

gambling MATTERS



Government
of South Australia
Department for Families
and Communities

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Changes to Gambling Help Services

The Office for Problem Gambling has recently undertaken a review of the gambling help service system resulting in changes to the Gambling Help Services. Changes will enable targeted and accessible services to focus on improved outcomes for gambling clients. There will be expanded Gambling Helpline services offering on-going counselling and follow-up. New service standards will also be introduced into the service agreements. There will be greater emphasis on local partnerships with venues, the Gambling Help Services, local community and health services.

In the future, Gambling Help Services will be divided into two service types: State-wide and Special Purpose Services, and Regional Services.

State-wide and Special Purpose Services include the State-wide Gambling Therapy Service, Gambling Helpline, population specific services for people in the prison and justice

systems, metropolitan and country based Aboriginal services, including two additional country based services, Culturally and Linguistically Diverse services and a network of financial counselling support in metropolitan and country areas.

Regional Services will provide financial counselling and gambling counselling services across all state regions. Funding for regional services will be distributed by a resource allocation model based on a relative proportion of State population, gambling prevalence, gaming revenue and gaming entitlements which is adjusted for the relative socio-economic status for each region.

If you would like more information please contact:

Leeanne Head, Director
Office for Problem Gambling. Ph – 8207 0435

Statewide Gambling Therapy Service – Therapy Overview

The Statewide Gambling Therapy Service provides assessment, evidence-based treatment and follow up treatment for problem gamblers. It is a free service and treatment is available for different forms of gambling e.g. TAB, Keno, card games and pokies.

The treatment program offers both one-on-one therapy and group therapy by highly skilled health professionals. An inpatient program at Flinders Medical Centre is also available. Clients who have been through the program are available to speak to people interested in hearing how the therapy worked for them and how their lives have improved since overcoming their urge to gamble.

The program uses cognitive behaviour therapy to help clients slowly confront their urge to gamble, rather than asking them to avoid gambling all together.

Treatment targets the urge to gamble which is often out of control in problem gamblers. This allows the person to overcome and rid themselves of the urge to gamble.

Gamblers learn how to identify and change hazardous thinking which drives their gambling problem. In doing so, they can work towards a full recovery and look forward to regaining their independence and no longer need to rely on avoidance behaviours to reduce their gambling.

In addition to tackling gambling behaviour, people are also helped to deal with the financial, emotional and social consequences of gambling. Families are encouraged to be

involved and help is available for family members if required.

If you think you, or someone close to you, has a problem with gambling, please pick up the phone and call for a confidential chat.

The Statewide Gambling Therapy Service will provide services in the metropolitan area in Salisbury, Port Adelaide and the Southern area of Adelaide as well as in the following rural areas: Mount Gambier, Riverland, Murray Bridge, Port Pirie, Port Augusta, Port Lincoln, Whyalla and Ceduna.

For more information please contact:

Statewide Gambling Therapy Service
Main FMC office
Ph - 8204 4779
Fax - 8204 5984

Salisbury Office
Ph – 8182 4911 and 8182 4090,
Fax – 8182 4922

Port Adelaide Office
Ph - 8240 0522 and 8240 0833,
Fax – 8240 1188

Opening of the Port Adelaide office of the Statewide Gambling Therapy Service

Towards the end of 2007 the Statewide Gambling Therapy Service (SGTS) opened the first of its new metropolitan offices in Salisbury. Since the Salisbury office was established, demand for therapy for clients with gambling problems has exceeded expectations. Our resident therapist in this office is now providing five days a week service in this area as well as regular outreach services to rural areas.

As part of the Statewide expansion an additional office has now been established in Port Adelaide to provide support to clients in the western suburbs of Adelaide who are experiencing a problem with gambling. Opened on 7th February by the Minister for Families and Communities, the Hon Jay Weatherill, it is the second office to be established as part of the wider roll out of the Flinders University cognitive behaviour therapy (CBT) programme for problem gamblers across South Australia.

In recognition of the success of the work of the SGTS, Minister Weatherill acknowledged the substantial evidence base upon which this new therapy service is predicated. Supporting the Minister's sentiments, local Port Adelaide Mayor Gary Johanson offered local community support for the initiative, acknowledging the adverse impacts upon local communities and the health and wellbeing of individuals resulting from problems associated with gambling in the community. Associate Professor Malcolm Battersby, Director of the SGTS, praised the work of the SGTS therapists and office staff in establishing the Port Adelaide service and for their long-standing commitment to the therapy programme that has made such a difference to the lives of many problem gamblers across the Adelaide metropolitan area.

