducted at the first point of contact with services focused on identifying and responding to the immediate presenting needs of clients, ensuring that access to services is as simple as possible.

INI and intake processes will be consistent across the Gambler's Help Line and local Gamblers Help services and utilise standardised tools and processes developed by the foundation in consultation with service providers. These tools will be embedded in the case management system.

The Gambler's Help Line will have 24-hour, seven-day service capacity to deliver INI and intake, utilising GH Connect to allocate clients to local Gambler's Help services where appropriate.

Assessment of Gambler's Help clients is expected throughout treatment rather than as a single event, and will be undertaken during client appointments with their local Gambler's Help service following INI and intake and through follow up phone calls delivered by Turning Point Alcohol & Drug Centre. More information about assessment and program performance measurement is provided later in these guidelines.

3.5.2 Requirements

INI and intake minimum requirements

Service providers are responsible for ensuring that INI and intake services meet the following minimum requirements:

- available throughout standard business hours (9am to 5pm Monday to Friday)
- delivered via telephone with capacity to respond to clients who present at services in-person
- offered within 24 hours of the client's first contact with the local Gambler's Help service
- capacity to receive and respond to referrals from a range of sources including the Gambler's Help Line, the Self Exclusion Support Service, other health/human/support services, self-referrals, and bookings from the Gambler's Help Line when this facility is made available through the case management system
- delivered in accordance with agreed processes developed by the foundation in consultation with service providers and which are embedded in the case management system.

Assessment and review - minimum requirements

Service providers are responsible for ensuring that client assessment meets the following minimum requirements outlined below.

For all clients:

- Client is encouraged to complete the Client outcome survey part one (COS1) immediately prior to the first scheduled counselling appointment, via telephone or in person.
- Counsellor transfers results of the Client outcome survey part one (COS1) on to GH Connect.

For therapeutic counselling clients only:

- Client is encouraged to complete the Feedback informed treatment (FIT) tools during each appointment
- Data should be transferred to GH Connect

The practice of ongoing clinical review of cases provides better outcomes for clients. Where a client is receiving more than eight therapeutic counselling sessions, it is good practice for the counsellor to review the case with their clinical supervisor and record against the case the value of further counselling sessions.

More information about the Client outcome survey and FIT tools is provided below.

Client outcome survey and Turning Point

The Client outcome survey part one (COS1) is administered by local Gambler's Help agencies as outlined above.

The Client outcome survey parts two (COS2) and three (COS3) will be administered by Turning Point Alcohol & Drug Centre at three and six month intervals from the date of delivery of part one of the survey.

This service will include an option for clients to be reconnected to the Gambler's Help service system, that is, the Gambler's Help Line or local Gambler's Help services.

Outcome data will be entered on GH Connect and made available to the local Gambler's Help service to assist with further client management as appropriate.

Part two (COS2) of the survey will also include a measure of client service satisfaction replacing the annual client satisfaction survey conducted in previous years.

A COS training webinar is available at <https://responsiblegambling.adobeconnect.com/p2ot4l00b83/>

Feedback informed treatment (FIT tools)

There is a trend toward making outcome evaluation a routine part of therapeutic services yet most measures are infeasible for everyday clinical use.

Feedback informed treatment (FIT) constitutes a set of brief, validated and reliable in-session tools to measure treatment outcome and the quality of the counsellor client relationship. The FIT approach to treatment has been credited with achieving improved client retention and treatment outcomes in a wide range of diagnostic presentations including in the addiction area. The Outcome Rating Scale (ORS) and Session Rating Scale (SRS) are both very brief Lockhart scales designed to be self-administered by the client in-session. The results of the ORS are immediately reported back to the client on a graph showing the client's score compared to derived normative data showing the 25th and 75th percentiles as an immediate ongoing indicator of progress made in treatment.

The foundation anticipates to develop usable Victorian normative data on these tools in the first three months of use and will refine these data on an ongoing basis.

Specific training on these tools is being arranged in 2015-16.

Whilst it is recommended that the use of the FIT tools leads to better client outcomes, the counsellor will use a professional judgment as to the use with individual clients.

The COS1, the SRS, and ORS are available at www.responsiblegambling.vic.gov.au/for-professionals/extranet.

3.6 Recovery Assistance Program (RAP)

3.6.1 RAP objective

The objective of Recovery Assistance Program (RAP) is to provide eligible clients with timely, streamlined access to material assistance that will contribute to essential living needs to support recovery from the impact of problem gambling.

Many gamblers and their families (affected others) experience financial crisis caused by gambling. RAP provides short-term material and financial assistance to stabilise and support individuals and families experiencing or recovering from the impact of financial crisis, with a view to better enabling them to focus instead on treatment and recovery.

3.6.2 RAP scope of activity

RAP is available to clients engaged in Gambler's Help therapeutic counselling or financial counselling who meet defined eligibility criteria. RAP is administered by counselling staff within these services. RAP involves the following key processes:

- appropriate non-judgmental responses to gamblers and/or affected others who seek or need RAP
- compliance with eligibility requirements including undergoing a financial assessment
- encouragement to make use of other Gambler's Help services to assist with their recovery from gambling or the impact of someone else's gambling, for example, therapeutic counselling, self-help or peer/group programs
- recording of details relating to the client and services provided in the case management system (provision of the RAP assessment form), on each occasion when RAP is provided.

3.6.3 RAP eligibility

RAP is available to people experiencing financial problems as a result of their own or a family member's gambling. To ensure that RAP does not facilitate or subsidise gambling behaviour, the eligibility criteria has been separated into streams with tailored eligibility requirements and maximum funding amounts, outlined below.

