

# Supporting clients from culturally diverse backgrounds

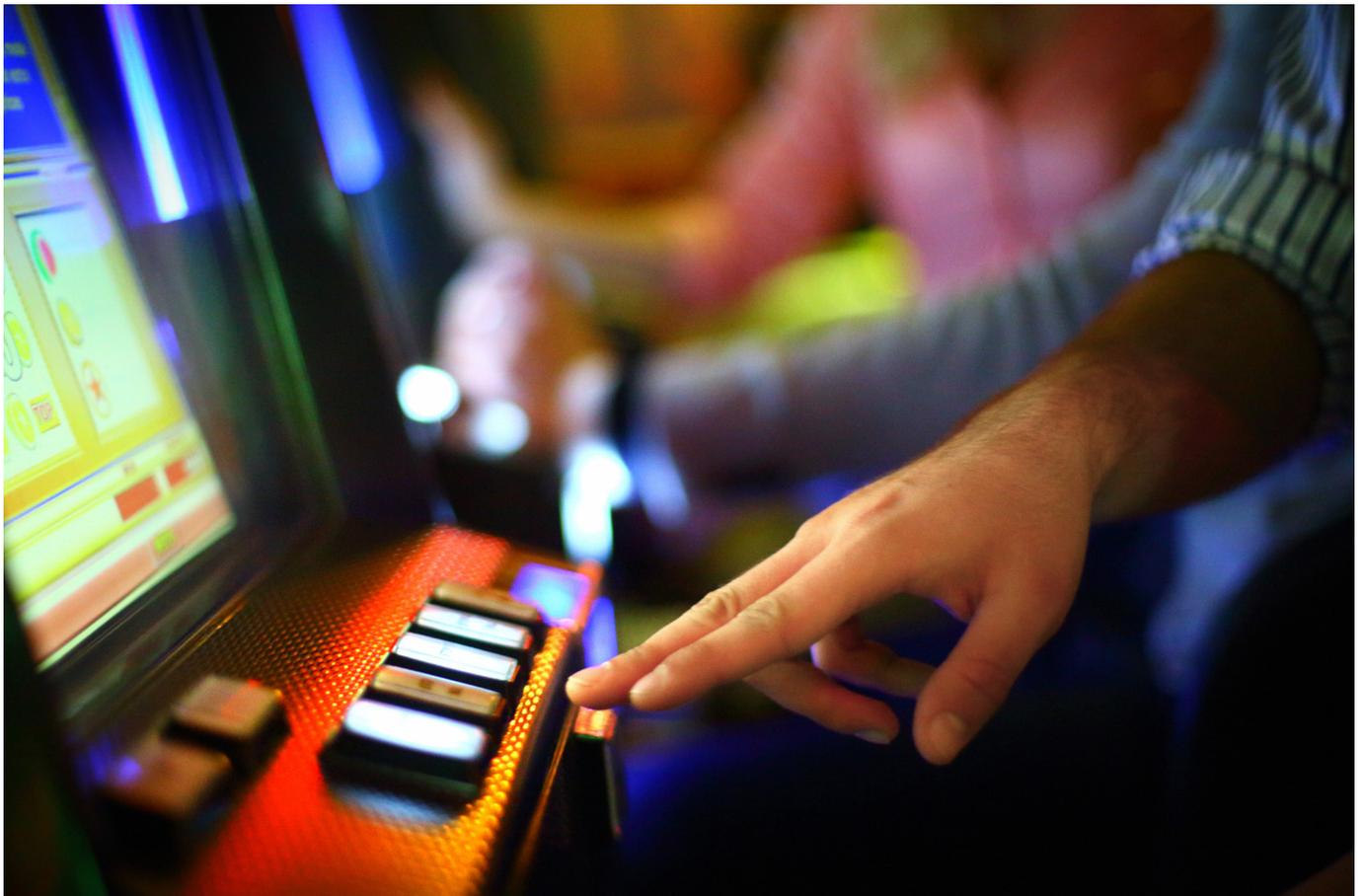
Office of Responsible Gambling



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# Introduction



**“Gambling is perceived to be a part of “Aussie” culture, and migrants often see gambling as a way to integrate themselves into Australia’s culture and lifestyle”<sup>1</sup>**

Feedback from gambling counsellors who primarily work with culturally diverse clients, is that their clients’ cultural differences and language barriers contribute to their initial reluctance to access support as well as their confusion about where to access the support.

