GambleAware NSW - Transforming gambling support and treatment services in NSW

International Gambling Conference 30 June 2022

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About the Office

Our vision

NSW working towards zero gambling harm.

Our purpose

- Prevent and reduce gambling harm
- Improve individual and community wellbeing
- Support people to make informed choices
- Contribute to public debate, influence gambling harm minimisation

Our approach

Research

Services & Support

Education & Awareness

Leadership & Influence

Gambling support & treatment

Results of a best practice review

Best practice review approach

- Literature review of best practice

- 8 weeks of research

- 7 in-depth interviews

- Global focus – Participation from colleagues in the United Kingdom, Norway, Canada, New Zealand and Australia

Exploring the findings

Public health framework	Counselling still has a place	Co-morbidities must be considered in service design
Building relationships across support sectors is critical	There are effective alternatives to counselling	Technology in treatment is rapidly growing

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Case studies – Outreach in action

Non-clinical intervention…

Gam-Info Reps – British Columbia

- Aimed at those not wanting counselling

- The reps are not counsellors

- Offers other options to counselling

- High success rate.

Peer support…

Peer support program – South Australia

- Supports people who have recovered from problem gambling

- Personal stories shared

- People are able to speak to someone who has been through a similar experience to them

Case studies – Treatment and technology

Computerised CBT – United Kingdom

- Pilot to established evidence based on digital interventions

- Accessible, convenient, removes barriers

- Now known as the GameChange program

Skills for Change Online - Canada

- 8 week program

- Online version of a group support program

- Covers goal setting, identification of coping strategies, relapse prevention

- Takes a CBT approach

Case studies – Apps in treatment and support

DAY CHALLENGE

MYGU

GamblingLess In-The-Moment

- Victoria have developed the 100 Day Challenge app

- Helps individuals moderate their gambling by doing other activities

- Highly successful across Victoria and other jurisdictions.

- Canada have developed the Monitor Your Gambling & Urges app

- Tracks gambling behaviour and feelings

- Designed to complement counselling sessions.

- NSW have developed the GamblingLess In the Moment with Deakin University

- Designed to provide 24/7 support to individuals who want to take immediate steps to address their gambling.

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Challenges in establishing a new treatment model

Balance

- *Digital vs traditional*

Cost

- *Implementation*
- *Running*
- *Evaluation*

Take up

- *Low numbers*
- *Misconception of provision*

Expertise
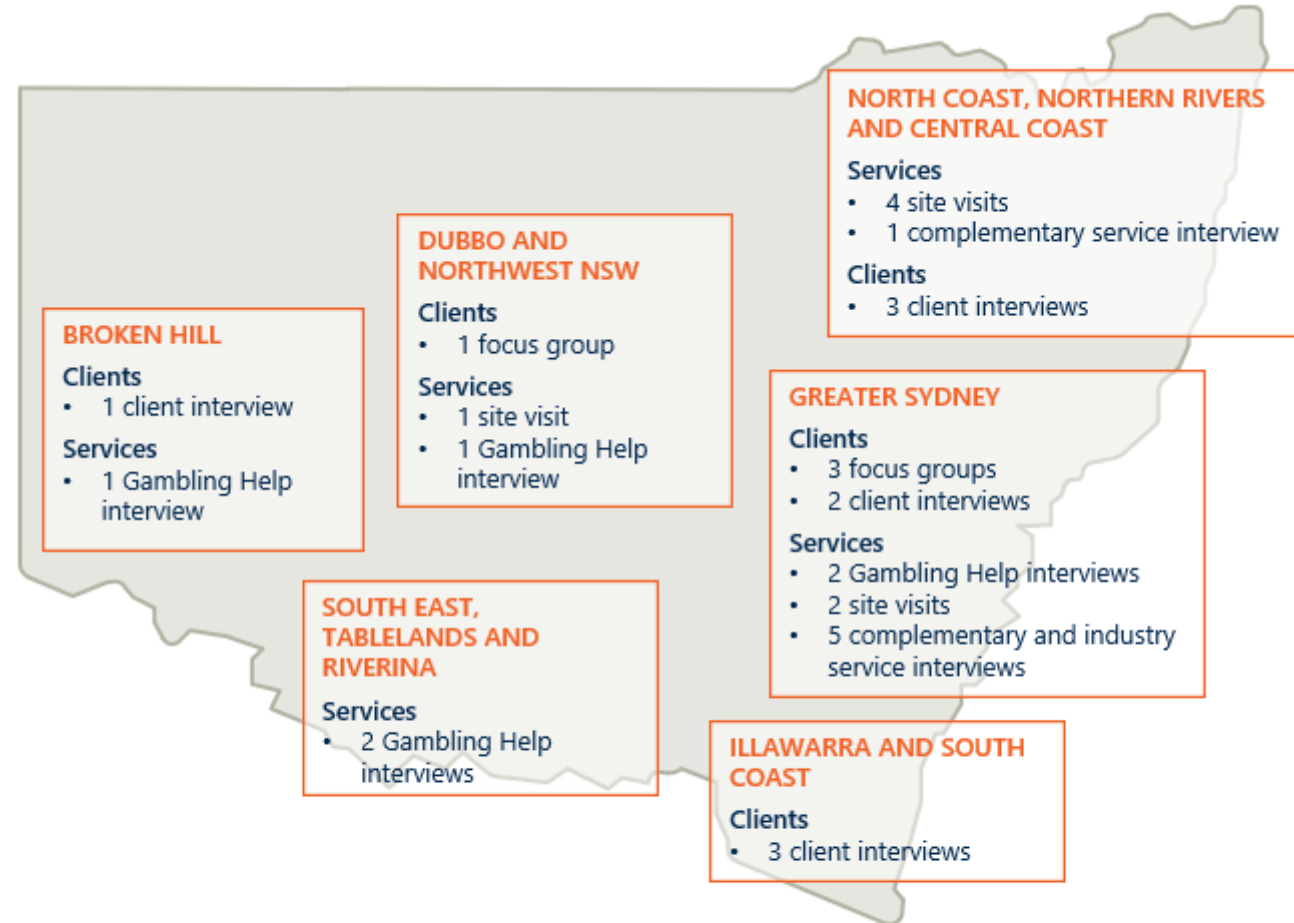
- *Diversity of skills*
- *Training*