Consumer consultant Greg Albrich highlighted his journey as a problem gambler and thanked the STGS team for supporting him to take control of his gambling problem and assisting him to live a life free of the urge to gamble.

SGTS staff will now build their activities in the Port Adelaide area offering support for people with gambling problems in collaboration with other local counselling and support services. Of particular interest is the emphasis on provision of therapy services for Aboriginal people living in this area. The SGTS is working with Aboriginal community leaders and service providers to adapt the therapy models to suit the needs of the Aboriginal communities it serves.

SGTS is now well on the way to meeting its commitment to establishing services across the Adelaide area and in major regional areas of South Australia as part of its expansion. In addition, considerable research work is being undertaken to document the outcomes of the programme and to explore key factors underpinning successful outcomes for participating clients. For example, most of the clients who enter and complete the SGTS programme of therapy show major benefits in terms of reducing and controlling their urge to gamble. This means that people who participate in the programme have an excellent chance of returning to gambling free lives and redressing the negative impacts that their gambling behaviour has had upon their lives and the lives of family members and others close to them.

L-R: Ben Riley, Malcolm Battersby, Paula Redpath, Zhila Javidi, Statewide Gambling Therapy Service

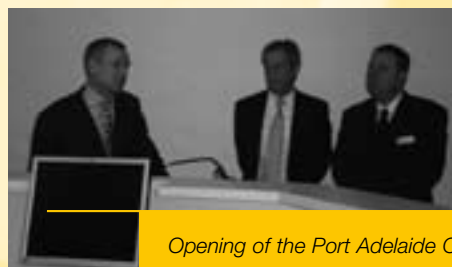


L-R: Tracey Schumacher, Club Safe, Mandy Brown, Nunkuwarnin Yunti and Enaam Oudih, Relationships Australia SA – PEACE



L-R: Dale West, Director, Centacare and Andrew Lamb, SkyCity Casino

L-R: Roger Peck, Office for Problem Gambling, Peter Harvey, Statewide Gambling Therapy Service and Eli Rafalowicz, Executive Director of the Southern Adelaide Health Service



Opening of the Port Adelaide Office of the Statewide Gambling Therapy Service, L-R: The Minister for Families and Communities, the Hon Jay Weatherill MP, Eli Rafalowicz, Executive Director of the Southern Adelaide Health Service and Gary Johanson, Mayor of Port Adelaide

Minister's Responsible Gambling Working Party Host Regional Discussions



*Responsible Gambling Working Party Members gathered in Mount Gambier on 18 October 2007: L-R David DiTroia, Cameron Taylor, Andrew Lamb, Mark Henley, Ian Horne and Eve Barratt.
Absent: Cheryl Vardon, Chair

South Australia's Gambling Minister the Hon. Paul Caica released the first Progress Report of the Responsible Gambling Working Party in October 2007. The Report looks at ways to help people set limits on their gambling on electronic gaming machines.

The release of the Report was followed closely by a series of regional discussions held by the Working Party in Mount Gambier, the Riverland, Port Pirie and Regency Park. The regional discussions were held during October and November 2007.

Community leaders attended the regional discussions to offer feedback on the proposed customer commitment measures contained in the Working Party's first Progress Report. Those in attendance included representatives from community support and welfare organisations, community members affected by problem gambling and representatives from the gaming industry.

Discussion topics covered:

- Education about gambling products
- Money management training for gaming venue staff
- Practicalities and application of the proposed customer commitment measures (i.e. cashier-assisted, modified automatic coin machines and venue card models).

In summary, a focus on educating customers about gambling products was well supported, as was the implementation of two of the proposed customer commitment measures – the cashier-assisted and the venue card models.

The items that were consistently not supported included the provision of training in money management for venue staff and the implementation of a modified automatic coin machine model intended to support customer commitment.

The Working Party will use this feedback in implementing trials of customer commitment models in the near future.

A second Progress Report to the Minister for Gambling will be presented mid 2008.