Stream	Eligibility Requirements	Amount per household (12 months)
Problem gambler	Client is: • undertaking Gambler's Help therapeutic counselling or financial counselling • undergoing a financial assessment by the Gambler's Help financial counsellor • registered on GH Connect	\$2,500
Affected other	Client is: • Undergoing a financial assessment by the Gambler's Help financial counsellor • registered on GH Connect	
Family, which may include a person with a gambling problem and / or a family member and one or more children.	Client is: • undergoing a financial assessment by the Gambler's Help financial counsellor • registered on GH Connect	\$3,500

Financial assessment

Financial counsellors are required to undertake a financial assessment for all categories of expenditure before providing RAP assistance, except for the provision of vouchers and medical / dental assistance, in which case assessment is not required.

A positive financial assessment should find that the client:

- demonstrates financial need arising from problem gambling
- is not able to overcome financial problems by drawing on their own financial resources.

Therapeutic counsellors have discretion to provide vouchers and medical/dental assistance only up to \$500 for each client, without the need for a financial assessment by a financial counsellor.

Expenditure authorisation for therapeutic and financial counsellors is indicated below at Section 3.6.4 Categories of Expenditure.

3.6.4 RAP categories of expenditure

RAP payments should comply with the following categories of expenditure.

Note: with the exception of vouchers which can be provided to categories of the RAP recipient, all RAP payments must be paid directly to the third party provider.

Expenditure Category	Item	Authoriser/ payer
Vouchers (up to \$500 per client)	• Supermarket voucher (food) • Retail voucher (clothing) • Petrol voucher (transport related) • Public transport payment / voucher (transport related) • Taxi vouchers (transport related) • Chemist voucher	TC or FC
Bills/Utilities	• Unpaid bills only • Bills are defined as a third-party payment for essential household expenses only, e.g. gas, electricity and water bills	FC
Transport related	• Vehicle registration payment • Contribution toward vehicle repairs • Vehicle loan repayment	FC
Housing and accommodation related	• Contribution to rent arrears payment or mortgage payments • Bond payment or contribution to rent-in-advance related to moving into a new rental accommodation • Municipal rates instalment (where penalty interest applies) • Essential repairs and essential household items including whitegoods and bedding	FC
School-related expenses	• Payment of school education books • Payment of school uniforms, excursions, extraordinary school activities, fees, etc.	FC
Medical / Dental expenses	• Balance of essential medical expenses (gap payment), for which a Medicare or private health insurance rebate has not been received	TC or FC
Supporting family recovery and community (re)connection (financial assessment required)	• Expenses relating to building and / or maintaining family and community re(connection), for example, supporting family access visits, enabling family members, particularly dependent children, to participate in extra-curricular, sporting or recreational activities, social support groups and to attend local community or cultural events.	TC

In exceptional circumstances, if a payment outside these categories is warranted:

- the rationale for providing RAP payments should be fully documented in the client's record, and
- in addition to a positive financial assessment by the financial counsellor, the Gambler's Help Program Manager should also approve the payment.

Agencies are advised to consult the exclusions list below.

Further notes on supporting family recovery and community (re)connection

Supporting family recovery and community (re)connection assistance recognises evidence regarding the role of social capital and community connectedness as protective factors against social or emotional harm. This supports families that:

- are no longer in crisis but are still recovering from the impact of problem gambling problem gambling, and
- wish to engage in approved activities that will enable them to build and/or maintain community connections. An 'approved activity' is an activity that is identified as potentially providing social/emotional benefits to the client and/or the family unit. Examples include:
 - family access visits
 - participation, particularly by dependent children, in extracurricular, sporting or recreational activities, social support groups, and local community or cultural events.

The rationale for a RAP payment to support family recovery and community (re)connection must be fully documented in the client's record.

Supporting family recovery and community (re)connection assistance may only be provided by a therapeutic counsellor, and be provided following financial assessment by a financial counsellor. This program may be available to singles should it meet the program requirements.

RAP exclusions

The following items are excluded from RAP payment:

- reimbursement of paid bills, including reimbursement of payments made via credit card
- consolidation of debts, including taxation, personal loans, etc.
- non-essential items, such as insurance premiums (including health insurance) subscription television services, newspapers, magazines etc.
- professional fees, for example accountants, architect, legal fees
- the purchase of external counselling services for clients
- business operating expenses
- any agency operational expense or capital purchases • payment of "loan shark" debts.

Staff and family members of staff employed by a Gambler's Help agency are not eligible to receive RAP assistance, except where RAP assistance is accessed from another Gambler's Help agency and catchment.

3.6.5 Recording of RAP

The rationale for a RAP payment must be documented in the client's record. Details to be recorded include but are not limited to the following:

- assessment of individual/family/affected other eligibility for RAP
- written authority from the client to pay a creditor / third party, obtained prior to making a payment
- recipient acknowledgment of receipt of RAP assistance
- dates, category stream and monetary value of assistance provided.

Note: The RAP program is subject to regular independent audits.

3.6.6 RAP supporting documentation

The supporting documentation to provide support service providers to administer RAP and are available in GH Connect and at:

www.responsiblegambling.vic.gov.au/for-professionals/extranet/

3.7 Community education

3.7.1 Community education objectives

Community education encompasses the delivery of a range of targeted health promotion activities aimed at addressing the prevention of gambling-related harm, including the take up of Gamblers Help Services, at the local level.

