



GAMBLING HARM PREVENTION

with Culturally and Linguistically Diverse Communities

**Interim Report
September 2018**



The Voice of Multicultural Victoria

Ethnic Communities Council Victoria

Ethnic Communities Council Victoria
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Thanks to VRGF and project advisory group members

Designed by Tamara Bouzo

www.eccv.org.au





BACKGROUND

The Ethnic Communities Council of Victoria (ECCV) is the peak advocacy body for ethnic and multicultural community organisations. Since ECCV's 2014 community forum Let's Talk about Gambling in Multicultural Communities, the number of stories of gambling addiction and harm reaching the ECCV reinforces that gambling harm has become a serious public health issue.

While minor gaming and leisure, play a role in the cultural fabric of Australians. ECCV clearly distinguishes between large commercial gambling operators, addictive poker machine technology, and minor gaming. The Gambling Regulation Act 2003 (Vic) (the Act) allows not for profit organisations to fundraise using bingo and raffles events at schools and community fetes.

The Ethnic Communities' Council of Victoria (ECCV) appreciate the pressures facing both governments and communities when addressing the devastating costs of gambling harm including the loss of homes, family breakdown and the loss of lives.

Victorians have lost \$2.6 billion gambling at the 'pokies' - or \$7,149,397 every day – from 2016 to 2017. They have also lost a total of \$50 billion in total gambling over the past 25 years (Victorian Commission for Gambling and Liquor Regulation).

The Victorian Government passed the Gambling Regulation Amendment (Gaming Machine Arrangements) Bill 2017 (Vic) (the Bill) on the 30 November 2017. This extends the licenses for gambling machines for another 20 years until August 2042. The ECCV published a position paper on gambling harm prevention December 2017.

AIM OF THE PROJECT

ECCV is currently funded by the Victorian Responsible Gambling Foundation (VRGF) to conduct a two-year Gambling Prevention Project: which will proactively raise awareness of gambling harm among culturally diverse communities.

The project will facilitate discussions with experts and community leaders; gather evidence about the impact of gambling harm on culturally and linguistically diverse ethnic communities; promote safe recreation messages in local ethnic media; promote local support for communities and co-design information on gambling harm with ethnic-specific leaders.

ECCV formed a project advisory group with representatives from Ethnic community organisations who meet bi-monthly to direct, learn and co-design a public health prevention project with culturally and linguistically diverse (CALD) communities about the social costs of gambling harm in Victoria. The languages represented include Hebrew, Arabic, Polish, Russian, Vietnamese, Mandarin, Nigerian, Filipino, Turkish, Greek, Polish, Nepalese, Khmer and Burmese.

PARTNERSHIP



WE AIM TO:

ECCV is proud to partner with the Victorian Multicultural Commission (VMC) to break the silence of stigma and shame and promote discussions of gambling harm within multicultural communities.

ECCV has worked with VMC to present information about the social cost of gambling harm in outer metropolitan Melbourne, regional and rural communities to eight VMC Regional Advisory Councils (RACs) across the state in February and March 2018.

ECCV and VMC members were invited to participate in a survey to explore culturally and linguistically diverse community members understanding and perception about gambling harm (e.g. is it a problem, what are the issues?) and to understand their perspectives about how best to address this harm.

ECCV and project advisory group members (n260) with VMC RAC members (n161) were invited to participate in an online survey about gambling harm. The survey invitations were sent electronically by the two respective organisations. In addition, ECCV sent 70 hard copy invitations to ethnic community members who were unlikely to respond online. 117 respondents completed the 13 questions of the gambling harm prevention project survey; a summary of the data and responses are provided in this report.