Membership of the Working Party comprises:

- Chair - Cheryl Vardon, CEO, Australasian Gaming Council
- Eve Barratt, CEO, Lifeline South East
- David Di Troia, Secretary, Liquor, Hospitality & Miscellaneous Union
- Mark Henley, Manager Advocacy and Communications, Uniting Care Wesley
- Ian Horne, General Manager, Australian Hotels Association
- Andrew Lamb, Manager Legal and Corporate Affairs, SKYCITY Casino
- Cameron Taylor, President, Clubs SA

For further information about the Working Party contact the RGWP Secretariat:

Telephone: 8207 1790

Email: rgwp@saugov.sa.gov.au

Website: www.treasury.sa.gov.au/responsiblegambling.



*Cheryl Vardon
Chair of the Responsible Gambling Working Party*

SKYCITY Casino – Host Responsibility Program

The Host Responsibility Program at SKYCITY has been running since its inception in December 2004, and has proven to be successful in both harm minimisation and early intervention – it is an integral part of customer service at SKYCITY.

Our customers benefit most from the program by working at keeping them at the safe end of the gambling continuum. This involves continued contact with each and every customer possible as they enjoy our facility.

The advantage of having staff available on site, 24 hours a day 7 days a week, to deal directly with problems associated with gambling and alcohol puts us at the leading edge of customer care. Regular training for the Host Responsibility Coordinator (HRC) team adds to the benefits gained by experience.

The customer service approach looks for areas of need – getting to know our customers and how can we help by looking for signs, listening for comments that suggest there may be a concern and then acting on those comments.

In 2007 two members joined the Host Responsibility team, John Hilton and Janis McGovern. Both have provided an invaluable injection of enthusiasm, zest and pride to the department, with a real focus on customer care, early intervention and the prevention of harm.

John has a history with the casino working in security and valet. His mature, professional approach makes his role effortless when approaching and supporting customers.

Janis comes to the department from the action desk, having spent almost a year providing customer service from behind a counter – she now actively seeks customers out, to better understand and provide for their needs.

The Host Responsibility Coordinators, as professionals in their field, offer support for people, giving them the tools to self-manage, and stay at the social end of the gambling continuum. However, if customers are assessed as “High Risk” but “Low Harm” they become “Case Managed” customers.

This important function of the team is crucial in effectively managing the many customers coming to our site and those that experience harm. The purpose of this process is to drive each case and ensure informed regular contact is made with each customer. We map their progress, thereby allowing Host Responsibility to make an informed judgement as to whether the customer remains in the “Customer of Concern” category, is referred to support services or can be filed for future follow-up.

To date this has been very successful and we are continuing to refine case management, the reporting guidelines and the referral process.

Of course this is all about the early stages, but what about those customers wanting to return after exclusion. Here we have a specific application process.

Firstly they must have completed the minimum twelve months and preferably, had counselling/support in that time. We ask that they meet to discuss their reasons for wanting to return, where we provide them with the relevant service provider contact information. If deemed a suitable candidate for return, and after counselling, they may be given a letter of attendance/support to confirm this.

We meet again with the customer and invite their counsellor to discuss their history, future concerns, and confirm that Host Responsibility will “Case Manage” them for at least 3 months.

Their progress is monitored, regular contact is maintained, and near the end of the three month period, we again meet and discuss any issues identified. If we feel there has been a return to unsafe levels of gambling, we encourage them to seek support, regarding visit exclusion, or we may exclude them from the premises under the Casino Act.

All this ensures a safer managed transition back into the gambling environment, putting our customers' needs first.

If you would like more information about the Host Responsibility Program at SKYCITY please contact:

Andrew Lamb
Tel: 8218 4190 / email andrew.lamb@skycityadelaide.com.au

Tony Morgan
Tel: 0434 609 137 / email tony.morgan@skycityadelaide.com.au

Host Responsibility Coordinator
Tel: 8218 1414 / email hrc@skycityadelaide.com.au



*Host Responsibility Coordinators:
L-R John Hilton and Janis McGovern*

Gaming Care Update

‘Barring’ as a Patron Support Option

Gaming Care’s core business includes assisting hotel gaming staff support patrons who are experiencing difficulties controlling their gambling behaviour. This is achieved by exploring a range of appropriate options which staff can discuss with individual patrons and may include limiting time and spend through to a barring order being put in place. Gaming staff encourage patrons to seek help from gambling help services and provide the necessary contact information to enable this to occur.