Operating within a public health framework, the objectives of community education are to:

- improve community knowledge of the potential harms and risks associated with gambling, particularly with vulnerable populations
- increase community awareness and knowledge of the many ways to access help for people who may be at risk of, or experiencing gambling related harm. This can include the families and friends of those at risk of or experiencing harm.
- encourage help seeking across the range of Gambler's Help services
- take action at the local level to reinforce and/or support the implementation of campaigns and programs delivered on a state-wide basis

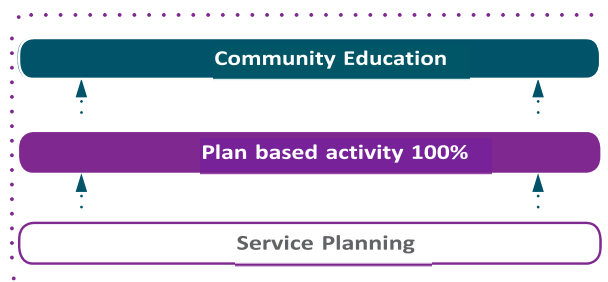
3.7.2 Community education service description

Community education is intended to deliver a range of activities that are tailored to the characteristics and needs of local communities, recognising that local social and environmental contexts are an important influence on behaviour.

Such locally devised approaches can act as a powerful reinforcement to initiatives and campaigns delivered on a state-wide basis.

Community education should be delivered in a way that encourages interaction and engagement with target populations, to improve awareness, knowledge, skill and motivation to reduce gambling-related harm.

Community education activities are plan based and service providers are expected to deliver a range of activities to address all service objectives. Target population groups and specific activities are identified through the annual service planning process.



3.7.3 Community education scope of activity

Community education activities include the development and delivery of creative approaches to positively influence awareness, understanding and attitudes about gambling risk and harms. These activities should target vulnerable groups within the local population.

They may include activities to support state-wide messages, initiatives and programs aimed at reducing the risk of gambling-related harm, devised to be meaningful at the local level.

Such activities may include facilitation and/or delivery of training, information sessions, service promotion activities, local events and programs.

Community education also includes but is not limited to participation in the implementation of the foundation's programs, for example, the sporting clubs and schools program.

Community education should also work collaboratively to support take up of local Gambler's Help services across venue support, therapeutic counselling and/or financial counselling.

Community education also involves establishing strategic partnerships and collaborative approaches with other sectors and services where people are at risk of, or who may be experience gambling-related harm.

Community education efforts may involve working opportunistically to facilitate links with other health professionals or service providers to ensure widespread awareness of gambling-related harm and the promotion of the many ways to access help across Gamblers Help Services.

3.7.4 Community education operating hours

Service providers must ensure that services are available during standard business hours, 9am to 5pm Monday to Friday, with capacity to provide services outside business hours, such as evenings and weekend events, as required to facilitate engagement with particular target populations

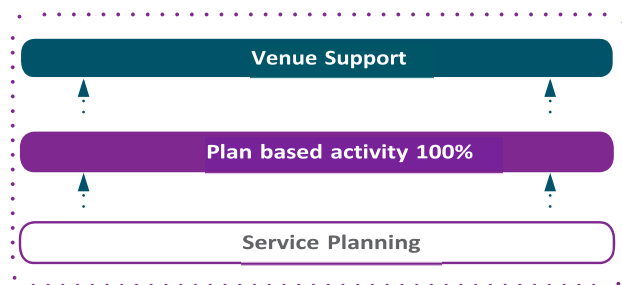
3.8 Venue support

3.8.1 Venue support service description

Venue support operates as an interface between gaming venues and Gambler's Help services. Venue support is specifically targeted to electronic gaming machine venues within Gambler's Help service provider catchments.

In particular, the service builds the capacity of gaming venue staff to identify and respond appropriately to patrons displaying potential signs of problem gambling. The service facilitates and supports the ongoing development of responsible gambling practices and environments within the gaming industry consistent with requirements and approved industry responsible gambling codes of conduct.

Venue support activities are plan based and specific activities are identified through the annual service planning process.



3.8.2 Venue support objectives

Venue support workers work in partnership with gaming venue staff and management to support the development and maintenance of responsible gambling environments. Venue support plays a key role in training and educating venue staff and supporting gaming venues to meet and exceed the requirements of industry responsible gambling codes of conduct relating to the responsible provision of gaming products.

The objectives of venue support are to:

- build the capacity of gaming venues and staff to identify and respond to gambling related harms
- improve awareness of the support services available for people experiencing gambling-related harm
- encourage responsible gambling practices and environments.

3.8.3 Venue support scope of activity

Venue support includes a range of activities undertaken in close collaboration and partnership with gaming venues, namely to:

- develop the skills, knowledge and confidence of venue staff to identify and respond to signs of problem gambling behaviours, and to deliver responsible gambling messages in routine interactions with patrons
- Raise venue staff awareness of Gambler's Help services, self-exclusion programs and other support services in order to support their role in assisting patrons to access services
- Promote best practice approaches, support responsible gambling and encourage continuous improvement.

This may include facilitation and/or delivery of training, information sessions, service promotion activities and other initiatives that achieve program objectives.

Venue support may also work collaboratively to support delivery of local Gambler's Help services across community education (including the sporting clubs and schools programs), therapeutic counselling and / or financial counselling.