Developing the GambleAware model

Co-design process outcomes

Co-design on a statewide level

NORTH COAST, NORTHERN RIVERS AND CENTRAL COAST

Services
- 4 site visits
- 1 complementary service interview

Clients
- 3 client interviews

DUBBO AND NORTHWEST NSW

Clients
- 1 focus group

Services
- 1 site visit
- 1 Gambling Help interview

BROKEN HILL

Clients
- 1 client interview

Services
- 1 Gambling Help interview

GREATER SYDNEY

Clients
- 3 focus groups
- 2 client interviews

Services
- 2 Gambling Help interviews
- 2 site visits
- 5 complementary and industry service interviews

SOUTH EAST, TABLELANDS AND RIVERINA

Services
- 2 Gambling Help interviews

ILLAWARRA AND SOUTH COAST

Clients
- 3 client interviews

1 client testing workshop with participants from metropolitan and regional areas

1 forum and 2 co-design workshops with service providers from across the state

67 survey responses from Gambling Help staff across the state

Key themes from stakeholder feedback

New approaches are needed

Referral pathways between services require better coordination

Ongoing connection with clients needed

Clients want access to a broader range of services

Clients want digital service delivery, but service providers had mixed views

Measurement and reporting should be simplified

Treatment providers want training and a closer connection to broader system

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Theme #1 – New approaches are needed

- Innovation is needed to encourage help-seeking behaviours and improve service access

- Many potential clients either do not believe they have a problem with gambling or feel shame to seek help

- Targeted information and approaches are needed for Aboriginal and CALD communities.

Theme #2
Better coordination for referrals

Theme #3
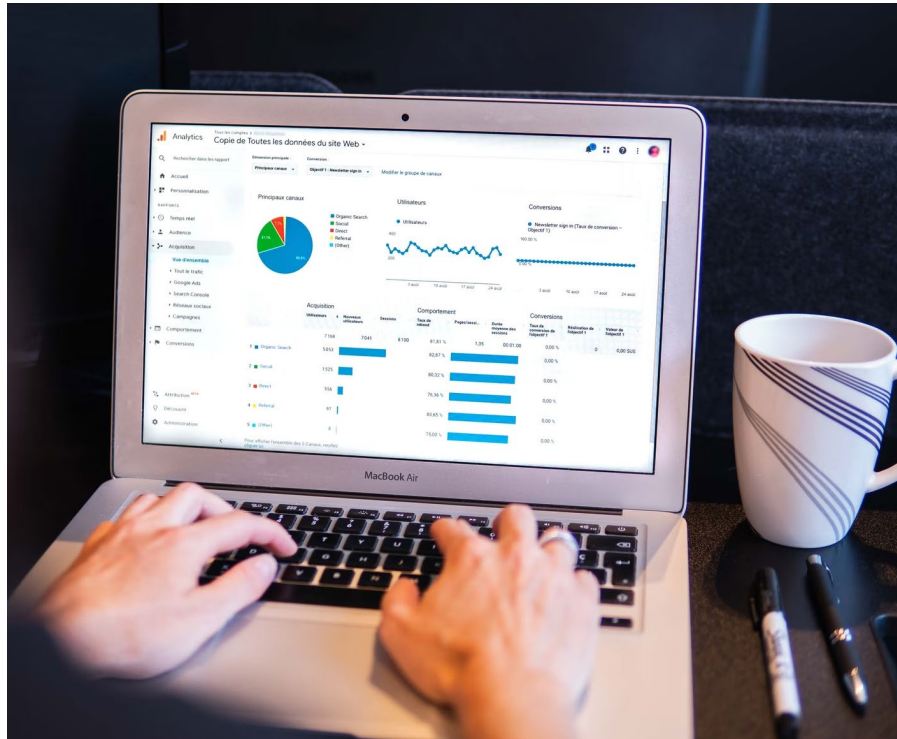**Improving connections with clients**