In South Australia there are two barring options available, that which is administered through the Independent Gambling Authority (IGA) and venue based barring. While there are some similarities there are also significant differences.

Venue Based Barring and Self-Exclusion

There are two provisions within venue based barring – licensee initiated ‘barring’ and patron ‘self-exclusion’.

1. If the licensee is of the view that a patron’s welfare or that of their dependants is seriously at risk as a result of the harm from excessive playing of gaming machines by that patron, and is satisfied that the patron is a ‘problem gambler’ he or she can bar that patron from the gaming area of the licensed premises under section 59 of the Gaming Machines Act 1992. This option is built on the premise that it allows the licensee and/or approved gaming managers and staff to meet and talk with patrons, resulting in easier identification should an attempt be made by patrons to enter gambling areas while the barring order is in place.
 2. Patrons can also self-exclude and initiate the barring process by approaching the licensee or gaming room staff either in person or by telephone. Under the regulatory Responsible Gambling Code of Practice the ‘gambling provider’ is required to facilitate the exclusion process and respond immediately the request is made. This is the preferred option when involving only one or two venues.
- The length of the bar, whether licensee initiated or patron self exclusion can be at the discretion of the licensee and/or be determined as a result of discussion with the patron (and the local gambling help service). The barring order can be reviewed at the patrons request but will not be revoked without clear demonstration that the problem gambling issues have been resolved.

- Patrons are not required to provide a photo under this option (one is always requested and patrons encouraged to provide one).
- Patrons are provided with a copy of the barring order and an explanation given regarding the consequences of breaching the order e.g. this is committing an offence which may result in a maximum penalty of \$2500.
- There is no cooling off period – the barring order is immediately effective once the order has been served on the patron.
- A copy of the barring order is forwarded to the Office of Liquor and Gambling Commissioner within fourteen days as required by regulation.

Independent Gambling Authority (IGA) Voluntary Barring

This is a voluntary scheme under Section 15B of the Independent Gambling Authority Act that can only be initiated by problem gamblers who seek to bar themselves from one or a number of gaming venues including the Casino.

- The length of the barring period is for an indefinite period with a minimum of twelve months
- The barring order can be revoked by the IGA after the twelve month period has elapsed
- The process involves an interview conducted by the IGA and includes the taking of a photo
- The same situation exists as venue-based barring - a person who enters a gaming area while barred is guilty of an offence where the maximum penalty of \$2500 may apply
- There is a three day cooling off period before the barring order is activated
- The nominated licensed premises are provided with a copy of the barring order which includes a photograph of the person (the venue may not necessarily be frequented by the person and therefore unknown to staff)

The IGA also administers involuntary barring through the Problem Gambling Family Protection Order.

Gaming Care Update (cont.)

Gaming Care Initiatives

Gaming Care, an initiative of the Australian Hotels Association SA, has developed (and continues to develop) a range of strategies and tools to assist hotel gaming staff in identifying and supporting patrons including barring and self exclusion situations. These include one-to-one support for individual hotels, in-house workshops involving local and state-wide gambling help services, responsible gambling policies and procedures and forms to help with processes.

Information about us can be found on the AHA (SA) website at www.ahasa.asn.au by clicking on the Gaming Care link or by contacting our office on Ph: 8100 2499.

Rhonda Turley
Executive Officer
Gaming Care

Clubs SA – Club Safe Update

Patron Survey

Club Safe undertook a patron survey between October 2007 and January 2008 where over 600 patrons in 57 gaming clubs participated in the survey.

The survey's objectives were to identify patron's awareness of gambling help that is available, more specifically:

1. awareness of signage and brochures in the gaming room
2. awareness of the Gambling Helpline Number
3. awareness of available Gambling Help Services
4. awareness that the Gambling Help Services are free
5. to find out where a patron would go if they required more help

A positive outcome that stood out for Club Safe was that 55% of surveyed patrons indicated they would approach a staff member if they needed more information. This reinforces that the staff working in our venues are approachable and are putting into practice the early intervention training we provide.

We will continue to support Club staff, ensuring they have the knowledge and confidence to make informed decisions if and when they are required.