3.8.4 Venue support service exclusions

The following activities are considered out of scope for venue support:

- observing patron behaviour on the gaming floor and interacting with or approaching patrons
- undertaking compliance style duties, including assessing compliance with industry codes of conduct
- provision of counselling to venue patrons or staff
- viewing the Responsible Gaming Register or self-exclusion photos / deeds.

3.8.5 Venue support operating hours

Service providers must ensure that services are available during standard business hours, 9am to 5pm Monday to Friday, with capacity to provide services outside business hours, such as evenings and weekend events, as required by gaming venues.

3.9 Service planning

3.9.1 Service planning objectives

Service planning aims to ensure that Gambler's Help services are appropriately targeted and responsive to the diverse needs of individuals and the community within the catchment.

Service planning incorporates a strong focus on identifying opportunities to develop and strengthen collaborative relationships and partnerships with other health and human service agencies to contribute to the achievement of program objectives.

Specific objectives of service planning are to:

- identify the distinct and diverse needs of the local population to enable services to be appropriately targeted
- identify catchment-based partnerships and opportunities for collaboration and leveraging from related initiatives with the potential to contribute to the achievement of program objectives
- provide a planned and coordinated focus for the delivery of Gambler's Help services across the catchment.

3.9.2 Key requirements

Service providers are required to submit a single annual plan for each catchment using the service planning template available from www.responsiblegambling.vic.gov.au/forprofessionals/extranet.

Service planning is led or conducted by management and /or senior staff with coordinating responsibility across services. Across service types, minimum requirements have been set for the percentage of service hours that must be accounted for within the service plan (refer table below). Within therapeutic counselling and financial counselling a maximum of 25 per cent (and a minimum of 10 per cent) of service hours will be directed towards clinical education and capacity building activities which are plan based.

Gambler's Help providers can combine programs (e.g. community education and therapeutic counselling) to meet the needs of a single target group, for example promoting counselling to a group of parents and teachers of young people.

Note: Within therapeutic and financial counselling, priority should always be given to meeting demand for client services.

A small percentage of service hours can be allocated for unplanned activity, providing flexibility and capacity for services to respond to emerging issues and opportunities within their catchment as they arise.

Note: The total funded service hours must be expended and accounted for through reporting mechanisms within the year.

Service type	% service hours to be plan based clinical education and capacity building activities	
	Minimum	Maximum
Therapeutic counselling	10%	25%
Financial counselling	10%	25%
Community education	80%	100%
Venue support	80%	100%

3.9.3 Service planning approval process

The requirements of service planning represent a significant shift from the individual program level approach (e.g. community counselling, provider education, portfolio services) to service planning that has been adopted in the past. This will also require the foundation to adopt a more coordinated and integrated approach to the review and assessment of service plans. Key features of this approach are:

- a single point of contact within the foundation for all service providers in relation to service planning including development, submission and feedback on the service plans
- convening by the foundation of a panel to review the service plans.

Further details including the proposed role and responsibilities of the panel is outlined below.

Role and responsibilities of the panel

The role of the panel is to review all aspects of the catchment service plans and provide a documented assessment to inform service provider feedback and discussion. Specific responsibilities of the panel are to:

- provide a consistent approach to the assessment of service plans against agreed criteria
- document assessments and key points of feedback for each service provider
- identify examples of good practice and innovation for the purposes of cross sector learning and promotion
- develop a common set of measures of success and standardised tools for measuring success (longer term goal)
- establish benchmarks for quality service planning over time (longer term goal).

Assessment criteria

Service plans will be assessed according to the following criteria:

- strength of the evidence underpinning selection of target groups and settings
- the extent to which the plan supports a coordinated and integrated approach to service delivery across programs
- the extent to which the planned activities align with service delivery objectives
- appropriate volume and type of activities to achieve objectives in a manageable way
- evidence of the establishment or engagement of partnerships and collaboration to achieve objectives
- appropriateness of proposed measures of success.

4. Local Gambler's Help Funding Model

The Local Gambler's Help funding model July 2015 is provided at www.responsiblegambling.vic.gov.au/for-professionals/extranet.

5. Aboriginal Gambler's Help Services

5.1 Service description

In 2014 the foundation established regional Aboriginal Gambler's Help services in response to the findings of the *KPMG Review of Problem Gambling Treatment Services* September 2013. The review recommended the 'development of culturally appropriate treatment programs and services which are accessible across the network of Aboriginal Health Services state-wide'.

In 2015 the foundation supports and funds a network of organisations across Victoria to deliver integrated problem gambling treatment and support services to people affected by program gambling, their families and communities at risk. This network of funded services includes funding of Aboriginal Community Controlled Organisations (ACCOs) in metropolitan and regional Victoria.

These services provide a mix of therapeutic and financial counselling together with community education.

Current Aboriginal Service Providers include:

- Victorian Aboriginal Health Services (VAHS) providing support services in Northern Melbourne and Inner Northern Melbourne catchments
- Gippsland and East Gippsland Aboriginal Cooperative (GEGAC) providing support services in the Gippsland catchment
- Mildura District Aboriginal Cooperative (MDAS) providing support services in the Loddon Mallee catchment
- Rumbalara Aboriginal Cooperative providing support services in the Goulburn Valley catchment
- Victorian Aboriginal Community Services Association Limited (VACSAL) working with local Gambler's Help services statewide to meet the needs of Aboriginal communities.

5.1.1 Services and Target Groups

Aboriginal Gambler's Help counselling services operate as part of the organisation's existing family, community counselling or other health support and wellbeing programs.

The services is free to any Aboriginal community member who is experiencing problems related to gambling. This could include someone with a gambling problem, or someone affected by another person's gambling.