Theme #4
Broader range of support services

Theme #5
Clients like digital service delivery
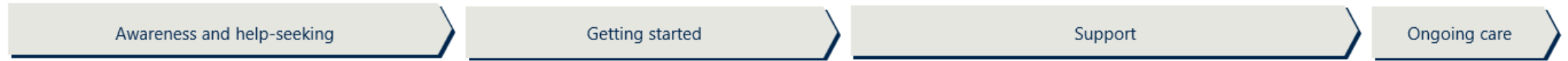
Theme #6
Simpler measurement & reporting

Theme #7
Quality training for service providers

The GambleAware model

The new client journey

Awareness and help-seeking	Getting started	Support	Ongoing care

Gamblers:
"I've hit rock bottom and I need help"

Family and friends:
"I can't go on like this anymore"

Most people...

Recognise that gambling problems are common

Don't try to cope alone

Know that trustworthy help is available

No wrong door for help

A connected referral system accessible to:

clients   friends   family   services and venues

People access a range of services, such as...

Therapeutic or financial counselling (face to face, by phone or online)	Peer support	Specialist services (including CALD and Indigenous)	Direct support from the Helpline
Support from an automated concierge checking on their progress	Apps and digital tools	Integrated self-exclusion between venues	Client guides

Regular follow-up and ongoing engagement

Connections to other services for ongoing recovery

FUTURE Client journey

The system engages with people and communities early and often.

The system lets gamblers and stakeholders know that diverse and trustworthy help is available at no charge.

The system has no wrong door and presents a welcoming and accessible front through all channels – in person, online and over the phone.

There is a clear 'menu' of service options which anyone can access easily.

All service providers (digital and personal) refer people to the best service for them.

Strong referral pathways and service coordination between services (both gambling and others).

Single touch self-exclusion available for digital and personal gambling.

Some clients drop out of the service system, or cycle in and out

Services are culturally competent and offered in many languages.

A wider range of more effective self-help tools and apps.

Reminders and check-ins by text, call or email.

Flexible access to counselling: face to face, phone, video or chat-based.

Consistent follow-ups with clients which match their preferences.

The redesign process

Gambling Help

| 55 small services |
| Un-unified system |
| Face-to-face service as primary model |
| Reached about 25,000 people per year |