For more information please contact:

Helen Martin
Telephone: 8376 2699



The opening of the Statewide Gambling Therapy Service in Salisbury, L-R: Giselle Berriman - Club Safe Officer; Bill Cochrane - Chairman of Club Safe; Tracey Schumacher - Club Safe Officer; Mr. Alan Moss - Presiding Member of the IGA; Kym Della-Torre - Director Gambling Policy, Department of Treasury and Finance; and Robert Chappell - Director of the Independent Gambling Authority.

National News

The Office for Problem Gambling currently provides both the Chair and Secretariat functions for the Community Disability Services Ministers Advisory Council Gambling Working Party. The Working Party was formed to assist in the development and activities of the National Framework on Problem Gambling 2004-2008.

The aim of the National Framework is to minimise the negative consequences of problem gambling to the individual, their family and the community through a coordinated national approach.

The National Framework has key focus areas comprising:

- Area 1: *Public Awareness, Education and Training* - to promote a greater understanding of the nature of the gambling product the potential for harm and the availability of help and support;
- Area 2: *Responsible Gambling Environments* – to minimise the likelihood of recreational gamblers developing problem gambling behaviours;
- Area 3: *Intervention, Counselling and Support* - to enhance problem gambling support and treatment services that are effective, accessible and culturally appropriate;
- Area 4: *National Research and Data* – to inform the implementation and further development of the national framework and its strategies;

Some of the activities of the Community Services and Disability Ministers Advisory Council Gambling Working Party are to:

- Assist in the implementation of the National Framework;
- Complete a program of work pertaining to key focus areas with a particular focus on Area 3 - Intervention, Counselling and Support Services - to enhance problem gambling support and treatment services that are effective, accessible and culturally appropriate;
- Provide for inter-jurisdictional communication regarding the social policy dimensions of gambling.

To date the following projects have been completed:

- A National Data Dictionary – for use by Gambling Help Services across Australia;
- A guide for community education approaches across Australia, to facilitate and promote opportunities for collaboration;
- A summary of current counselling practice approaches across jurisdictions;
- Input to research by Gambling Research Australia on the impact of problem gambling on families.

If you would like more information please contact:

Chris Horsell
Senior Project Officer
Office for Problem Gambling
Ph – 8415 4249
Email – chris.horsell@dfc.sa.gov.au

Australasian Gaming Council

The Australasian Gaming Council (AGC) promotes responsible gambling initiatives, gambling education and sound gambling research.

The AGC is a member of government gambling advisory forums and public policy working parties.

In South Australia the AGC chairs the Responsible Gambling Working Party which brings together industry, community and government representatives to discuss responsible gambling initiatives and provide advice to government.

The AGC has compiled an education package entitled *Australia's Gambling Industry: A Curriculum Resource*. This pack contains teachers' notes, fact sheets and a copy of the Database on Australia's Gambling Industry 2006/07 on CD-ROM. To receive a copy please complete the order form found on the AGC web site and return to the AGC.

Recently the AGC also conducted research on just what young people in Australia know about gambling and what kind of education programs they see as useful and relevant. This research was conducted with focus groups of young people in several Australian states. For a copy of the paper please visit the AGC web site and go to 'Information Centre/AGC Publications'.

The Australasian Gaming Council's web site – www.austgamingcouncil.org.au – has more than 3,000 gambling research articles and reports in an eLibrary accessible through a Google style search engine; Google mini.

For more information please visit the AGC web site – www.austgamingcouncil.org.au.

Youth and Problem Gambling

The Office for Problem Gambling initiated a project in late 2007 to develop a knowledge base which would inform the sector about appropriate service responses concerning youth and problem gambling in South Australia.

The purposes of the project were to:

- Improve outcomes for young people through increasing accessible pathways to services;
- Potentially expand existing youth services to incorporate gambling help roles;
- Explore new forms of service/education/awareness training to better target young people.

Research into gambling prevalence across Australia reveals that the highest rate of gambling occurs in young adults and often problem gamblers report beginning gambling at a younger age.

The 2005 South Australian Gambling Prevalence Study indicated that the demographic profile of 18-24 year olds is 2.6%.

Prevalence among 16-17 year olds was identified as 7% with 1% being identified as problem gamblers.

The most popular forms of gambling among 18-24 year olds were identified as poker machines and scratchie tickets. In a follow-up study of 16-19 year olds who agreed to be followed up from the 2005 Prevalence Study, 51% of the sample group identified as having gambled more than twelve months previously.