This resource has been designed by the Office of Responsible Gambling, for new and existing Gambling Help counsellors as well as other professionals supporting clients from culturally diverse backgrounds presenting with concerns about gambling. It provides an overview of things to consider when working with clients from culturally diverse backgrounds to ensure that the support provided is culturally responsive. Please refer to [Appendix A](#) for an overview of the Office of Responsible Gambling.

<sup>1</sup> Feldman, Radermacher, Anderson & Dickens 2014

# Gambling

## Snapshot of gambling in NSW

Gambling includes gaming and wagering activities that are legally provided in Australia, including poker machines, keno, racing, sports betting and lotteries.

The NSW Gambling Survey 2019<sup>2</sup> surveyed over 10,000 people across NSW about gambling. The survey reported that the most common form of gambling was lotteries, followed by gaming machines, instant scratchies and race betting. As shown right, some forms of gambling are more popular with certain demographic groups.



Lotteries



Gaming machines



Instant scratchies



Race betting

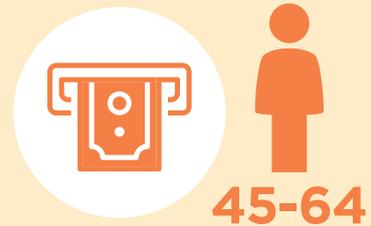


Keno



Sports betting

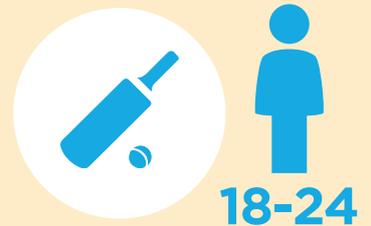
## Some forms of gambling are more popular with certain demographic groups:



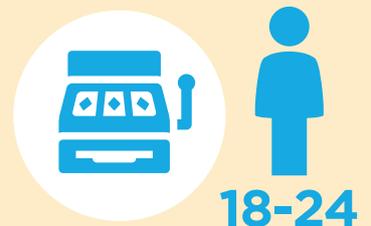
Lottery tickets are most popular with people aged 45-64 (46%)



Race betting is most common with people aged 45-54 (16%)



Young people aged 18-24 are the most likely to bet on sports (11%)



Gaming machines are most popular with people aged 18-24 (25%)

<sup>2</sup> NSW Gambling Survey 2019

## Does gambling always cause harm?

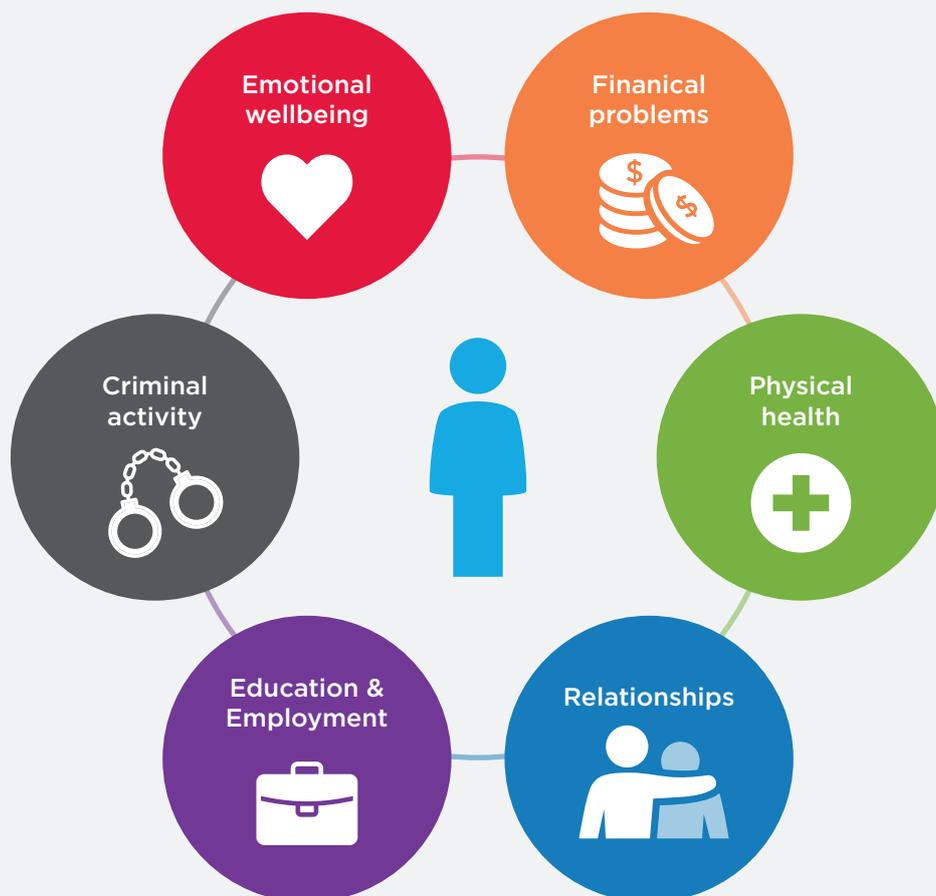
Many people can gamble without experiencing any harm from their gambling. They:

- are in control of how much time and money they are spending
- see gambling as a form of entertainment, not a way to make money
- only gamble with money they can afford to lose
- know and accept the odds and understand their chances of winning
- don't go back the next time to try and win back their losses.

But for some, gambling can be a real problem that affects many parts of their lives.

### Harm from gambling

Harm from gambling can impact many areas of your client's life - it may be one, a few or even all these areas:



## What are some of the signs that gambling may be causing your client harm?



### Financial problems

- excessive loans and regularly borrowing money
  - no money
  - bankruptcy
  - gambling more money than they have
  - unpaid bills / disconnection notices
- 



### Impact on physical health

- not eating properly
  - not sleeping well
  - headaches
  - losing or gaining weight
- 



### Relationship difficulties

- conflict or breakdown
  - being secretive about their gambling
  - becoming withdrawn from family and friends
  - lying to family and friends
- 



### Impact on education & employment

- reduced performance and concentration
  - absences
  - gambling at work or during study time
- 



### Criminal activity

- fraud
  - stealing
- 



### Impact on emotional wellbeing

- stress
- anxiety
- sadness
- anger
- feelings of shame and helplessness
- feelings of regret and guilt

## Gambling in culturally diverse communities

The NSW Gambling Survey 2019 highlighted that community members who speak a language other than English at home are one of the demographic groups in NSW that have an increased risk of experiencing harm from their gambling.



- Culturally and linguistically diverse (CALD) communities within developed nations—including Australia—tend to participate in gambling less than the overall population, but those who do gamble may be more likely to experience problems.
- People from CALD communities who gamble may be more likely to develop problems than individuals from the general population due to different beliefs about luck and chance, factors relating to migration, and issues around stigma and shame.
- Stigma and shame can create considerable barriers to help seeking in CALD communities.
- Increased access to gambling and migration stressors may increase the chance that migrants might gamble, placing them at additional risk of developing problems.
- Both specific CALD and culturally appropriate mainstream gambling help services are needed to support CALD gamblers and their families.<sup>3</sup>

<sup>3</sup> Australian institute of Family Studies

## Different attitudes about gambling in culturally and linguistically diverse communities

The Australian Gambling Research Centre, in their discussion paper *'Gambling in culturally and linguistically diverse communities in Australia'*, have highlighted some different attitudes to the acceptance of gambling activities across CALD communities: <sup>4</sup>

Not accepted	
Russian	"Reprehensible pastime."
Tamil	Not part of the culture, a sin.
Somewhat accepted	
Arabic	A source of entertainment and refuge but also of shame, a source of quick money.
Caribbean	Not universally accepted but seen as part of one's status, considered manly.
Italian	An individual pastime (apart from cards, which is seen as a social activity) and not generally shared with the family.
Latin American	Not universally accepted but seen as part of one's status, considered manly.
Macedonian	An enjoyable activity, which sometimes results in feelings of shame.
Accepted	
Aboriginal (Australia)	A source of pleasure and fun, a way to make money.
Chinese	Positive, part of the culture, a way to 'test one's luck', and a source of quick money.
Croatian	Traditional pastime, a source of personal entertainment.
Greek	Traditional pastime, an enjoyable form of social contact and entertainment shared with family and friends, a source of quick money.
Hispanic	A pleasurable hobby or social activity, part of one's status, considered manly.
Korean	A way to escape, a pleasurable and social activity.
Maori	Not historically part of the culture but a common pastime currently.
Pacific / Samoan	An enjoyable, social activity.
Vietnamese	An enjoyable activity, a source of quick money, a game of luck and skill.

