

Strategic Plan 2011

2013

Office for Problem Gambling
Department for Families
and Communities



Government of South Australia
Department for Families
and Communities

Background

For many Australians gambling is an enjoyable pastime and part of our culture. Most of us gamble responsibly, however, in South Australia an estimated 5,000 adults have a problem with gambling and another 15,000 adults are 'moderately at risk' of gambling becoming a problem. For each person with a gambling problem, it is estimated a further 5-7 family members and/or partners are negatively affected.

Gambling is a problem when a person's gambling causes harm to themselves or partners, family, friends or others in their community. When gambling consumes more money and time than a person can afford it affects many parts of their lives, including physical, mental and emotional health, finances, relationships, work and study. It is no longer just a recreational or fun activity; it becomes a problem.

The Gamblers Rehabilitation Fund (GRF) was founded in South Australia in 1994 to fund services to support and rehabilitate those affected by problem gambling. The GRF contributors are the Australian Hotels Association, Clubs SA, Adelaide Casino and the South Australian Government. In 2006 the Office for Problem Gambling (OPG) was established in the Department for Families and Communities to administer the GRF.

South Australia has a range of free problem gambling help services for those adversely affected by gambling. The services are run throughout the state by both government and non-government agencies and include: therapeutic and counselling services; financial consultancy and group support. The Office for Problem Gambling website provides up-to-date information and links to gambling help services and resources. Counselling and advice are offered 24/7 through the Gambling Helpline and through the web to a National Online Counselling service. Community education and information is provided through a range of programs and campaigns.

The Office for Problem Gambling Strategic Plan 2011-2013 builds on the continuing work outlined in the Problem Gambling Services: Action Plan 2007. It is also aligned with the State Strategic Plan 2010 – 2012 and the Department for Families and Communities Five Year Strategic Plan 2009-13. In February 2010, the Productivity Commission Inquiry Report into gambling was published. The report into Australia's gambling industries made a number of findings and recommendations. Many of these have a direct bearing on the OPG's decisions and activities. These include policy development and funding, implementing services, early intervention and prevention and community education.

Our Role and Responsibilities

The Office for Problem Gambling provides a focus for consumers, the gambling industry, service providers and others who are concerned about problem gambling issues. Its role is to:

- implement service response to problem gambling across South Australia
- evaluate and improve funded services by the Gamblers Rehabilitation Fund
- conduct targeted community education
- support early intervention and prevention for problem gambling
- contribute to state and national policy development.

Problem Gambling Services Principles

The problem gambling services have been developed by:

- structuring a service system which is client-centred
- implementing a responsive service system
- offering a quality approach for service delivery.

The client-centred approach:

- sees clients as the focus of treatment, rather than the model or ideology of the service provider
- offers multiple entry and exit points into the service system to encourage more clients into treatment
- includes assessment of each client at the first point of entry
- provides accurate and appropriate information for each client
- provides services which are tailored to the unique needs of clients
- supports referrals to specialist and other services as required
- ensures that substantial effort is directed towards treatment, while recognising that prevention and community awareness strategies are also important.

The responsive service system:

- responds to the individual needs of each client wherever they seek help
- relieves the impact on both the client and their family
- offers follow-up services
- offers a range of interventions for all types of problem gambling behaviour.

The quality approach:

- ensures continued evaluation of services and treatment practices
- implements shared service standards, referral protocols and client management
- continuously improves services based on sound evidence and research.

Strategic focus for 2011-2013

1. A responsive and flexible Gamblers Rehabilitation Fund (GRF)

Ensure that the use of the GRF is responsive to best practice in problem gambling interventions

2. More people seeking help

Increase the numbers of people seeking help who are affected by problem gambling

3. Effective consistent interventions

Support gambling help services to provide effective interventions that are consistent across the state

4. Access for country

Improve access to Gambling Help Services for people in rural and remote areas

5. Services for special groups

Review and develop appropriate services for targeted populations

6. Up to date information

Keep up to date with new trends and policies in problem gambling

7. Tested innovation

Trial new problem gambling intervention projects

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Strategic Plan 2011-2013

1. A responsive and flexible Gamblers Rehabilitation Fund (GRF)

Ensure that the use of the GRF is responsive to best practice in problem gambling interventions

Objective

1.1 Develop the appropriate South Australian response to Productivity Commission Inquiry Report into gambling recommendations.

1.2 Provide Office for Problem Gambling perspective into regulatory legislation.

1.3 Support the Minister in the role of the South Australian representative on the Select Council on Gambling Reform.

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More people seeking help

Increase the numbers of people seeking help who are affected by problem gambling

Objective

2.1 Raise the profile and facilitate collaboration with other sectors.

2.2 Increase referrals to Gambling Help Services from other sectors.

2.3 Engage the community through problem gambling media campaigns.

2.4 Integrate messages about problem gambling into community education campaigns in other sectors.

3

Effective consistent interventions

Support gambling help services to provide effective interventions that are consistent across the state

Objective

- 3.1 Monitor compliance of Key Performance Indicators by service providers.
- 3.2 Address risk relating to any termination of service provider contracts.
- 3.3 Improve client based data to evaluate effectiveness of intervention.
- 3.4 Identify, share and promote information on problem gambling.
- 3.5 Promote evidence-based practice.
- 3.6 Ensure compliance with the Gambling Help Service Standards.

4

Access for country

Improve access to gambling help services for people in rural and remote areas

Objective

- 4.1 Identify effective ways to ensure that high quality services are available to address problem gambling in rural and remote areas.
- 4.2 Enhance the collaboration between country and metropolitan based gambling help services to address the needs of problem gamblers throughout the state.

5

Services for special groups

Review and develop appropriate services for targeted populations

Objective

- 5.1 Conduct an analysis of 'at risk' special groups and establish where the priorities lie:
 - Culturally and Linguistically Diverse
 - Aboriginal and Torres Strait Islander
 - OTHERS
- 5.2 Implement changes to service provision for special purpose populations based on the recommendations from the analysis in Objective 5.1.

6

Up to date information

Keep up to date with new trends and policies in problem gambling

Objective

- 6.1 Participate in forums and conferences relevant to problem gambling.
- 6.2 Establish routine processes for identifying new trends in problem gambling.
- 6.3 Assess and disseminate information on new trends and new ideas to gambling help services.
- 6.4 Collaborate with Department for Education and Children's Services on initiatives for under 18 year olds.
- 6.5 Support research studies that are relevant to service development in South Australia.

7

Tested innovation

Trial new problem gambling intervention projects

Objective

- 7.1 Pilot a targeted intervention on problem gambling in a region or area.
- 7.2 Increase the focus on 'at-risk' people identified in Strategy 5.
- 7.3 Collaborate with the Criminal Justice System on initiatives to address problem gambling.



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