Discuss the social costs of gambling harm with community members and community leaders

Question the “normalisation” of gambling as a recreational activity

Promote alternative safe places to recreate (for example sports, picnic and outings, celebrations, dances, music and entertainment, cultural events, community dinners and religious gatherings)

KEY IMPLICATIONS

ECCV is promoting a public health approach in the discussion about gambling harm with culturally and linguistically diverse communities. This encompasses a population health approach, which seeks to understand why different groups within the population experience different health outcomes. “Health is created and lived by people within their setting of their everyday life; where they learn, work, play and love” (The Ottawa Charter 1986)

ECCV and VMC note that gambling harm prevention work requires further legislative reforms, community awareness, education, partnerships, policy, research and advocacy around the social costs of gambling harm. Refer to the ECCV position paper on gambling harm (December 2017) – http://eccv.org.au/wp-content/uploads/2018/03/Final_ECCV_Gambling_Position_Paper_December_2017...pdf

ECCV is prioritising its work with culturally diverse community and faith leaders in the following metropolitan and rural Local Government Areas (LGA) as they represent the highest gambling losses, lowest socioeconomic Index for Areas (SEIFA) that also correlate with a high incidence of family violence.

ECCV encourages help-seeking within CALD communities including:

- Gamblers Help Services funded by the VRGF <https://www.responsiblegambling.vic.gov.au/getting-help/ways-to-get-help>
- Multicultural Women’s Health, Gambling Awareness Program (GAP) is funded by the VRGF to connect immigrant and refugee communities in Victoria to relevant information and services around gambling harm <http://www.mcwh.com.au/responsible-gambling-project.php>
- The VRGF has released new videos in Turkish, Greek, Spanish, Italian, Mandarin, Cantonese, Vietnamese and Arabic to explain the signs of gambling harm and describe what to expect during a consultation with a Gambler’s Help or other professional counsellor Watch the videos here: https://www.youtube.com/user/ResponsibleGambling/playlists?disable_