<sup>4</sup> Australian Gambling Research Centre, 2016

# Culturally diverse communities

## Definition of Culturally and Linguistically Diverse (CALD):

The non-Indigenous cultural and linguistic groups represented in the Australian population who identify as having cultural or linguistic connections with their place of birth, ancestry or ethnic origin, religion, preferred language or language spoken at home.<sup>5</sup>

## Definition of New & Emerging Communities (NEC):

The term, 'new and emerging', identifies communities of migrants and refugees that have recently arrived in Australia and that may need additional support in the settlement process. The main identifiers of an NEC are:

- a lack of established family networks, support systems, community structures and resources
- unfamiliarity with mainstream services and challenges in accessing these services.

New and Emerging Communities may have other identifiers including:

- limited English language proficiency
- high numbers of refugees
- low levels of formal education
- financial vulnerabilities
- difficulty in finding long-term and sustainable employment.<sup>6</sup>

## Definition of a refugee:

Someone who has fled their country of origin and is at risk of persecution because of race, religion, political opinion, nationality, or membership of a particular social group. Persecution usually means execution, torture, imprisonment without trial, mistreatment and/or other serious denial of rights. 'Refugee' is an internationally accepted legal term to describe someone needing protection from another country because they are being targeted by authorities or other groups involved in an organised violence campaign in their own country.<sup>7</sup>

## Definition of an asylum seeker:

Someone who has applied for protection as a refugee and is awaiting determination of their status. All refugees have been asylum seekers either in Australia or in another country, but not all asylum seekers are found to be refugees.<sup>7</sup>

<sup>5</sup> Department of Health, Victoria, 2009, Cultural Responsiveness Framework: Guidelines for Victorian health services, Department of Health, Melbourne

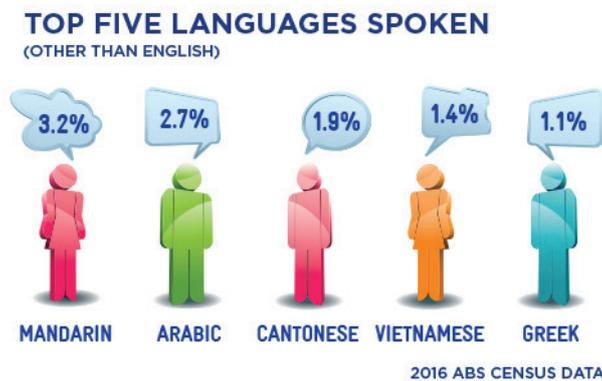
<sup>6</sup> Federation of Ethnic Communities' Councils of Australia (FECCA)

<sup>7</sup> Working with Refugees. A guide for social workers

## Overview of culturally diverse people living in NSW

The 2016 Australian Bureau of Statistics (ABS) census reported that 27.6% of the NSW population was made up of community members born in mainly non-English speaking countries.

Multicultural NSW have created the below infographic compiled from the 2016 ABS Census data:<sup>8</sup>



<sup>8</sup> Multicultural NSW

The infographic below was also compiled by Multicultural NSW from the 2016 ABS Census data:<sup>8</sup>



NSW Population in 2016: **7,480,228**  
 NSW Population in 2011: **6,917,601**  
 An increase of **562,627 (8.1%)**



NSW is home to **33.6% of Australia's overseas-born population**  
**27.6% of the NSW population was born overseas**  
 (compared with 26.3% for total Australian population)



**21% of the NSW population was from a non-English speaking background** (compared with 17.9% for total Australian population)



People from **around 225 birthplaces** have made NSW their home.