GambleAware

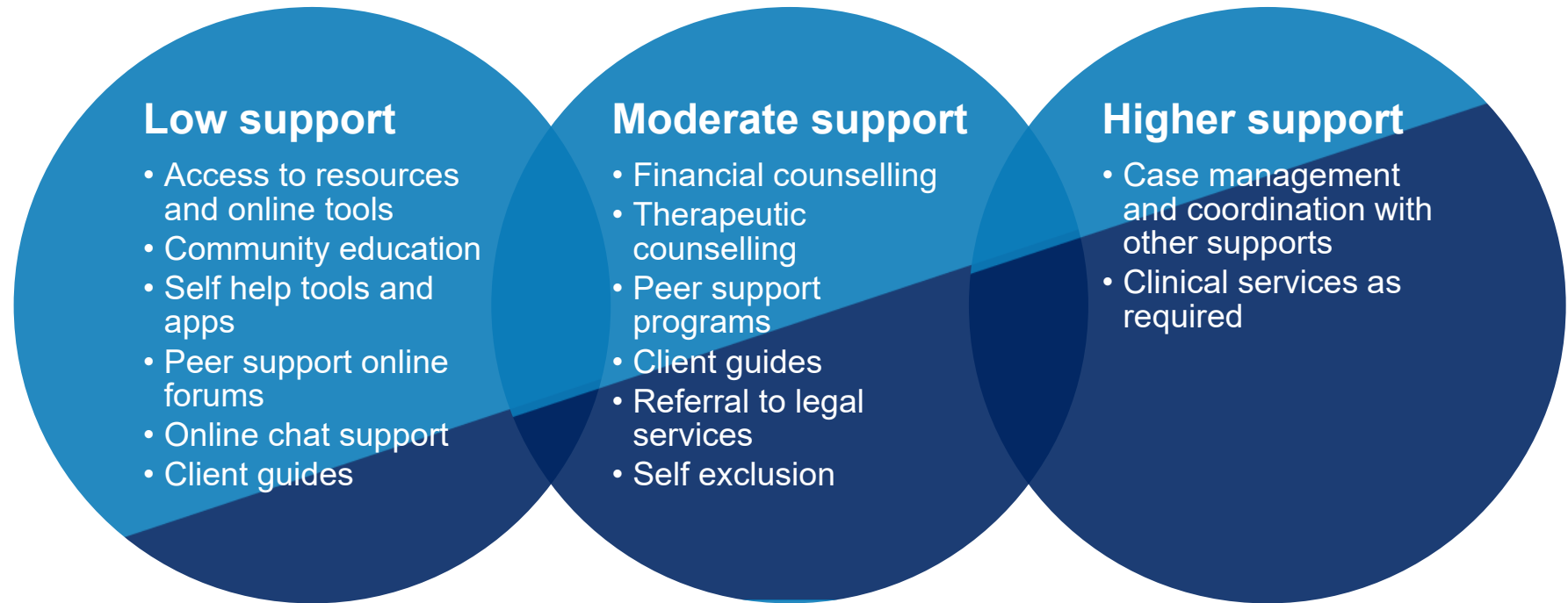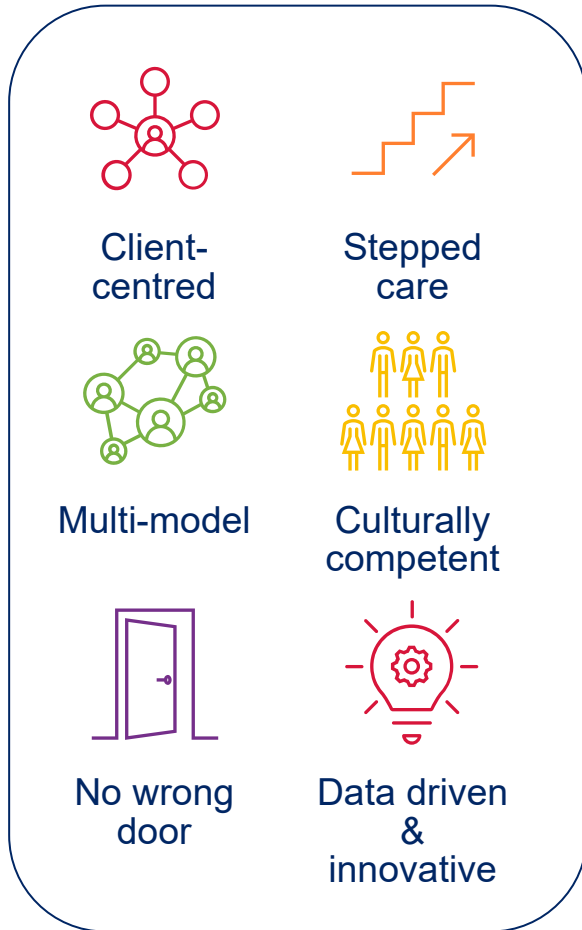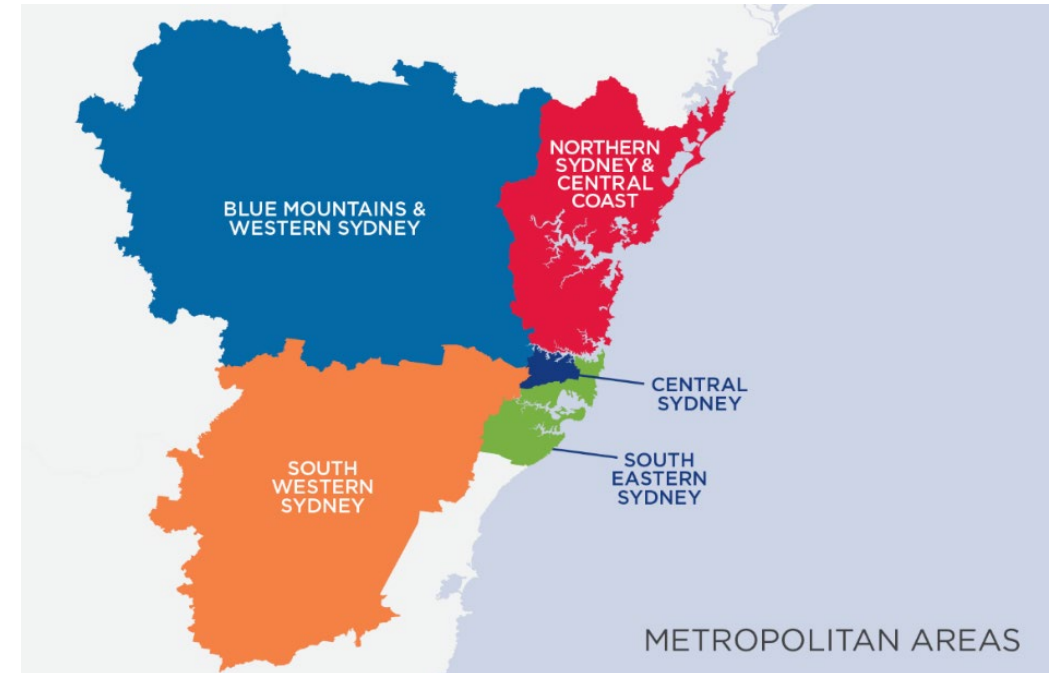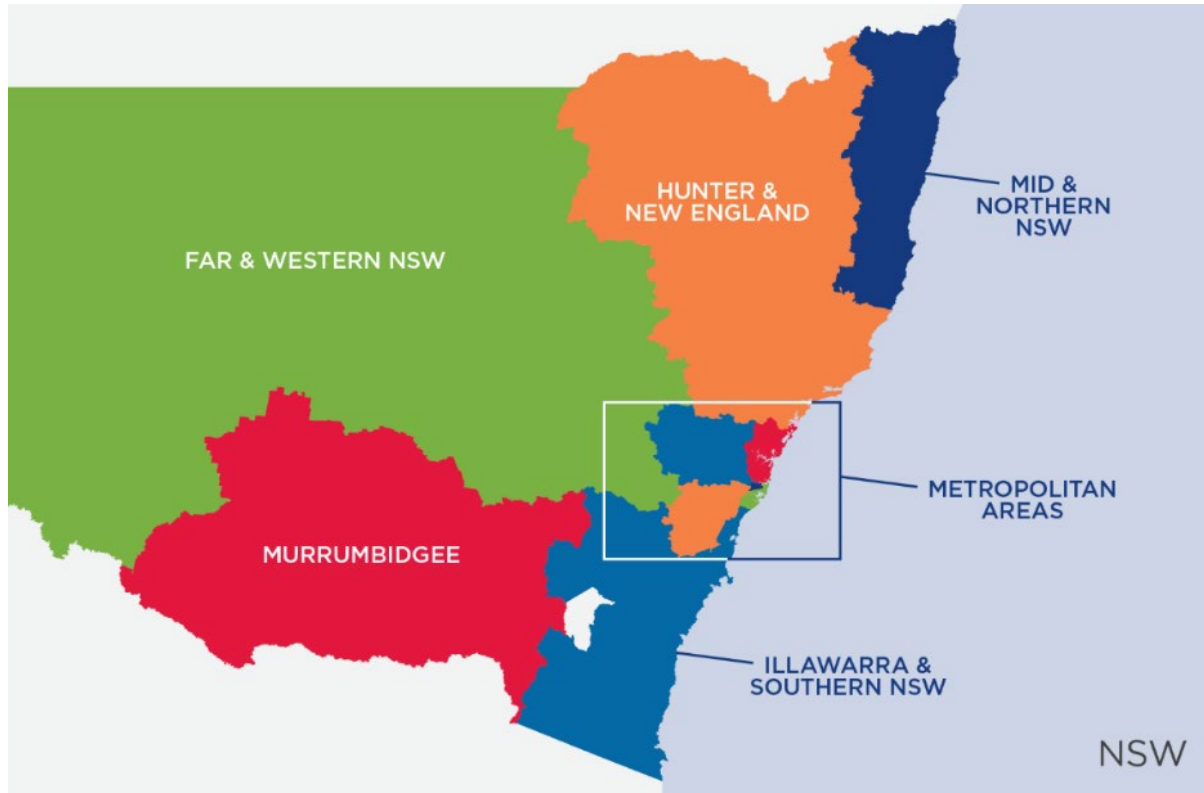| 10 GambleAware Providers aligned with health districts |
| Single referral, scheduling, follow-up and data platform |
| Graduated range of help options in multiple modes |
| Can reach over 80,000 people per year |

