

# ***Stepping Out!***

***A flexible resource designed for professionals and volunteers working with older adults to prevent gambling harm.***



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# ***Stepping Out!***

## ***A flexible resource designed for professionals and volunteers working with older adults to prevent gambling harm***

### **Introduction**

Accompanying this facilitators guide is a collection of 'PowerPoint' materials that is designed to complement workshops or information sessions to inform audiences about gambling harm. It is particularly relevant for senior citizens or for workers tasked with developing programs for seniors. There are three options to select from based on duration and they contain structured and sequenced information and activities. Included in the presentation are:

- general information about gambling
- the spread and possible inherent harms associated with gambling
- indicators of harmful gambling and
- testimonials by people with 'lived experience' of gambling harm.

The ***Stepping Out!*** program from which these resources were developed is based on a ***public health*** and ***harm prevention*** philosophy. They more particularly address the situation of senior citizens, often retired and in many cases living on their own, often unaware of interesting and accessible opportunities for entertainment or social contact and often socially and linguistically disconnected. Apart from offering information about potentially harmful gambling to seniors and to Council or other workers who offer seniors' activities, the program intends to direct their attention to alternative events and activities, especially such opportunities in which seniors can develop social relationships with others and engage in new commitments and discover fulfilling purposes.

### **Background**

The Stepping Out! presentations are based on the development and piloting of a series of workshops by the Wyndham City Council's Community Strengthening Unit. The project was funded by the Victorian Responsible Gambling Foundation (VRGF) and went through a rigorous developmental phase in a collaboration between a voluntary Project Advisory Group recruited from interested local residents, the Community Planning and Development Department and Community Connections and Care Department at Wyndham City Council, representatives of the local Gambler's Help service and Borderlands Cooperative.

The workshops delivered were on average of two hours duration and occurred face-to-face as well as online, the latter due to COVID-19 restrictions during 2020-21. The presentations use selected information, tools and modalities developed in the planning

and implementation phase of the Stepping Out! Project. The content, therefore, may need to be adapted to the circumstances and realities in the local areas and the organisational context in which they are to be used.

All three resources are offered for consideration by the individual, group or agency planning to use them in the context of their gambling harm prevention programs. They have been structured for:

1. One hour
2. 30 minutes and
3. 10-15 minutes duration

### **Who can use these resources?**

The materials aim to assist anyone working or volunteering with older adults or who is tasked with organising social outings or activities as alternatives to gambling, especially to gambling on Electronic Gaming Machines (EGMs or 'pokies'). Possible audiences include Gambler's Help community engagement workers, local government officers, activity planners and providers, seniors wishing to participate in events and activities and the general public.

### **How to use this resource**

Whilst we have identified the parts of the overall program that would or should be included in each presentation, it remains possible for the materials to be edited as required. The full PowerPoint presentation package developed by the Stepping Out! Project is added for that purpose as an appendix. It is recommended you choose the relevant slides for your audience and the duration of the session.

# Facilitators Guide

## 1. 1hour Introduction to gambling harm and supports available

The one hour version of the information materials could be used for longer workshops, especially in such instances where participants are interested in a more detailed understanding of gambling harm in their local area or in their network(s) or in their extended families.

Key information included in the presentation can be complemented with additional activities or further information. Please include local community activity guides (e.g. Seniors Directory, Library What's On booklet). This will enhance and deepen the learning and assist participants to reflect and build on presented materials and encourage them to get involved in community actions addressing gambling harm, especially in the case of seniors.

The presentation includes time allocated for a speaker with 'lived experience' of gambling harm. We suggest that the moderator or group facilitator carefully selects a presenter with lived experience who can be expected to especially relate to the group through **ReSPIN** at Banyule Community Health:

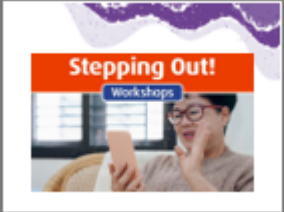




(<https://bchs.org.au/services/gambling-support/respin/the-respin-program/>) .





Whilst a 'lived experience' speaker is preferred, it may not always be possible or even appropriate and a video is included as an alternative.