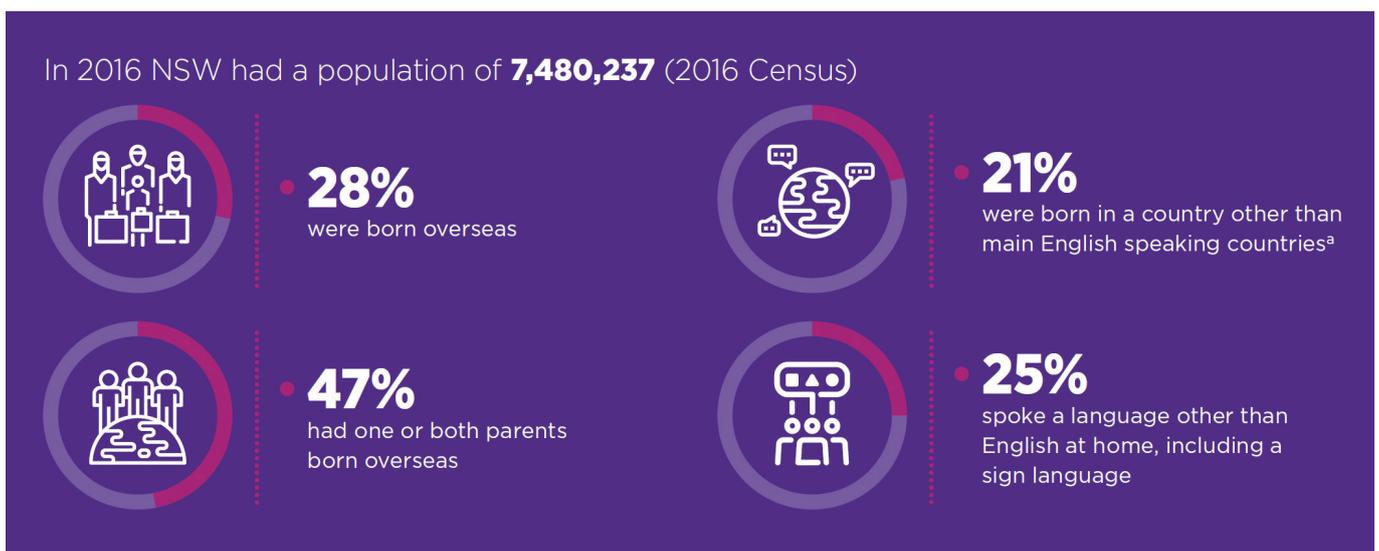


**Sydney had the largest overseas-born population** of all the capital cities (1,773,496), followed by Melbourne (1,520,253) and Perth (702,545).



In NSW, we come from **307 ancestries**, practice **146 religions** and speak more than **215 languages**

NSW Health have created the following snapshot of our culturally and linguistically diverse state of NSW from the 2016 ABS Census data:<sup>9</sup>



<sup>8</sup> Multicultural NSW

<sup>9</sup> NSW Plan for Healthy Culturally and Linguistically Diverse Communities: 2019-2023, NSW Health

## Western concept of helping people – connecting with nuances of specific culturally and linguistically diverse communities

Our models of providing support and counselling are very heavily built on western concepts. This can create obstacles to clients from culturally diverse backgrounds seeking help. However, we should not make assumptions about a client's expectations about support based on 'culture'.

Culture impacts upon all areas of a person's life. All cultures have their own values, beliefs and accepted ways that they interact. When supporting a client from a culturally diverse background it is important to remember that they are the experts of their own cultural connectivity and culturally responsive support should be respectful and responsive to this.

“Recognise that our own behaviour and language are also culturally determined, but do not exclusively determine our choices and behaviour.”<sup>10</sup>

### What does it mean to provide culturally responsive care?

Culturally responsive care: an extension of person-centred care that includes paying attention to social and cultural factors in managing therapeutic encounters with consumers from diverse cultural and social backgrounds.<sup>11</sup>

## Considerations when working with a client from a culturally diverse background

NSW Health have created a very helpful list of things for organisations to consider when providing culturally responsive support to someone from a culturally diverse background:

- differences in expectations about family involvement in decision making
- any impact of gender from their cultural perspective
- potential fear of people perceived to be in authority
- the significant impact that stigma, discrimination and trauma may have on their life
- being patient when communicating and asking when unsure about something
- asking questions in a way that the person understands, which may mean asking questions in a different way until you find the way that is best
- some people will prefer a worker who speaks their language and understands their culture, while others will prefer someone from outside their community.<sup>12</sup>

<sup>10</sup> Culturally and Linguistically diverse communities resource kit – Dental Health Service Victoria 2010

<sup>11</sup> NSW Plan for Healthy Culturally and Linguistically Diverse Communities 2019 – 2023

<sup>12</sup> NSW Health

# Barriers to seeking help

Gambling counsellors who work specifically with culturally diverse clients have provided great insight into the common reasons that their clients say stopped them initially from getting help.