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GambleAware service delivery model

Client-centred

Stepped care

Multi-model

Culturally competent

No wrong door

Data driven & innovative

Stepped care approach

face to face, over the phone, video call, or online chat

Low support
- Access to resources and online tools
- Community education
- Self help tools and apps
- Peer support online forums
- Online chat support
- Client guides

Moderate support
- Financial counselling
- Therapeutic counselling
- Peer support programs
- Client guides
- Referral to legal services
- Self exclusion

Higher support
- Case management and coordination with other supports
- Clinical services as required

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GambleAware regions

GambleAware quality standards model

The Office manages overall governance and quality standards across all GambleAware Providers.	**THE OFFICE OF RESPONSIBLE GAMBLING** **Overarching governance**	• Maintains overall governance framework • Sets and tracks minimum standards • Proactive auditing and reactive review
Each GambleAware Provider employs and manages staff, and engages sub-contractors.	**GAMBLEAWARE PROVIDERS** **Regional governance**	• Governs clinical practice within their own region • Ensures relevant practitioners are accredited to use chosen clinical approaches

Community of practice

• Share best practices and lessons

• Educate others on new, clinically approved approaches

• Encourage knowledge-sharing and whole-of-system perspective

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Future support – GambleAware client guide

- An information and support service which

  - Provides tailored information on support options

  - Connects individuals with GambleAware & complementary services

- Feedback we have received:

  - People often feel overwhelmed when first seeking support and often feel isolated or alone when accessing gambling-specific supports

 - People experiencing gambling harm often require non-GambleAware services which are critical to their wellbeing and recovery

Future support – GambleAware peer support

- A service that safely connects individuals experiencing gambling harm with peer support officers who have lived experience of gambling harm

- Informal 1:1 sessions, with semi-structured discussion relating to the person's situation and/or relevant strategies and services that may help the individual

- Feedback we have received:

  - People experiencing gambling harm typically find great relief when engaging with someone else with lived experience

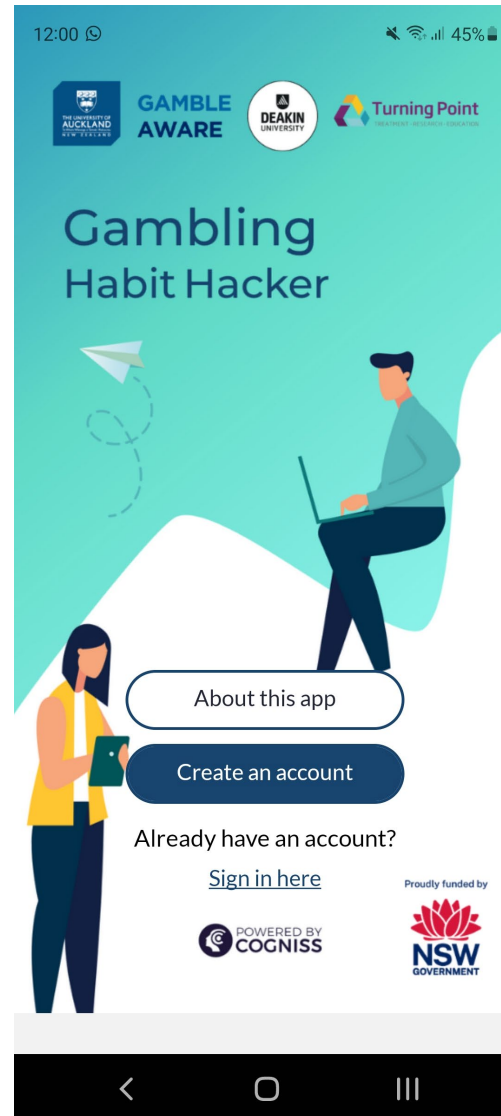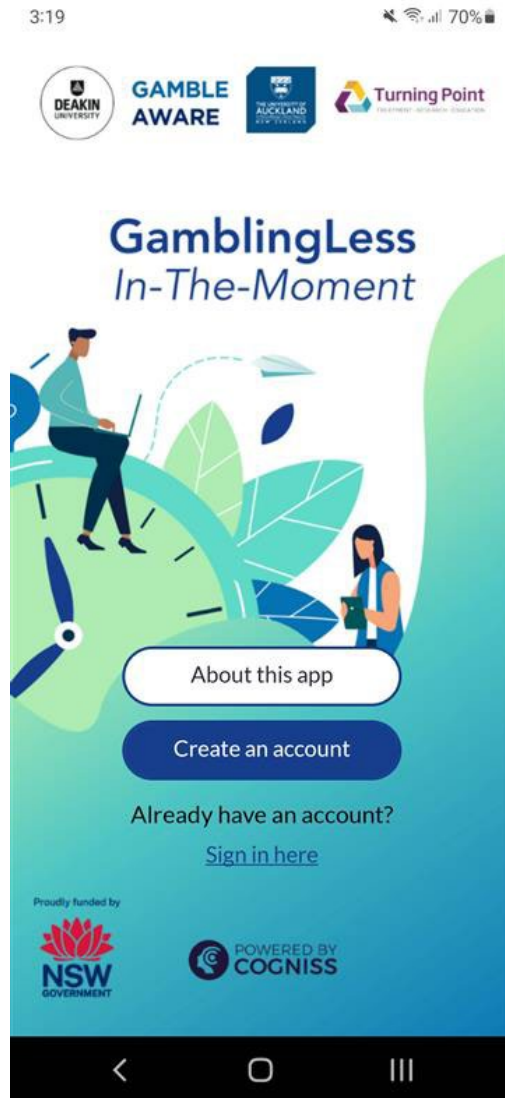 - People often access other supports following a positive peer support interaction