The Aboriginal Gambler's Help service is primarily counselling, case management and support for any person effected by gambling. This will include therapeutic and financial counselling.

Individual counselling, peer support and group work may also be included as part of the program.

In addition to providing counselling services, the Aboriginal Gambler's Help services deliver community education and service promotion activities. This includes working with local networks, community groups and other organisations including local Gambler's Help services, to promote the service and educate relevant communities about gambling issues and how to seek help.

The foundation will work collaboratively with the Aboriginal Gambler's Help services to identify activities appropriate to each of their communities.

5.2 Service planning

Service planning aims to ensure that Aboriginal Gambler's Help services are appropriately targeted and responsive to the diverse needs of individuals and the community within the community.

Each service will provide their annual service plan to their ASEO by 31 July.



6. In-Language Gambler's Help Services

6.1 Service description

In 2014 the foundation established regional In-language Gambler's Help services in response to the findings of the KPMG *Review of Problem Gambling Treatment Services* September 2013. The review recommended the 'development of culturally appropriate treatment programs and services. This may include an emphasis on the delivery of bilingual counselling services aligned to specific cultures, values and beliefs'.

In 2015 the foundation supports and funds a network of organisations across Victoria to deliver integrated problem gambling treatment and support services to people affected by program gambling, their families and communities at risk. This network of funded services includes six in-language services that provide culturally appropriate responses to the Arabic, Chinese and Vietnamese speaking communities in Victoria.

Current in-language services include:

- Arabic language services provided by Arabic Welfare Incorporated and Victorian Arabic Social Services (VASS)
- Chinese language services provided by the Chinese Gambling Concern Incorporated (CGCI)
- Vietnamese language services provided by the Australian Vietnamese Women's Association (AVWA) and the Springvale Indo-Chinese Mutual Assistance Association Incorporated (SICMAA)
- The Multicultural Centre for Women's Health provides in-language culturally appropriate community education and support services for communities, about gambling issues and the help services available.
-

6.1.1 Services and Target Groups

In-language Gambler's Help counselling services operate as part of the organisation's existing family, community counselling or other health support and wellbeing programs.

The services is free to any Arabic, Chinese or Vietnamese community member who is experiencing problems related to gambling. This could include someone with a gambling problem, or someone affected by another person's gambling.

The In-language Gambler's Help service is primarily counselling, case management and support for any person effected by gambling. This will include therapeutic and financial counselling.

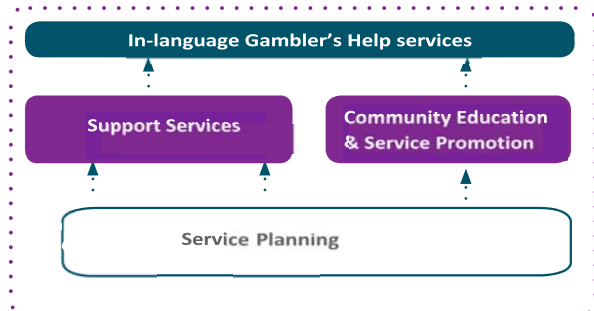
Individual counselling, peer support and group work may also be included as part of the program.

In addition to providing counselling services, the In Language Gambler's Help services deliver community education and service promotion activities. This includes working with local networks, community groups and other organisations including local Gambler's Help services, to promote the service and educate relevant communities about gambling issues and how to seek help.

6.2 Service planning

Service planning aims to ensure that In-language Gambler's Help services are appropriately targeted and responsive to the diverse needs of individuals and the community within the community.

Each service will provide their service plan to their ASEO by 31 July.



7 Performance management

7.1 Performance management objectives

The performance management and reporting framework aims to:

- ensure accountability and transparency in the use of public funds
- drive achievement of intended program objectives and client and community outcomes
- promote a culture of continuous quality improvement in the planning, design and delivery of services
- contribute to an evolving evidence base on effective services and education interventions and activities.

The framework reflects and balances these aims. It is designed to generate useful information that will allow the foundation and service providers to manage, develop and report on performance in a meaningful way. It recognises the need to align reporting requirements with the size and scale of services and to balance data collection requirements with support for clinical and professional practice.

7.2 Performance measurement

Performance measurement allows the foundation and service providers to track and guide progress towards achievement of service objectives and outcomes. Performance measures for local Gambler's Help services are based on key domains of service provider performance, which include effectiveness, efficiency, accessibility, responsiveness and service integration.

The key performance indicators (KPIs) focus on key aspects of service delivery that are within service providers' control and for which service providers are accountable. Indicative targets are attached to the KPIs but these targets will not be enforced in 2014-15.

The secondary performance measures focus on other important aspects of service delivery. Performance against these measures will be monitored but targets are not set because service providers may have only limited capacity to influence performance against them.

The case management system supports collection and reporting of some KPI and secondary performance measurement data. This data will be collected on a quarterly basis. Service providers are required to submit other data on a half-yearly basis via their mid-year progress update and annual report on plan-based activity.

Client outcome and sessional measures (ORS and SRS) will be captured on the case management system by the local Gambler's Help services and Turning Point Alcohol & Drug Centre.

