

preparing for your session

This resource will assist Gambler's Help workers to prepare for community education sessions with culturally and linguistically diverse audiences.

using an interpreter

Identify the language needs of your audience and tailor your session to accommodate these needs.

Tips for your session

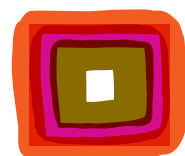
- When organising the session ask if an interpreter will be needed.
- If an interpreter is needed, ask whether the gender of the interpreter will be a factor, and if there is a specific dialect to request.
- Allow extra time for interpreting in your session. Brief the interpreter before the session on what to expect, what is required and the topic you will be talking about. Explain the interpreter's role to the group, and direct your words to the group and not to the interpreter.

impact of language barriers on problem gambling

People may be more attracted to gaming venues if their English language skills restrict them from other forms of recreation. If problems arise, they may be reluctant to use telephone support services if they are unaware that they can access interpreters or bilingual counsellors.

Tips for your session

- Talk about alternative recreation opportunities. You could consider co-presenting your session with a local government representative.
- Talk to the group about how they can request an interpreter free of charge through Gambler's Help; explain that they have a choice between a telephone or face-to-face interpreter. Bilingual counsellors may also be available in some languages.
- Emphasise that whatever clients say is confidential and that the interpreter or counsellor will not disclose their information outside the session.



beliefs about gambling

Some cultures view gambling as a way to test one's luck or fate; these cultures may practise many traditional forms of gambling. Other cultures may see gambling as a common and acceptable way to socialise. Yet others may view gambling as immoral or shameful and may not want to discuss the issue or acknowledge gambling problems in their community.

Tips for your session

- Describe problem gambling as an issue that all people should know about, rather than a problem affecting specific communities.
- Ask questions that explore beliefs about gambling and luck. Do not disagree with people outright if you feel their views are wrong; offer alternative viewpoints instead.
- People may ask why gambling is legal in Australia. Have an answer prepared.

Settlement pressures

Migrant and refugee communities can experience a complex range of settlement pressures. These can include employment difficulties, financial stress, changing gender roles, intergenerational conflict and social or cultural isolation. These pressures can increase the potential for problem gambling.

Tips for your session

- People may need access to a number of services, not just Gambler's Help. They may ask questions about issues such as financial support, employment services and family support.
- Consider co-presenting your session with other service providers (eg migrant resource centres).

perceptions of counselling

There is no equivalent word for 'counselling' in some languages, and the term has negative connotations in others. Some people may believe it is only for those with severe mental disorders; others may see it as a western concept that does not conform to their understanding of health and wellbeing; others may prefer more traditional mediation processes with family, community or religious leaders.

Tips for your session

- Ask people what they understand by the term 'counselling'. Then explain what the term means for Gambler's Help.
- Invite a counsellor to meet the group. Promote bilingual counsellors if they are available.

shame and stigma

Problem gambling and mental health issues can be viewed quite negatively in some cultures. This may mean that people do not seek help for their problems, for fear of being exposed and stigmatised.

Tips for your session

- Talk about how problem gambling can affect people of all backgrounds, cultures and professions.
- People born in Australia assume they have the right to privacy; people born overseas may sometimes need this right explained. Talk about how Gambler's Help is bound by law to keep anything that they are told private and confidential. Describe some of the processes that Gambler's Help counsellors use to protect their clients' privacy.

family and community structures

Cultural constraints and gender roles may prevent family members from directly confronting people with gambling problems. People may also believe that problems should be resolved within the family or community, rather than seeking external help.

Tips for your session

- Talk about ways to raise and discuss the problem in a tactful and non-judgemental way. You can also discuss strategies for people to protect themselves and their income.
- Take a family perspective: talk about how one person's gambling can impact on a family, and how families and communities might work together to address the issue.
- People will be more likely to use Gambler's Help if the service is recommended by someone they trust. Meet with leaders in the community and help them to understand more about your service. Encourage word-of-mouth promotion within the community.

further information

For more information, training and resources contact the Multicultural Gambler's Help Program.

Multicultural Gambler's Help Program
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