### **Suggested duration:**



1. Introduction: 15 mins [Slides 1-5]
2. Video: 5 mins [Slide 6]
3. Gambling Information & Gambler's Help: 15 mins [Slide 7-19]
4. 'Lived Experience' speaker: 15 mins plus discussion questions [slides 20-21]
5. Selection of gambling-free activities and events: 10mins [slide 23-24]

Slides are marked as Essential (highlighted in green) or Optional (highlighted in yellow).

SLIDE		Importance	Suggested script, additions or explanations
1		Essential	Welcome audience, introduce session
2		Essential	I acknowledge the Traditional Owners of the land – (insert Country where your presentation is being held) I pay my respect to Elders past, present and emerging and all Aboriginal and Torres Strait Islander people here today. I acknowledge this land always has, and always will be Aboriginal land.
3		Optional	Housekeeping for in-person sessions: Toilets, emergency exits, mobile phones off. For on-line sessions, participants to be on mute during the session
4		Optional	<ul style="list-style-type: none"> <li>• Confidentiality and privacy</li> <li>• Share or not share as you wish</li> <li>• Ask questions</li> <li>• Request repetition of information as required</li> <li>• Some attendees may find the content triggering, in which case please suggest they can step outside at any time, refer to Gambler's Help hotline: 1800 858 858</li> </ul>
5		Optional	Please say your name, which organisation you represent (if any) and why you have chosen to attend today (5 minutes)

6	 <p>Stepping Out - Gambling Harm video</p>		Essential	This video was created as part of the Stepping Out project in Wyndham. It explains how gambling can affect anyone and what you can do to help (8 minutes)
7	 <p>What is Gambling?</p>		Essential	The definition of gambling is risking something of value (usually money) and you are not sure if you will win or lose
8	 <p>Why a public health approach for gambling?</p>		Essential	<p>Gambling harm is a public health and social issue. A public health approach seeks to reduce risks associated with gambling and prevent problems arising. It is distinguished from approaches which focus only on the treatment of clinically diagnosed problem gamblers.</p> <p>Example of <b>primary</b> prevention: school education program.</p> <p>Example of <b>secondary</b> prevention: early intervention social marketing campaigns</p> <p>Example of <b>tertiary</b> prevention: direct Gambler's Help or financial counselling</p> <p><b>Ref:</b> Victorian Responsible Gambling Foundation, May 2015, <i>Background paper: Using a public health approach in the prevention of gambling-related harm</i></p>
9	 <p>What can Victorians gamble on?</p>		Essential	<p>Victorians can gamble on many products in various ways. You may want to use this slide to ask whether everyone is familiar with each of these and focus on a few more unknowns or a few which seem to be popular and explain a bit more detail of each.</p> <ul style="list-style-type: none"> <li>• <b>Lottery games</b> (sold at Tatts outlets or online)</li> <li>• Electronic gambling machines (gambling venue or casino)</li> <li>• Scratchies (sold at various outlets)</li> <li>• Bingo (centres / community settings)</li> <li>• Keno terminals (located in gaming venues)</li> <li>• Casino games / table games (casino online)</li> <li>• Raffle (community setting)</li> <li>• Sports betting / racing events (TAB / online and social media / bookmaker)</li> <li>• Online credit, the stock market</li> </ul> <p>• <b>Lottery games</b> (sold at Tatts outlets or online): A rapid draw game where a set of numbers is drawn through a random number generator.</p>