Demographic Profile

Consultation with agencies showed that most youth experiencing problem gambling issues reported as being born in Australia and living at home. However, evidence from Chinese, Vietnamese and Cambodian services suggest that there are emerging issues regarding youth and problem gambling in these communities. The majority of gambling activities undertaken were gaming machines and scratch tickets.

It was notable that for younger age groups problem gambling was embedded in other issues such as substance abuse and relationship concerns.

The project undertook an international literature review which indicated a strong connection between problem gambling and other conditions supporting risk factors for problem gambling. These include:

- Involvement in the justice system
- Disruption of family relationships
- Poor academic performance
- High level of suicidal ideation
- Reports of traumatic events
- Being of male gender
- Low self esteem
- Gambling at an early age
- Depression
- Engagement in other addictive behaviours
- Experience of a big win

Barriers to Seeking Help

The project findings highlighted several barriers to help seeking amongst the youth cohort. These include:

- Lack of knowledge about risk factors
- Stigma and shame associated with having a gambling problem
- Issues relating to alcohol, drugs and depression taking higher priority
- Lack of awareness and inadequate education

Summary

The project findings suggested that any response to problem gambling amongst young people would be best incorporated into existing services. Education involving linkages with TAFE, schools and universities are seen to be an important factor in both raising awareness about the causes of problem gambling and relevant risk factors.

National Association for Gambling Studies – 2008 Annual Conference

This years National Association for Gambling Studies (NAGS) Annual Conference is being held in Adelaide on 3-5 December.

The Annual Conference will be held at the Adelaide Convention Centre.

Stay tuned to the NAGS web site -
<http://www.nags.org.au/index.html>

For more information please contact:

Dr Paul Delfabbro

Ph – 8303 4936

The Gambling Support Service at Offender's Aid and Rehabilitation Services (OARS SA)

The OARS SA Gambling Support Service (G.S.S.), is a state wide service working as part of the Gambling Help Services. It supports individuals and families at risk of entering or are in the criminal justice system as a result of problematic gambling behaviours. The service aims to reduce the number of individuals with gambling issues from being incarcerated for lengthy periods of time through recognised therapeutic approaches and Court diversion.

This confidential service provides individualised case work/ management, counselling, family intervention, appropriate referrals, group programs, advocacy and Court support. The overall aim of the program is to promote and support lifestyle changes for people affected by problem gambling, who are drawn into, or are at risk of entering the criminal justice system in South Australia. The OARS SA GSS has the capacity to provide ongoing support and/or counselling to the individual and/or family members if an incarceration period is imposed. This occurs on a face-to-face level within Yatala and the Adelaide Pre-Release Centre, and can be arranged by telephone for other correctional institutions within South Australia.

The G.S.S. philosophy is a belief that 'Individuals and families affected by problem gambling have the opportunity to access support services to assist them to rebuild their lives by minimising harm to themselves and the community'.

The 'Real Deal' card deck, an OARS SA community education initiative, promotes awareness of the different stages of gambling and the problems it causes for individuals, families, and the community as a whole. The resource is used widely within therapeutic individual and group settings within the G.S.S. and has been adopted as a valuable resource within the sector.

Early intervention is a key component of this service, as it assists the likelihood of eliminating or reducing prison sentences attached to gambling related crime.

If you would like further information or would like the service presented to your organisation in greater detail please contact:

Lyn Wilson
Support Worker
OARS SA. Ph - 0402 052 320

Tricia Parsons
Team Leader
OARS SA. Ph - 0408 853 061



L-R: Lyn Wilson and Tricia Parsons, OARS SA



The Real Deal

Speakers ready to share their stories: Consumer Voice Stage 3

Trained speakers who have overcome the effects of problem gambling are ready and waiting to be invited to share their stories – for free – to interested groups or individuals.

Now in its third year, Relationships Australia (SA)'s Consumer Voice Project provides presentation skills training and support to people who have overcome the effects of problem gambling. Once trained, members are supported to share their stories with others.

The benefits of hearing a speaker are numerous as it allows the audience to walk in their shoes and get a greater understanding of the often devastating impacts of problem gambling to individuals and families.

Requests for speakers are on the increase and feedback has been very positive. Comments have included, "it really helps to have real life examples - it helps to see things more clearly" and "very courageous - amazing to hear from her actually."