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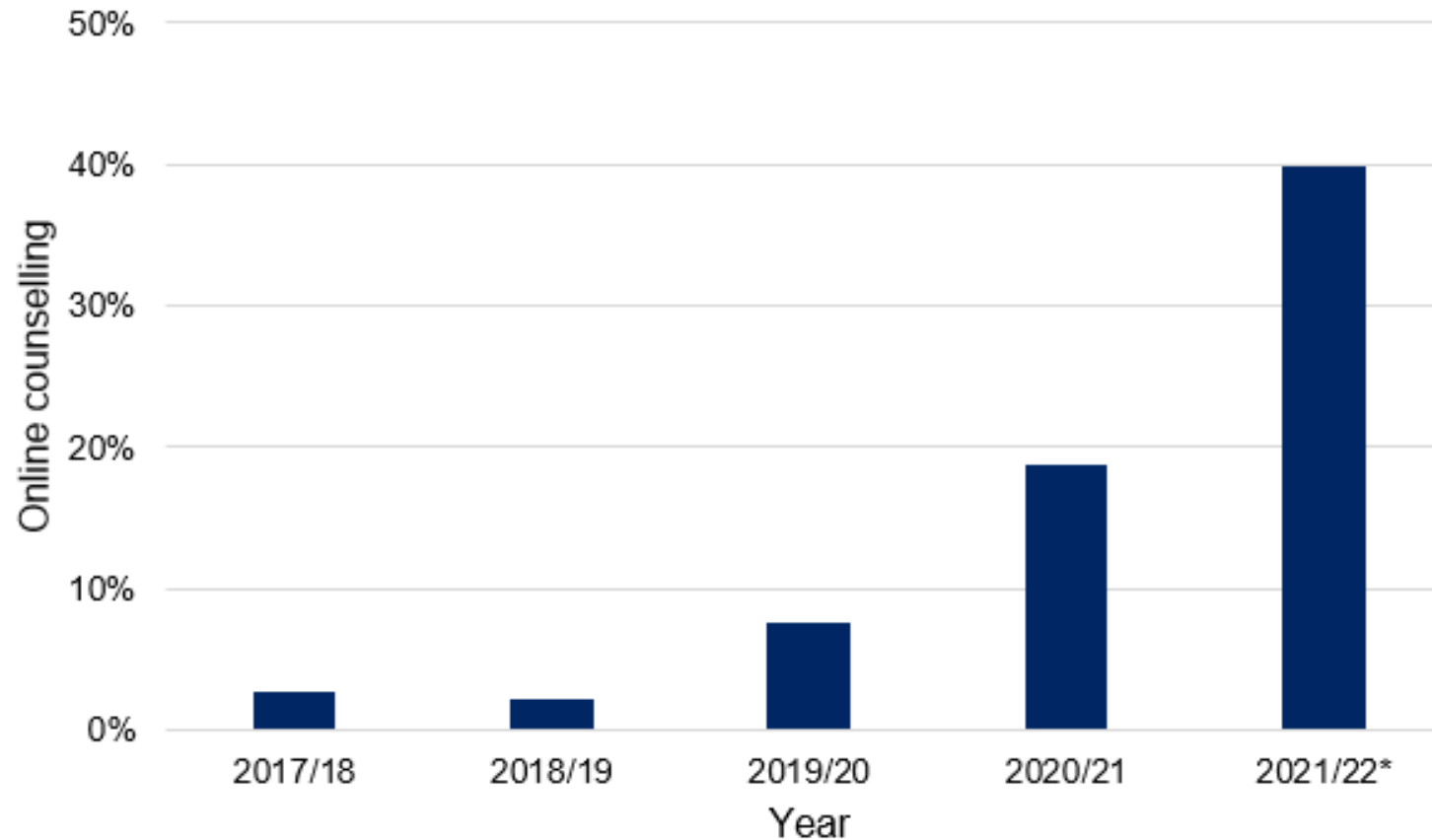GOVERNMENT