Local Gambler's Help service – Key Performance Indicators

DOMAIN	KEY PERFORMANCE INDICATOR	SERVICE ELEMENT	REPORTING SOURCE	REPORTING FREQUENCY**	TARGET
Effectiveness	Proportion of clients who report reduction in gaming-related harms/behaviours	TC and FC	Client Outcome Survey (GH Connect)	Quarterly	No target in the first year
	Proportion of clients who report satisfaction with the service (client satisfaction tool)	TC and FC	Client Outcome Survey – COS2 (GH Connect)	Quarterly	85%
Efficiency	Number of service hours (based on catchment allocation)	TC, FC, CE, VS	GH Connect	Quarterly	Various
Accessibility	Proportion of clients who report that the local service accommodated their access preferences	TC and FC	Client Outcome Survey – COS2 (GH Connect)	Quarterly	90% of responses are 'moderately agree' or higher

Gambler's Helpline – Key Performance Indicators

DOMAIN	KEY PERFORMANCE INDICATOR	REPORTING SOURCE	REPORTING FREQUENCY**	TARGET
Effectiveness	Proportion of clients* who report satisfaction with the Gambler's Help Line service	GH Connect	Quarterly	85%
Responsiveness	Proportion of calls responded to within 30 seconds	Help Line Provider	Quarterly	65%

*denotes caller with a gambling-related concern

**agencies are expected to complete data entry within two weeks of reportable activity taking place to ensure that reports monitored by the foundation contain current data

Local Gambler's Help service – Secondary measures

DOMAIN	PERFORMANCE MEASURE	SERVICE ELEMENT	REPORTING SOURCE	REPORTING FREQUENCY**
Effectiveness	Reported increase in awareness and knowledge by participants in community education activities	Community Education	Participant evaluation (GH Connect)	Half-yearly
	Proportion of venue staff who report greater confidence identifying and responding appropriately to patrons displaying signs of problem gambling after venue support training	Venue support	Participant evaluation (GH Connect)	Half-yearly
	Proportion of venue staff who report greater awareness on a range of topics addressed in the VSW training program	Venue support	Participant evaluation (GH Connect)	Half-yearly
Efficiency	Number of clients	TC and FC	GH Connect	Quarterly
Responsiveness	Average number of days from initial needs identification to direct service contact (including callback or counselling appointment)	TC and FC	GH Connect	Quarterly
	Outcomes of work conducted against each target group (based on the needs of each target group)	TC, FC, CE, VS	Reporting Template (GH Connect)	Half-yearly
Accessibility	Proportion of client activity provided by mode (i.e. face to face, telephone, online)	TC and FC	GH Connect	Quarterly
Service integration	Type and number of collaborative relationships with organisations that support the identified priority groups.	TC, FC, CE, VS	Reporting Template (GH Connect)	Half-yearly
	Proportion of clients who report awareness of the suite of Gambler's Help services	TC and FC	Reporting Template (GH Connect)	Quarterly

** agencies are expected to complete data entry within two weeks of reportable activity taking place to ensure that reports monitored by the foundation contain current data

Gambler's Helpline – Secondary measures

DOMAIN	PERFORMANCE MEASURE	REPORTING SOURCE	REPORTING FREQUENCY**
Responsiveness	Proportion of telephone calls responded to	Helpline Provider	Quarterly
Accessibility	Delivery of activities to build on the cultural competency of the helpline to increase access of vulnerable and at-risk groups, as outlined in agreed service proposal	Reporting Template	Half-yearly
Service Integration	Proportion of clients* who are offered a facilitated referral to local or specialist Gambler's Help services (including callback and counselling)	GH Connect	Quarterly
	Reasons for not offering facilitated referral to clients*	GH Connect	Quarterly
	Proportion of clients* who are provided information about Gambler's Help services	GH Connect	Quarterly

*denotes caller with a gambling-related concern

** agencies are expected to complete data entry within two weeks of reportable activity taking place to ensure that reports monitored by the foundation contain current data

7.3 Performance reporting

Performance reporting allows service providers to highlight key achievements and challenges in service delivery, acquit contractual obligations and identify ways in which the foundation could further support the achievement of program outcomes.

7.3.1 Local Gambler's Help service reporting

Local Gambler's Help service providers are required to submit single reports on the suite of Gambler's Help programs they provide. Local Gambler's Help providers servicing more than one catchment must submit separate reports for each catchment.

Local Gambler's Help services are required to submit reporting to the foundation as follows:

Local Gambler's Help service reports

REPORT	DESCRIPTION	FREQUENCY
Mid-year progress update **	A single progress report on local Gambler's Help service delivery in the catchment, focusing on activities in the service plan.	Annually (31 January)
Annual report **	A single annual report across local Gambler's Help services for the catchment. This report focuses on achievements against secondary performance measures and activities in the service plan.	Annually (31 July)
Financial accountability reports	The following financial accountability reports are to be provided: • Certification*: a certified statement by an office authorised by the service provider declaring the service provider's financial position and adherence to the service agreement (i.e. Chief Executive Officer, Chief Financial Officer, Board or Committee or Management) • Annual report: The service provider's annual report containing financial statements • Income and Expenditure report: an income and expenditure statement certified by an authorised officer of the service providers (i.e. Chief Executive Officer, Chief Financial Officer, Board or Committee or Management) relating to the expenditure of the funds paid under the service agreement.	Annually (1 October)
RAP Reports	These reports are to include accurate accounting for all funds received and spent, which includes: • Prior year 'carry forward' total • Current year funding received to date • Total discounts/recoups received • Stock on hand (vouchers) • Balance of available funds Vouchers are only to be reported as expenditure on allocation to clients. The RAP reports are to reflect the actual costs to the service provider and reconcile to the service provider's general ledger. The budget is ex-GST. Quarterly payment will be adjusted to reflect current expenditure trends and any unspent funds that the service provider may be holding from the previous quarter as indicated by the quarterly RAP report. In order to verify the accuracy of the RAP Quarterly Report and to warrant the service provider holds documented transactional evidence of RAP expenditure, all RAP Quarterly Reports must be signed by the Chief Executive Officer (or equivalent).	Quarterly