Barriers to getting help	Suggested ways you can respond
It is very expensive to see a counsellor and I don't have the money to see a counsellor.	Gambling Help counsellors are free. Call anytime 24/7 <b>1800 858 858</b> . Face to face counselling services are available throughout NSW.
	The Multicultural Problem Gambling Service provides free support in more than 30 different languages <b>1800 856 800</b> .
I don't feel comfortable talking to someone.	If you prefer typing to talking, you can chat with a counsellor in English via live online chat - <a href="#">Gambling Help Online website here</a> .
I cannot take time off work to see a counsellor.	Flexible appointment times can be arranged. You can also call anytime 24/7 on <b>1800 858 858</b> . Ongoing appointments can be arranged so that they do not impact on your work.
Everyone in my community will know.	Seeing a Gambling Help counsellor is private and confidential. Even when using an interpreter – your visit and anything that you talk about remains private.
I feel shame about my gambling.	Gambling Help counsellors understand that it is hard to talk about gambling – but there is no shame in getting help. Gambling Help counsellors will listen to what is worrying you and will work with you to ensure that you get the support that you need and deserve.
My gambling is my problem.	Your gambling doesn't just affect the you, it can also affect those around you. It is estimated that for every person experiencing harm from their gambling six people are affected. Getting counselling will not only help you but will also help your loved ones. Your family can also receive free, confidential counselling to help them with how they are feeling and provide them with the right information so that they can continue to support you.
English is not my first language.	An interpreter can be arranged for free so that you can speak in-language to a Gambling Help counsellor.
	The Multicultural Problem Gambling Service provides free support in more than 30 different languages – ph <b>1800 856 800</b> .
Gambling is not a problem – gambling will solve my problems.	If gambling is impacting upon any of the following areas of your life: emotional wellbeing, financial problems, physical health, relationships, criminal activity, education and employment – then it is causing you harm.

Barriers to getting help	Suggested ways you can respond
<b>If I see a Gambling Help counsellor it will affect my visa.</b>	Seeing a Gambling Help counsellor is private and confidential.
<b>Gambling is an investment – I can win my money back.</b>	The chances of winning your money back is low. For example; to win the top prize on a poker machine is 1 in 9.7 million. The chances of you getting support from a Gambling Help counsellor is 100%.
<b>I am lonely and going to the Club makes me feel connected.</b>	Being lonely is really hard. Your Gambling Help counsellor can help you to connect with people socially without having to gamble.
<b>Seeing a counsellor means I have a mental health problem – my community will judge me.</b>	Counselling is talking medicine. If you had a broken arm you would see a doctor and not wait for it to get better on its own. If you need support to prevent your gambling causing you harm – debt, fraud, marriage breakdown, then seeing a Gambling Help counsellor can help you to prevent your gambling causing you further harm.
<b>My family won't understand my problems.</b>	Everyone is unique, every family is unique, and everyone's problems are unique. Gambling Help counsellors understand this and work with you to explore the best way they can support you. Gambling Help counsellors are highly experienced and help you to address your concerns about your gambling in a positive way by helping you to clarify the issues, explore options, develop strategies and increase self-awareness. They can also provide practical support – such as linking you with a financial counsellor and with other support services.
<b>I am the problem. No one can help me.</b>	You are not the problem – if gambling is causing you harm then it is the problem.
<b>Seeking help is a sign of weakness.</b>	Seeking help is a sign of strength. We all need some support at times.
<b>I think that I gamble responsibly.</b>	<p>Many people can gamble responsibly:</p> <ul style="list-style-type: none"> <li>• They are in control of how much time and money they are spending.</li> <li>• See gambling as a form of entertainment, not a way to make money.</li> <li>• Only gamble with money they can afford to lose.</li> <li>• Know and accept the odds and understand their chances of winning.</li> <li>• Don't go back the next time to try and win back their losses.</li> </ul> <p>But for some, gambling can be a real problem that affects many parts of their lives. If your gambling is affecting any areas of your life call Gambling Help 24/7 on <b>1800 858 858</b>. Gambling Help counsellors are free, confidential and private.</p>

Barriers to getting help	Suggested ways you can respond
<p><b>My family will be ashamed of me.</b></p>	<p>If gambling is causing you harm, then it is probably causing harm to your family.</p> <p>Your Gambling Help counsellor can help you prepare to talk with your family and provide support to you all. They can even have their own counselling sessions.</p>
<p><b>I need legal advice - not counselling.</b></p>	<p>You can get free legal advice for gambling related matters.</p> <p>An interpreter can be arranged for in-language support for free by Gambling Help services.</p>
<p><b>I just need help to manage my money.</b></p>	<p>You can access a financial counsellor for free through many of our Gambling Help services. An interpreter can be arranged for in-language support for free by Gambling Help services.</p>

# Working with interpreters

To ensure that your client is provided with the most appropriate support, guidance and referral pathways, a professional interpreter should be used if your client, their family or carer request one, or if you are having difficulty understanding the information that is being conveyed to you.