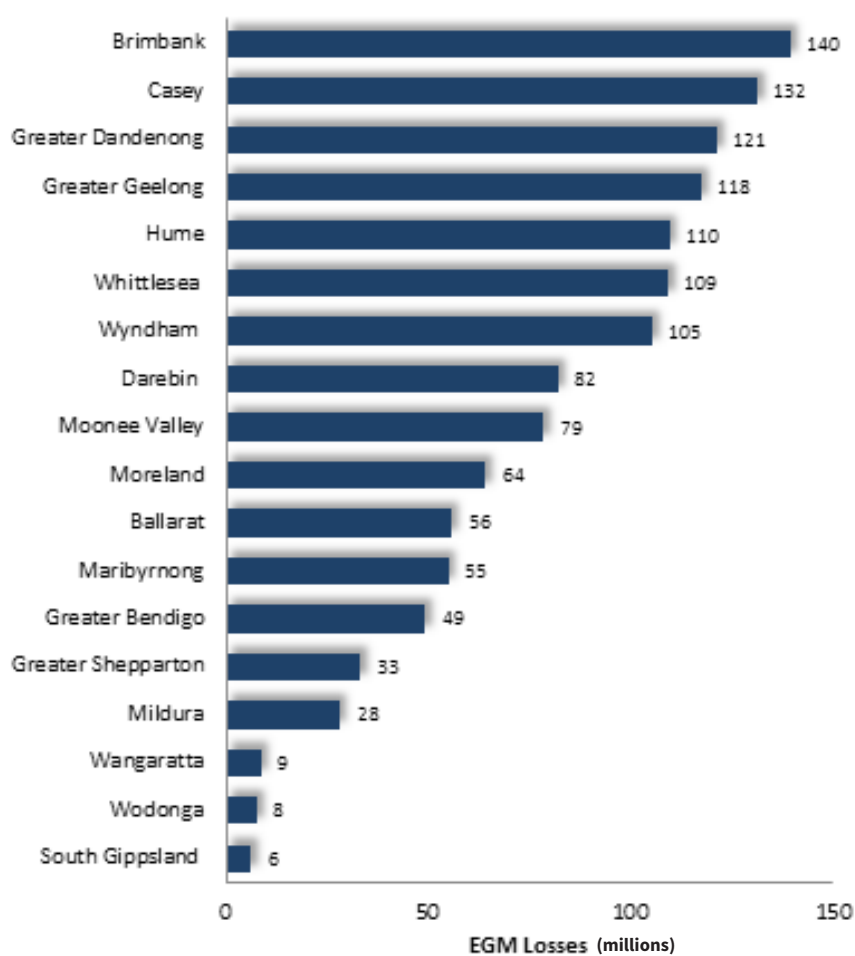
A PUBLIC HEALTH PREVENTION APPROACH TO REDUCE GAMBLING HARM

TERTIARY ACTION	SECONDARY ACTION	PRIMARY ACTION
Short term problem specific individual-based preventions individual responsibility	Reduce the progression of harm from gambling and products Target at risk communities	Support health not just treat illness Action at this level focuses on the broader community
Gambler’s Help Counselling	Work with vulnerable communities (e.g. older people, women, migrants, refugees, students) Resource leaders and champions to understand risk and vulnerabilities	Reduce accessibility to gambling products Reduce hours of trade Reduce maximum bet level Limit number of venues and machines Limit access to withdrawal of cash EFTPOS
Financial Counselling	Promote alternative low cost recreational activities Encourage safe activities for all members	Promote recreational and educational activities that are accessible, equitable and related to life stage and ability
VRGF campaigns BET Regret and Safer Gambling Apps	Foster community education How EGMs are designed and work Location of gambling products Discussion of social harm	Fund community groups and industry sectors in low disadvantage and high gambling loss local government areas as a priority
Behavioural risk-factor approaches – self exclusion and individual limits	Discuss gambling harm in CALD communities Social media, cultural, faith and place based forums	Improve social inclusion and social cohesion irrespective of race, gender, employment, education and housing

STATISTICS



EGM Losses for Selected Municipalities (millions)