REPORT	DESCRIPTION	FREQUENCY
Risk attestation form*	Risk is an integral part of good management and governance practice. Service providers are to: - manage risk in accordance with Australian/New Zealand Risk Management Standard: AS/NZS ISO 31000:2009 (Australian Standard) - have chief executive officer or board member of a service provider attest to the department annually that its risk management processes enable risk to be managed in accordance with the Australian Standard.	Annually (1 October)
Independent Review Process against the DHS standards	A copy of the service providers Accreditation Certificate is to be provided within 10 days of receipt from the Independent Review Body. If the certificate is not available the service provider will provide a copy of the Executive Summary of the report they receive from the Independent Review Body within 10 days of receipt.	Within 10 days of receipt from the Independent Review Body

*include data collection attachments for activities associated with the venue support service element

*Reporting templates and tools are available at www.responsiblegambling.vic.gov.au/for-professionals/extranet.

7.3.2 Gambler's Helpline reporting

The Helpline is required to submit the following reports to the foundation each year:

Gambler's Helpline reports

REPORT	DESCRIPTION	FREQUENCY
Mid-year progress update ⁺	A single progress report on Helpline service delivery, focusing on efforts and challenges to date.	Annually (31 January)
Annual report ⁺	A single annual report focusing on achievement against secondary performance Measures and other qualitative information.	Annually (30 July)
Financial accountability reports	The following financial accountability reports are to be provided: • Certification⁺: a certified statement by an office authorised by the service provider declaring the service provider's financial position and adherence to the service agreement (i.e. Chief Executive Officer, Chief Financial Officer, Board or Committee or Management) • Annual report: The service provider's annual report containing financial statements • Income and Expenditure report: an income and expenditure statement certified by an authorised officer of the service providers (i.e. Chief Executive Officer, Chief Financial Officer, Board or Committee or Management) relating to the expenditure of the funds paid under the service agreement.	Annually (1 October)
Risk attestation form ⁺	Risk is an integral part of good management and governance practice. Service providers are to: • manage risk in accordance with Australian/New Zealand Risk Management Standard: AS/NZS ISO 31000:2009 (Australian Standard) • have chief executive officer or board member of a service provider attest to the department annually that its risk management processes enable risk to be managed in accordance with the Australian Standard.	Annually (1 October)

The foundation will share across the Gambler's Help service system, information on facilitated referrals from the Gambler's Help Line caller demographics and other key data relating to the Gambler's Help Line services.

⁺ Reporting templates are available at www.responsiblegambling.vic.gov.au/for-professionals/extranet/

7.3.3 Aboriginal Gambler's Help Services reporting

Aboriginal Gambler's Help Services are required to submit the following reports to the foundation each year:

Aboriginal Gambler's Help Services reports

REPORT	DESCRIPTION	FREQUENCY
Service Plan	A service plan, including details how the service will be delivered, milestones and timeframes for actions.	Annually (for 2015-16 by 1 November) (thereafter 31 July)
Mid-year progress update ⁺	A single progress report on Gambler's Help Aboriginal service delivery, focusing on activities in the service plan.	Annually (by 31 January)
Financial accountability reports	The following financial accountability reports are to be provided: • Certification*: a certified statement by an office authorised by the service provider declaring the service provider's financial position and adherence to the service agreement (i.e. Chief Executive Officer, Chief Financial Officer, Board or Committee or Management) • Annual report: The service provider's annual report containing financial statements • Income and Expenditure report: an income and expenditure statement certified by an authorised officer of the service providers (i.e. Chief Executive Officer, Chief Financial Officer, Board or Committee or Management) relating to the expenditure of the funds paid under the service agreement.	Annually (by 1 October)
Risk attestation form ⁺	Risk is an integral part of good management and governance practice. Service providers are to: • manage risk in accordance with Australian/New Zealand Risk Management Standard: AS/NZS ISO 31000:2009 (Australian Standard) • have chief executive officer or board member of a service provider attest to the department annually that its risk management processes enable risk to be managed in accordance with the Australian Standard.	Annually (by 1 October)
Annual report ⁺	A single annual report focusing on a summary of service performance against the activities, milestones and target dates contained in the service plan.	Annually (for 2014-15 by 30 October 2015) (for 2015-16 by 31 July 2016)

⁺ Reporting templates are available at www.responsiblegambling.vic.gov.au/for-professionals/extranet/

7.3.4 In-language Gambler's Help Services reporting

In-language Gambler's Help Services are required to submit the following reports to the foundation each year:

In-language Gambler's Help Services reports

REPORT	DESCRIPTION	FREQUENCY
Service Plan	A service plan, including details how the service will be delivered, milestones and timeframes for actions	Annually (31 July)
Mid-year progress update ⁺	A single progress report on In-language Gambler's Help service delivery, focusing on activities in the service plan.	Annually (31 January)
Financial accountability reports	The following financial accountability reports are to be provided: • Certification⁺: a certified statement by an office authorised by the service provider declaring the service provider's financial position and adherence to the service agreement (i.e. Chief Executive Officer, Chief Financial Officer, Board or Committee or Management) • Annual report: The service provider's annual report containing financial statements • Income and Expenditure report: an income and expenditure statement certified by an authorised officer of the service providers (i.e. Chief Executive Officer, Chief Financial Officer, Board or Committee or Management) relating to the expenditure of the funds paid under the service agreement.	Annually (1 October)
Risk attestation form ⁺	Risk is an integral part of good management and governance practice. Service providers are to: • manage risk in accordance with Australian/New Zealand Risk Management Standard: AS/NZS ISO 31000:2009 (Australian Standard) • have chief executive officer or board member of a service provider attest to the department annually that its risk management processes enable risk to be managed in accordance with the Australian Standard.	Annually (1 October)
Annual report ⁺	A single annual report focusing on a summary of service performance against the activities, milestones and target dates contained in the service plan.	Annually (31 July)

⁺ Reporting templates are available at www.responsiblegambling.vic.gov.au/for-professionals/extranet/

7.3.5 Reporting review process

A mid-year progress update and annual report should be submitted to the service provider's Agency and Sector Engagement Officer at the foundation, and following review by the foundation will form the basis of discussion between the foundation and the service provider.

7.4 Data collection processes

Service providers are also required to collect information on client service delivery contained in the Gambler's Help Program Data Set (PDS). The revised PDS is available from www.responsiblegambling.vic.gov.au/for-professionals/extranet.

GH Connect facilitates collection of PDS data by both local services and the Gambler's Help Line.

7.5 Service quality standards

Service quality standards aim to ensure consistently high standards in service delivery and foster a culture of continuous quality improvement.

Gambler's Help service providers are required to comply with the DHS Standards as the relevant service delivery, governance and management standards.

The DHS standards and other relevant documentation (including the list of approved Independent Review Bodies) are available from www.dhs.vic.gov.au/about-the-department/documents-and-resources/policies-guidelines-and-legislation/departments-of-human-services-standards.

Gambler's Help services will be reviewed against the DHS Standards every three years as part of service providers' existing review processes.

This process will increase the integration of Gambler's Help services with the human services sector and reduce the number of quality reviews service providers are required to undertake.

Service providers undergoing independent review against the DHS Standards are required to:

- advise the foundation of the appointed independent review body and the date of the independent review; and
- provide the foundation with a copy of the accreditation certificate within 10 days of receipt from the independent review body
- if an accreditation certificate is not issued, provide the foundation with a copy of the Executive Summary from the independent review body's report within 10 days of receipt from the independent review body
- advise the foundation immediately if the service provider is no longer required to undergo the independent review process (e.g. due to a change in DHS funding or change in other arrangements).

Service providers conducting self-assessment against the DHS Standards are required to:

- advise the foundation of the date by which their self-assessment must be submitted to DHS
- provide the foundation with a copy of the self-assessment report by that date.

The foundation will be advised by DHS of the existence of all notifiable issues relevant to Gambler's Help service delivery.

7.6 Foundation evaluation

If the foundation conducts an evaluation or review then service providers are to provide all reasonable assistance required by the foundation or any third party engaged by the foundation, including but not limited to:

- facilitating access to raw and aggregated data collected by the service provider
- promptly providing data and material in electronic formats
- facilitating timely access to key personnel, stakeholders, facilities and buildings
- sharing knowledge and insights gained with any of the foundation's stakeholders, including any peak bodies or other providers.

Appendix A – Service catchments and local government areas

Barwon

Colac-Otway (S)
Greater Geelong (C)
Queenscliffe (B) Surf
Coast (S)

Bayside

Bayside (C)
Glen Eira (C)
Kingston (C)
Port Phillip (C)
Stonnington (C)

Eastern Melbourne

Knox (C)
Maroondah (C)
Yarra Ranges (S)

Frankston-Mornington Peninsula

Frankston (C)
Mornington Peninsula (S)

Gippsland

Bass Coast (S)
Baw Baw (S)
East Gippsland (S)
Latrobe (C)
South Gippsland (S)
Wellington (S)

Goulburn Valley

Greater Shepparton (C)
Mitchell (S)
Moirā (S)
Murrindindi (S)
Strathbogie (S)

Grampians

Ararat (RC)
Ballarat (C)
Central Goldfields (S)
Golden Plains (S)
Hepburn (S)
Hindmarsh (S)
Horsham (RC)
Moorabool (S)
Northern Grampians (S)
Pyrenees (S)
West Wimmera (S) Yarriambiack (S)

Great South Coast

Corangamite (S)
Glenelg (S)
Moyne (S)
Southern Grampians (S)
Warrnambool (C)

Hume

Alpine (S)
Benalla (RC)
Indigo (S)
Mansfield (S)
Towong (S)
Wangaratta (RC) Wodonga
(CC)

Inner East Melbourne

Boroondara (C)
Manningham (C)
Monash (C)
Whitehorse (C)

Inner North Melbourne

Melbourne (C)
Moonee Valley (C)
Moreland (C) Yarra
(C)

Loddon Mallee

Buloke (S)
Campaspe (S)
Gannawarra (S)
Greater Bendigo (C)
Loddon (S)
Macedon Ranges (S)
Mildura (RC)
Mount Alexander (S)
Swan Hill (RC)

Northern Melbourne

Banyule (C)
Darebin (C)
Nillumbik (S)
Whittlesea (C)

North Western Melbourne

Brimbank (C)
Hume (C)
Maribyrnong (C)
Melton (CC)

South Eastern Melbourne

Cardinia (S)
Casey (C)
Greater Dandenong (C)

South Western Melbourne

Hobsons Bay (C)
Wyndham (C)