## Points to consider when working with interpreters:

- ✓ Always check that your client wants to use an interpreter and that they feel comfortable with the process.
- ✓ Always ensure that you use a professional interpreter and not a family member, friend or community representative.
- ✓ Assure your client that their privacy and confidentiality will be respected as the interpreter is accredited and professional.
- ✓ Inform the client that the interpreter service is free for them to use.
- ✓ The cost of using the interpreter is covered by your organisation.
- ✓ Check with your client if they have any preferences regarding the interpreter's gender, ethnicity or religion.
- ✓ Where possible, if appropriate, try to book the same interpreter for any follow up session.
- ✓ Using an interpreter over the phone is a good strategy for short term interactions or emergencies.
- ✓ If your client refuses to use an interpreter try and find out the reason why – for example are they worried about cost or do they have concerns about confidentiality – you can then address these concerns and alleviate their worry.

### Booking an interpreter:

- Identify your client's language, gender and ethnicity.
- Follow your organisation's procedures to arrange the booking of an interpreter.
- Allow extra time for the appointment.<sup>10</sup>

<sup>10</sup> Culturally and linguistically diverse communities resource kit. Dental Health Services Victoria 2010

## Working with an interpreter face-to-face:

- Brief the interpreter before the meeting.
- Introduce yourself and the interpreter to the client.
- Explain what the appointment / interview is about.
- Explain to the client the interpreter's role.
- Assure the client of the interpreter's professionalism and that confidentiality is respected.
- Talk directly to the client, not the interpreter.
- Explain why certain questions are being asked.
- Speak in the first person (I, you) not third (he, she).
- Keep questions and sentences short, to allow adequate time for interpretation
- Use plain English and avoid jargon. Not all words or phrases can be easily translated into other languages.
- Avoid jokes (they are culture specific and do not translate well) and colloquial Australian ways of asking questions.
- If you are working with an interpreter over a secure video link the above points will still be helpful. An additional point would be to ensure that before the session that you are confident using the video system.<sup>10</sup>

For a great demonstration of working with interpreters please follow this link from Translating and Interpreting Service, Department of Home Affairs: <https://www.tisnational.gov.au/About-TIS-National/Videos/Hints-and-tips-for-working-with-interpreters-video.aspx>

## Points to consider before ending the appointment:

- Summarise the main points.
- Make sure the client understands the information you have provided. It might be appropriate to ask clients to feed back their understanding of what is going on, instead of waiting for a yes/affirmative response, which may have different meanings in different cultures (such as politeness) and does not necessarily indicate agreement.
- Ensure that clients know what they are agreeing to, by asking them to repeat or show what they are to do.
- Debrief the interpreter after the meeting.<sup>10</sup>

<sup>10</sup> Culturally and linguistically diverse communities resource kit. Dental Health Services Victoria 2010

The Migrant and Refugee Women’s Health Partnership in January 2019 developed ‘*The Guide for Clinicians Working with Interpreters in Healthcare Settings*’. Following is a summary of the main points they recommend when working with clients and using interpreters:<sup>13</sup>

<b>Practice point 1:</b>	Clinicians inform interpreters on the nature of the consultation prior to its commencement, where possible, recognising the need to assist the interpreter to prepare for the information that may need to be interpreted.
<b>Practice point 2:</b>	Clinicians introduce the interpreter to the person and explain the role of the interpreter as a non-clinical member of the healthcare team, who is tasked with facilitating effective communication in the clinical consultation through accurate interpretation, is bound by confidentiality and maintains impartiality.
<b>Practice point 3:</b>	When possible and appropriate, clinicians and interpreters may debrief and exchange feedback following a consultation.
<b>Practice point 4:</b>	When working with an onsite interpreter, clinicians interact directly with the person, using direct speech, and maintaining appropriate body language and facial expressions.
<b>Practice point 5:</b>	When working with a telephone interpreter, clinicians use a speakerphone or a hands-free telephone.
<b>Practice point 6:</b>	When working with a telephone or video interpreter, clinicians interact directly with the person, ensure they manage turn-taking, and use adequate descriptive language.
<b>Practice point 7:</b>	Clinicians speak clearly, use plain English and explain complex concepts and terminology to enhance the person’s understanding.
<b>Practice point 8:</b>	Clinicians speak at a reasonable speed, with appropriate pauses and avoiding overlapping speech, so as to enable the interpreter to interpret.
<b>Practice point 9:</b>	In a multidisciplinary team consultation, clinicians ensure adequate speech rate, pauses and turn taking for all parties to facilitate good quality and accurate conveyance of messages to the person.