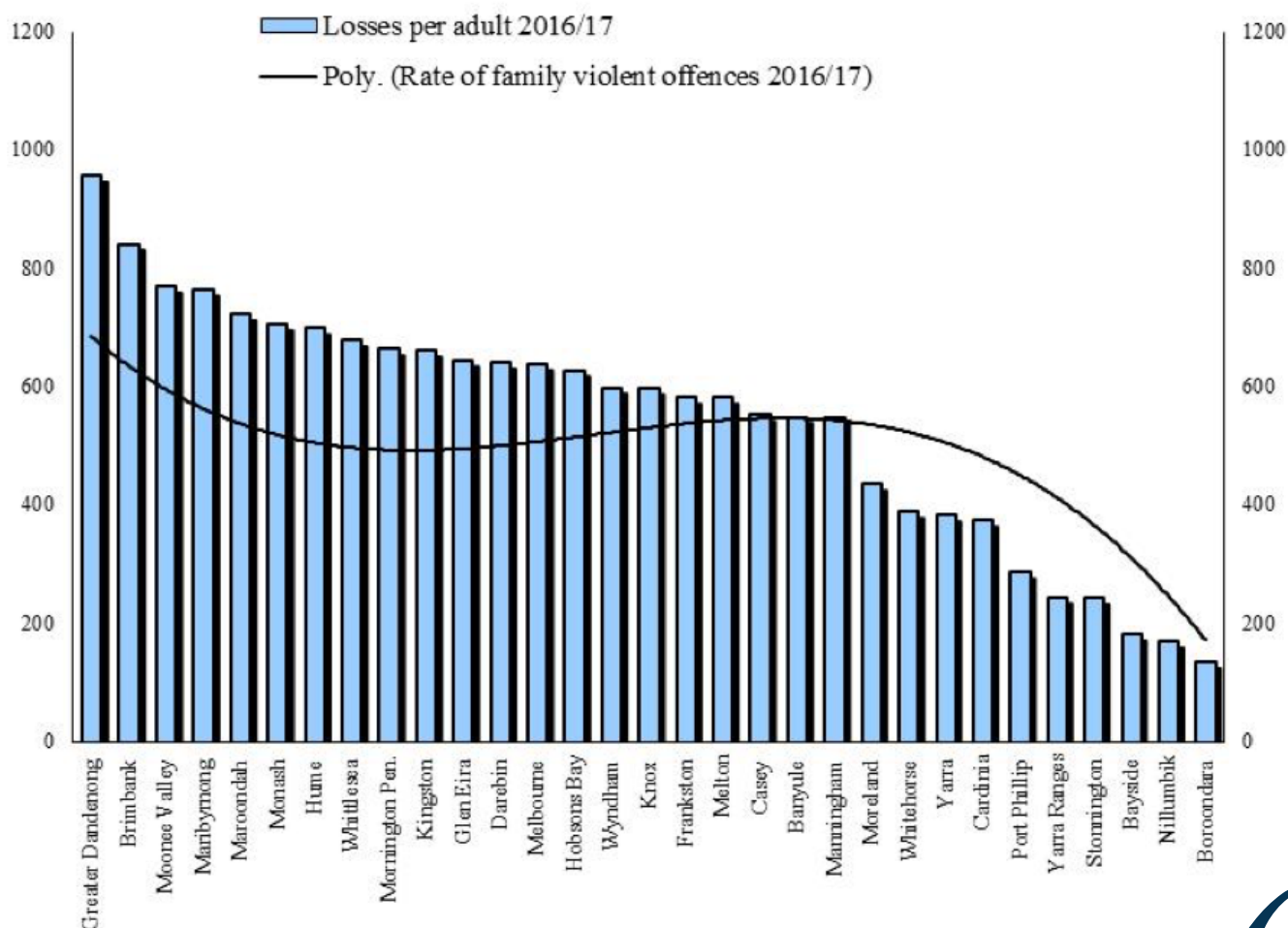


Source: www.socialstatistics.com.au

STATISTICS



Correlation: Rate of alleged incidents of family violence by EGM losses (thousands) per adult 2016/17



Source: www.socialstatistics.com.au

ECCV SURVEY FINDINGS

ECCV engaged with Victorian culturally and linguistically diverse communities to conduct a survey on gambling and its effects. The aim of the survey was to:

- engage Ethnic Communities Council of Victoria (ECCV) members and Victorian Multicultural Commission (VMC) Regional Advisory Council (RAC) in thinking about gambling harm
- explore community members understandings and perceptions about gambling harm
- understand CALD perspectives about how best to address gambling harm

WHAT SHOULD WE DO?

- Educate and build community awareness about the risks of gambling harm, particularly the pokies
- Explore and address the stigma and shame about gambling, and its role in generating gambling harm
- More research is required as to which cohorts or groups are particularly at risk of gambling harm in CALD communities
- Develop and test tailored messages to minimise gambling harm

KEY FINDINGS INCLUDED:

55% of respondents thought that gambling is a significant problem

57% of respondents who are vulnerable to and experiences social harm from gambling are male.

Top 3 perceived social harms as a result of gambling include financial loss, family breakdowns and family violence.

44% of respondents think that individuals aged 30-60 years old experience social harm from gambling.

Pokies (EGMs) were the type of gambling of most concern to respondents

Most common response for why people gamble is to 'win/make money'

46% of respondents don't think their communities are discussing the social harm caused by gambling

Top 3 reasons why gambling harm is not discussed are shame/embarrassment, stigma and personal addiction

ECCV POSITION PAPER ON GAMBLING HARM PREVENTION IN CULTURALLY DIVERSE COMMUNITIES

DECEMBER 2017

1. The Ethnic Communities' Council of Victoria (ECCV) appreciate the pressures facing both governments and communities when addressing the devastating costs of gambling harm including the loss of homes, family breakdown and most tragically, the loss of lives.

2. Victorians have lost \$2.6 billion gambling at the 'pokies' - or \$7,149,397 every day – from 2016 to 2017. They have also lost a total of \$67 billion in total gambling over the past 25 years.