Maureen Germein, Consumer Voice Project worker, said additional funding received for the project in 2008 means speakers are now available free of charge. "This year speakers can be provided for free to anyone," she said.

"They are an excellent resource to the industry. I hope they will have the chance to continue sharing their stories, particularly during Gambling Awareness Week 2008."

Speakers have spoken to gaming staff, gambling help professionals and community groups with great success. They can also be used as a resource alongside counsellors in therapeutic settings to give hope and inspiration to people currently struggling with their own gambling difficulties.

Speakers come from numerous Culturally and Linguistically Diverse backgrounds, meaning the project can reach out to more people within multicultural communities.

The project is off to a great start in 2008, with ten new speakers beginning training in March. A web page which includes speakers' profiles and detailed information on booking a speaker will be available soon at www.problemgambling.sa.gov.au.

Further information on the project, including booking information, is available by phoning Relationships Australia (SA) and speaking with Maureen or Rachel on (08) 8223 4566.

The Consumer Voice Project is an ongoing project of the Gambling Help Service, Relationships Australia (SA), funded through the Gamblers Rehabilitation Fund, a joint initiative of the Australian Hotels Association (SA), Clubs SA, SkyCity and the Government of South Australia.



Relationships Australia (SA)'s Consumer Voice Project workers, L-R: Maureen Germein and Rachel Northeast, train and organise speakers to share their stories with interested groups or individuals.

Gambling Awareness Week 2008

This year, Gambling Awareness Week is being held 12-16 May across the State.

The aim of Gambling Awareness Week is to:

1. To reduce the stigma associated with having a gambling problem
2. To raise awareness of gambling odds and dispel some of the myths associated with gambling and seeking help
3. To support and strengthen the relationship and initiatives between the services, industry and government

Gambling Awareness Week provides opportunities for sector development through the gambling help sector and industry working together and coordinating local events across South Australia (in conjunction with the Office for Problem Gambling).

There are numerous displays and events (including Consumer Voice speakers) across the State in metropolitan and country areas which is a fantastic indication of the support for Gambling Awareness Week 2008.

Attached to this issue of Gambling Matters is the program for the Week which is also available on the Problem Gambling SA website – www.problemgambling.sa.gov.au.

For more information please contact:

Maria Gerace, Senior Project Officer
Office for Problem Gambling
Email: maria.gerace@dfc.sa.gov.au

Dr James Westphal Presentation

In November 2007, Dr James (Jim) Westphal, Clinical Professor of Psychiatry at the University of Hawaii (John A Burns School of Medicine), gave a presentation to the gambling help services, industry and government regarding treatments for problem gambling.

Dr Westphal's presentation centred on the topic of - "What are the big issues for problem gambling treatment?"

A summary of some aspects of Dr Westphal's presentation is contained below:

Who Develops Problem Gambling?

- Problem gambling is not randomly distributed through population
- Problem gambling concentrates in specific cultural and socio-economic groups
- Problem gambling concentrates in specific individuals

Problem Gambling Associated with Multiple Mental Health Disorders

- Substance use disorders, especially alcohol dependence
- Antisocial personality disorder
- Affective disorders
- Anxiety disorders
- Personality disorders as a group
- Mania
- Other impulse control disorders

For a copy of the presentation slides please contact:

Roger Peck

Senior Project Officer, Office for Problem Gambling

Email: roger.peck@dfc.sa.gov.au



L-R: Jim Westphal and Malcolm Battersby, Statewide Gambling Therapy Service



L-R: Jim Westphal and Malcolm Battersby, Statewide Gambling Therapy Service, Leeanne Head, Director Office for Problem Gambling and Roger Peck, Office for Problem Gambling



Dr James Westphal presentation at the Mercure Grosvenor Hotel.

Picture This Exhibition at Port Pirie Regional Art Gallery

Young Port Pirie artists contributed to an exhibition that depicted their observations of problem gambling at the launch of 'Picture This... a look at issues related to problem gambling through the eyes of the artist' on 6 – 30 March 2008. Their works were of a high standard and indicated an awareness and understanding of the harm and issues around problem gambling. John Pirie Secondary Art Teacher Shae Morrison and UnitingCare Wesley Port Pirie Project Officer Jan Pana were congratulated for their vision and support of the students to express their observations and contribute to the success of the exhibition.