<sup>13</sup> Guide for Clinicians Working with Interpreters in Healthcare Settings January 2019

# Culturally and linguistically diverse Gambling Help services available

There are Gambling Help services<sup>14</sup> that specialise in providing support in other languages to CALD clients. These services are also a great point of contact to find out about other CALD specific support services that may be in your local area.

Language	Service	Address	Telephone
<b>Chinese – Mandarin and Cantonese</b>  中文	Chinese Gambling Support Group	Hornsby Hospital, Building 51, Lowe Road, Hornsby NSW 2077	02 9477 9567
	Drug, Alcohol and Gambling Service	Hornsby Kuring-gai Hospital, Hornsby NSW 2077	02 9477 9567
	Drug, Alcohol and Gambling Service	Level 1, Royal North Shore Community Health Centre, 2c Herbert Street, St Leonards NSW 2065	02 9462 9199
	Multicultural Problem Gambling Service (Chinese Specific)	5 Fleet Street, North Parramatta NSW 2151	1800 856 800
<b>Vietnamese</b>  Tiếng Việt	Vietnamese Community in Australia	300 Chapel Road, Bankstown NSW 2200	02 9790 3934
	Vietnamese Community in Australia	50 Park Road, Cabramatta NSW 2166	02 9727 5599
<b>Arabic</b>  ىبرع	Arab Council Australia	Suite 2.01, Level 2 44-46 Mandarin Street, Fairfield East NSW 2165	02 9709 4333
<b>Italian</b>  <b>Italiano</b>	Co-As-It	67 Norton Street, Leichhardt NSW 2040	02 9564 0744
<b>More than 40 community languages</b>	Multicultural Problem Gambling Service	5 Fleet Street, North Parramatta NSW 2151	1800 856 800

Some other useful services to find out more about local CALD specific services are:

Multicultural NSW: <https://multicultural.nsw.gov.au/nsw-community-organisations>

Your local Council: <https://www.olg.nsw.gov.au/public/local-government-directory/>

Ethnic Communities Council of NSW: <http://www.eccnsw.org.au/>

<sup>14</sup> Gambling Help website

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# Appendix A - Office of Responsible Gambling

**Our Vision** NSW working towards zero gambling harm

**Our purpose** Our purpose is to:

- Prevent and reduce gambling related harm
- Support consumers to make informed choices
- Contribute to public debate and influence gambling policy and regulatory practices
- Work with industry to affirm and embed responsible culture and practices
- Enable responsible industry development that delivers social and economic benefits and meets community expectations

**Our functions** We achieve our purpose by:

- Initiating and funding research
- Educating the community
- Funding support and treatment services
- Informing policy makers and regulators

## About the Office of Responsible Gambling:

The Office develops and implements programs and initiatives, as part of a strategic approach that supports responsible gambling and prevents and minimises the risk of gambling related harm in the community.



The Office supports the Responsible Gambling Fund Trust to ensure Trustees are best positioned to provide advice and guidance to the Minister on funding responsible gambling initiatives consistent with our strategic direction, objectives and associated governance documents. Broad program areas include:

- a comprehensive research agenda to provide thought leadership and better inform the development of responsible gambling policy
- community education to support well informed gambling choices, responsible gambling behaviours and resilient communities as well as de-stigmatising help seeking behaviour
- intervention through provision of support and counselling services, including early access through increased online and self-help tools
- supporting Liquor & Gaming NSW policy development and regulatory oversight and enforcement of responsible gambling obligations and practices.

For further information about the Office of Responsible Gambling please visit our website:

<https://www.responsiblegambling.nsw.gov.au/>



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