3. Since ECCV's 2014 community forum Let's Talk about Gambling in Multicultural Communities, the number of stories of gambling addiction and harm reaching the ECCV reinforces that gambling harm has become a serious public health issue.

4. While minor gaming and leisure plays a role in the cultural fabric of Australians. ECCV clearly distinguishes between large commercial gambling operators, addictive poker machine technology and minor gaming. The Gambling Regulation Act 2003 (Vic) (the Act) allows not for profit organisations to fundraise using bingo and raffles events at schools and community fetes.

5. The Victorian Government passed the Gambling Regulation Amendment (Gaming Machine Arrangements) Bill 2017 (Vic) (the Bill) on the 30 November 2017. This extends the licences for gambling machines for another 20 years, 5 years before the current licences expire. Other amendments focus on cashless gaming, electronic funds transfers, a \$500-day cap on EFTPOS withdrawals and ban on static betting advertising in and schools.

6. ECCV supports the following recommendations proposed by the Alliance for Gambling Reform

- a. Reduce the opening hours of gambling venues - close venues for at least ten hours per day
- b. Target mandatory reduction of the number of 'pokie' machines in LGAs with the highest losses.
- c. Appoint a parliamentary inquiry into gambling regulation, so people who have experienced harm from gambling can be heard.
- d. Reduce maximum bets from \$5 to \$1.
- e. Limit access to cash EFTPOS withdrawal to \$200 in any 24-hour period.

7. ECCV supports key research findings in Gambling in culturally and linguistically diverse communities by Marissa Dickins and Anna Thomas published by the Australian Gambling Research Centre in October 2016.

- a. New migrants may particularly be at-risk of gambling harm, due to lack of experience and knowledge about gambling products.
- b. International students, older people and women are particularly vulnerable to experiences of gambling harm within culturally diverse communities.
- c. Culturally diverse communities are at greater risk of gambling harm due to increase access to gambling opportunities in Victoria.
- d. Depending on attitudes towards gambling, stigma and shame can create barriers to help seeking for culturally diverse communities
- e. 'Help-seeking' is complicated and requires culturally sensitive and responsive services to managing gambling harm within culturally diverse communities (Dickins and Thomas 2016)

8. ECCV is currently funded by the Victorian Foundation for Responsible Gambling to conduct a two-year Gambling Prevention Project: BREAK IT to proactively raise awareness of gambling harm among culturally diverse communities.

9. The BREAK IT project will facilitate discussions with experts and community leaders; gather evidence about the impact of gambling harm on culturally and linguistically diverse ethnic communities; promote safe recreation messages in local ethnic media; promote local support for communities and co-design information on gambling harm with ethnic specific leaders.

ECCV POSITION PAPER ON GAMBLING HARM PREVENTION IN CULTURALLY DIVERSE COMMUNITIES

DECEMBER 2017

10. ECCV believes that gambling advertising should be banned, and gambling sponsorship of sporting teams ended.

11. ECCV recommends that clearer health literate in-language information be provided to culturally diverse communities on the addictive design of electronic gambling machines.

12. ECCV supports more gambling and product harm information in languages other than English to community members who attend gambling venues.

13. ECCV requests an increase in-language gamblers' help services for high loss/ low Socio-Economic Indexes for Areas (SEIFA) Local Government Areas (LGAs) for example in Hindi, Punjabi, Urdu, Filipino, Burmese and Pashto. Examples of current successful in-language gamblers help services include community help services in Arabic, Mandarin, Cantonese and Vietnamese.

14. ECCV proposes that the Victorian Government resources the accreditation of in-language financial counselling services, including ethnic specific workers primarily employed in ethnic specific organisations.

15. ECCV advocates allocating gambling industry resources toward high loss/low SEIFA LGAs with significant culturally diverse communities such as Brimbank, Casey, Greater Dandenong, Greater Geelong, Monash, Whittlesea, Hume, Wyndham and Kingston.