Country Arts SA has been a wonderful partner to enable this event to take place and increase community awareness of problem gambling issues in the mid north region. Kirstie Jamieson, Arts Officer at the Port Pirie Regional Art Gallery, spoke at the event of the importance of using the arts in contributing to the health

and well being of the community and to promote social issues. Her input to the project was professional and also instrumental in securing the exhibition 'Three Sides of a Coin' to sit alongside the 'Picture This' exhibition.

Thanks went to Mark Henley for his participation with the launch event and to UnitingCare Wesley Port Pirie for supporting community education through the arts at a local level.

The exhibition was funded through the Gamblers Rehabilitation Fund and has been part of activities throughout the Southern Flinders, Port Pirie and Yorke Peninsula regions.

For more information please contact:

UnitingCare Wesley Port Pirie
Ph: 8633 8638



L-R: Mark Henley and Deb Nelson, UnitingCare Wesley and Chris Horsell, Office for Problem Gambling



Deb Nelson launching the exhibition



Picture This and 3 Sides of the Coin exhibition at the Port Pirie Regional Art Gallery



L-R: Jan Pana, UnitingCare Wesley Port Pirie and Kirstie Jamieson, Port Pirie Regional Art Gallery



Picture This and 3 Sides of the Coin exhibition at the Port Pirie Regional Art Gallery

GAMBLING HELP SERVICES



GAMBLING HELPLINE SOUTH AUSTRALIA

1800 060 757

The Gambling Helpline is a free 24-hour counselling, information and referral service to assist people in South Australia with gambling related problems, or those affected by the gambling of others including family members. The Gambling Helpline can be used by anyone who would like to know more about gambling related problems and how to deal with them. *The Gambling Helpline is funded by the Gamblers Rehabilitation Fund.*

SOUTH AUSTRALIAN GAMBLING HELP SERVICES

The Gambling Help Services provide free, confidential counselling and assistance for people who are concerned about their gambling behaviour and the families and friends of problem gamblers. Counselling is provided over the telephone and in person and specific financial counselling is also available. Languages other than English are spoken at some services and interpreter assistance can be arranged.

METROPOLITAN SERVICES

- **Southern -**
UnitingCare Wesley
Adelaide
T: 08 8202 5160 or
Christies Beach
T: 08 8329 1700
- **Central & Eastern**
Relationships Australia
(SA).
T: 08 8223 4566
- **Western -**
UnitingCare Wesley
Bowden
T: 08 8245 7100
The Salvation Army
T: 08 8445 2111
- **Northern -** Anglicare
T: 08-8256 2170
(includes Barossa Valley)

REGIONAL SERVICES

- **UnitingCare Wesley**
Port Pirie
T: 08 8633 8600
- **Relationships Australia (SA)**
Riverland and Murraylands
T: 1800 182 325
- **Centacare**
Whyalla
T: 08 8645 8233

Pt Lincoln
T: 08 8683 0733

Pt Augusta
T: 08 8641 2379

Ceduna
T: 08 8625 3810
- **Lifeline South East - Mt Gambier**
T: 08 8723 2299
- **Aboriginal Family Support Services**
Pt Augusta
T: 08 8641 0907

Coober Pedy
T: 08 8672 3066

STATEWIDE SERVICES

- **Statewide Gambling Therapy Service**
Salisbury
8182 4911 and 8182 4090

Port Adelaide
8240 0522 and 8240 0833

Southern Metro & Rural Areas
T: 8204 4779
- **Nunkuwarnin Yunti**
Aboriginal and Torres Strait
Islander Persons.
T: 08 8223 5217
- **Overseas Chinese Association**
T: 08 8445 1677
- **Relationships Australia (SA) - (PEACE) Culturally & Linguistically Diverse Communities Service.**
T: 08 8245 8100
- **Vietnamese Community in Australia**
T: 08 8447 8821
- **Cambodian Service**
T: 08 8256 2170
- **OARS Gambling Support Services**
T: 08 8218 0700

CONTRIBUTIONS

Readers are invited to contribute articles, news items and event details to the next issue of **Gambling Matters**.

The deadline for contributions for the next issue of **Gambling Matters** is September 1st, 2008.

Contributions can be made to:

Maria Gerace
Office for Problem Gambling
Department for Families and
Communities
maria.gerace@dfc.sa.gov.au

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