GambleAware website
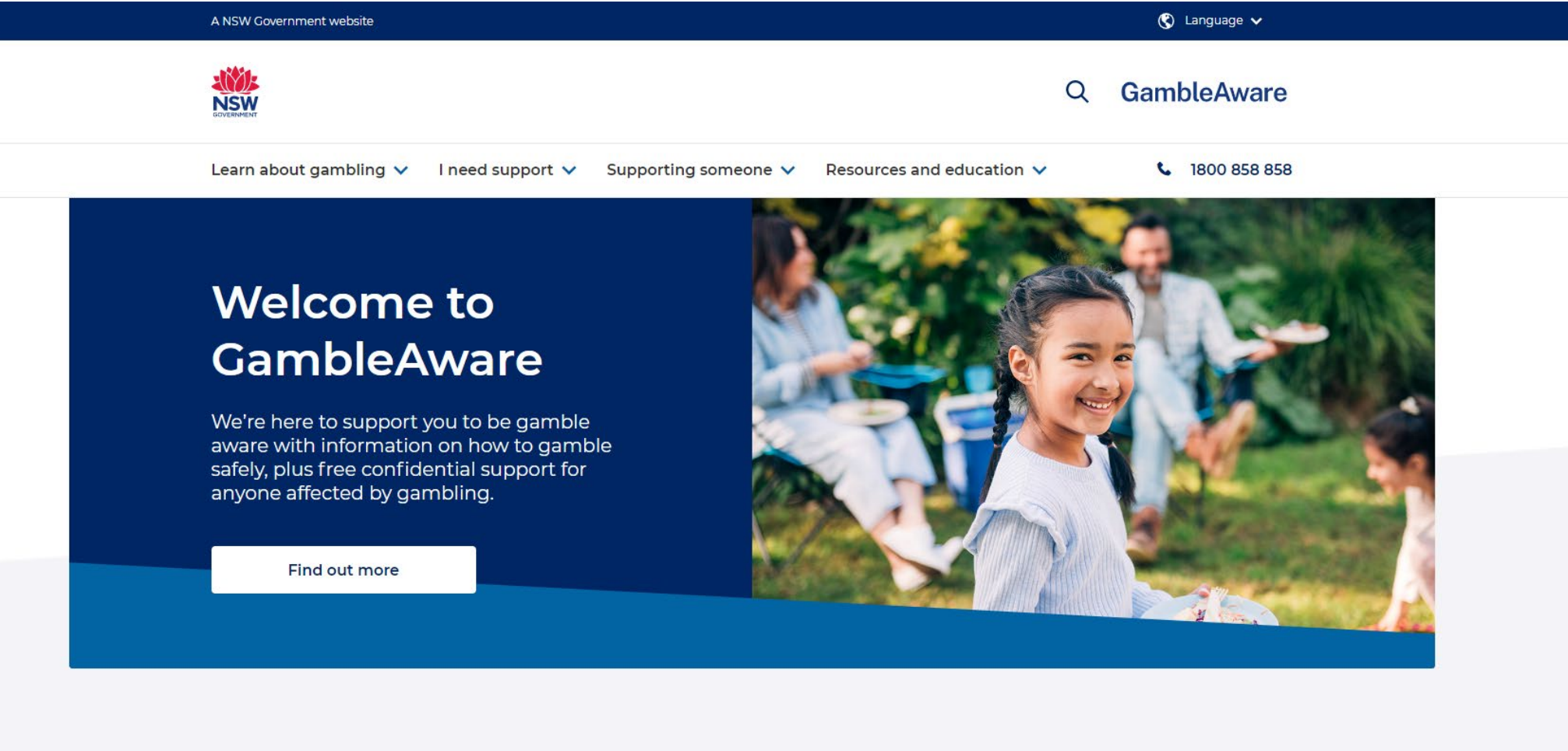
Promoting GambleAware

Digital tools – support apps

Digital treatment methods in NSW

*to 30 April 2022

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