EVALUATION



The broad aim of this process and outcome evaluation is to explore whether and how the project achieved its aims, and also whether it could have been done better.

EVALUATION FRAMEWORK AND MANAGEMENT

- Project Logic and Monitoring and Evaluation form have been completed (although still a live document) and serve to guide evaluation activities going forward.
- This evaluation framework is aligned and informed by the broader VRGF program evaluation streams.
- Independent evaluator is overseeing the coordination and implementation of the evaluation, with input from the advisory group.
- Evaluation is an ongoing agenda item at the bimonthly meetings.
- Regular meetings between independent evaluator and project manager, as well as consultation with First Person Consulting.

EVALUATION METHODS

- Forums – participant evaluation forms at all forums and follow up survey/interviews with selected participants
- Advisory group audit and meetings – audit of current organisation activity, observations by independent evaluator, attendance record, meeting evaluations
- Activity and network reporting – ongoing documentation by project manager of all project activities, resource development, meetings and outputs (e.g. media articles).

- Interviews with key informants – during and at the end of the project
- Community stakeholder survey – baseline needs assessment to understand community perceptions of, and how best to address, gambling harm
- Project documentation and progress reports - ECCV reports to EO and VRGF, Advisory group minutes

DATA MANAGEMENT

- Independent evaluator will coordinate all the data collection and management, and de-identify as appropriate.

PROGRESS TO DATE

- Community stakeholder survey conducted by ECCV
- Baseline audit of advisory group member organisations' capacity to address gambling harm
- Survey of April advisory group meeting
- Telephone interviews with 4 key informants
- Activities and meetings documented to date

KEY CHALLENGES

- Identifying quantitative outcome measures
- Not overburdening key evaluation stakeholders (e.g. project manager, advisory group members)

WORKING WITH OUR COMMUNITY

Advisory committee members of the Ethnic Communities Council of Victoria's BREAK It project, which seeks to prevent gambling-related harm in culturally and linguistically diverse communities, undertook the following activities:

3ZZZ RADIO STATION

ECCV in partnership with 3ZZZ ran a forum with community radio broadcasters to discuss and raise awareness of the effects of gambling harm and promote gambling prevention.

AUSTRALIAN MUSLIM TIMES

An article was written by project advisory group member and published in AMUST with the Australian Muslim Times to post an article raising awareness about gambling and encouraging prevention.

<https://www.amust.com.au/2018/03/the-year-of-gambling-harm-awareness/>

JEWISH CARE

A blog was written by project advisory group member in Jewish Care.

<https://www.jewishcare.org.au/page/news-and-media/news/the-hidden-cost-of-gambling>

VRGF

Project advisory group members presented at VRGF gambling Harm Conference in Geelong.

<https://responsiblegambling.vic.gov.au/documents/432/The-social-costs-of-gambling-harm-in-CALD-communities-GHC2018.pdf>

INVITATION TO LAUNCH

3ZZZ the largest ethnic radio station in Australia, broadcasting in over 50 languages every week in partnership with Ethnic Communities Council Victoria (ECCV), launches the gambling harm prevention project, **Don't Bet On It**.

Victorians have lost \$2.6 billion on gambling at the 'pokies' from 2016 - 2017. That's \$7,149,397 every day! **Don't Bet On It** aims to increase awareness of gambling harm and provide information to help reduce its devastating effect to our community.

Key Note Speakers
Stephen Mayne
The Alliance for Gambling Reform

Panel
Re-spin and Three sides of the coin

RSVP by Tuesday 28 August
Contact Zisis on 0407 171 067

6.30pm Thursday 30th August 2018

3ZZZ, 309 Albert St Brunswick (corner Leslie street)

Refreshments provided

Please come along and join us to learn more about this important project. Meet some of the people we are going to work with and find out how you can get involved.

Zisis Poulos
3ZZZ Broadcaster
Project officer

John Gillies
3ZZZ Station
Manager

Lyn Dutton
Ethnic Communities
Council Victoria

ECCV 3ZZZ