11	<p><b>The Gambling Environment</b></p> <ul style="list-style-type: none"> <li>Lights, sounds, colours</li> <li>How it feels</li> <li>Location in neighbourhoods</li> <li>The venue: staff, lighting, design</li> <li>Opening hours and availability</li> <li>Feelings of safety</li> <li>Marketing</li> <li>Absence of other active-sites/venues/opportunities for seniors that are interesting, safe, age, gender, culture appropriate</li> </ul>	Essential	<p>Discuss each point More information here: <a href="https://responsiblegambling.vic.gov.au/resources/publications/egm-environments-that-contribute-to-excess-consumption-and-harm-71/">https://responsiblegambling.vic.gov.au/resources/publications/egm-environments-that-contribute-to-excess-consumption-and-harm-71/</a></p>
12	<p><b>Seniors and Gambling Venues</b></p> <ul style="list-style-type: none"> <li>Incidental gambling when visiting pokies venues for social activities</li> <li>Cheap meal not so cheap when playing on the pokies</li> <li>Many myths surrounding EGMs</li> </ul> 	Essential	<p><b>Seniors and gambling venues</b> In a 2020 Research Report published by the Victorian Responsible Gambling Foundation, it was found that:</p> <ul style="list-style-type: none"> <li>Many older adults attend gambling venues for non-gambling activities such as a cheap meal, to meet up with friends, to participate in a recreational activity in another room. But research has shown that although seniors attend these venues for non-gambling activities, many also play the pokies while they are there.</li> <li>There were many myths that seniors believed relating to the specific design of the pokies machine including;</li> <li>Some participants believed that certain machines would ‘pay out’ more money than others (not true)</li> <li>That the location of machines within the gambling room also influenced the possibility of winning money (not true)</li> <li>These are both untrue as pokies machines are programmed to have completely random payouts. Meaning that you cannot predict when they will give you money.</li> </ul>
13	<p><b>The 7 Types of Gambling Harm</b></p> <p>What is gambling harm?</p> <p>GAMBLING HARM CAN TAKE THE FORM OF:</p>  <p>These can range from day-to-day stress, like reduced spending on other recreational activities, to serious harm, like bankruptcy. For most people harm is low level, but for some it can have a lasting impact.</p>	Essential	<p><b>Mental or physical health.</b> E.g. emotional/ psychological distress; decrements to health, illness or death <b>Work, school and other activities.</b> E.g. reduced performance/loss of role at employment or study <b>Finances.</b> E.g. financial difficulties, diverted financial resources, bankruptcy, reduction of income <b>Reputation.</b> Perception of image and implications</p>


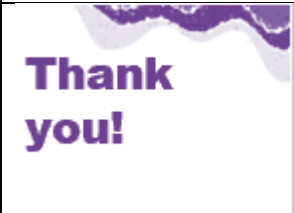


			<p><b>Relationship with family and friends.</b> E.g. relationship conflict or breakdown</p> <p><b>Reference:</b> <i>Browne et al. (2016) Assessing gambling related harm in Victoria: A public health perspective. VRGF, 2016.</i></p> <p><i>Hare, S. (2015) Study of Gambling and Health in Victoria, Victoria, Australia: Victorian Responsible Gambling Foundation and Victorian Department of Justice and Regulation.</i></p>
14	<p><b>Some Signs of Gambling Harm</b></p> <ul style="list-style-type: none"> <li>• Talking a lot about gambling</li> <li>• Gambling more money and more frequently</li> <li>• Borrowing or taking money from family and friends</li> <li>• Trying to win back money they have lost</li> <li>• Mood swings and stress</li> <li>• Regularly short of money even though they have a wage</li> <li>• Being secretive about financial records or pay slips</li> <li>• Showing signs of depression, including isolation</li> </ul>	Essential	Discuss points
15	<p><b>85% of gambling harm in Victoria is experienced by low-risk and moderate-risk gamblers</b></p>  <p>8.91% or 311,388 of Victorian adults are low-risk gamblers – they visit the Melbourne Cricket Ground nearly 4 times</p> <p>2.75% or 112,483 are moderate-risk gamblers</p> <p>0.81% or 34,093 have serious gambling problems</p>	Essential	<p>In 2015, an analysis of the total burden of gambling harm in Victoria showed the majority of harm was attributed to low and moderate risk gambling (85%) rather than problem gambling. Low risk gamblers would fill the MCG nearly four times.</p> <p><b>Reference:</b> <i>Miller, H. (2017) Hidden harm: low-risk and moderate-risk gambling, VRGF</i></p>
16	<p><b>Barriers to seeking help</b></p> <ul style="list-style-type: none"> <li>• Only 10% of people with gambling problems seek formal support.</li> <li>• Barriers to seeking help: <ul style="list-style-type: none"> <li>- Unable to recognise gambling as an issue</li> <li>- Belief that the individual can solve the issue themselves</li> <li>- Stigma and shame</li> <li>- Unaware that services exist.</li> </ul> </li> </ul> <p>Hing (2013)</p>	Essential	<p>Not many people seek formal support. This may be due to a range of reasons such as:</p> <ul style="list-style-type: none"> <li>•Unable to recognise gambling as an issue</li> <li>•Belief that the individual can solve the issue by themselves</li> <li>•Stigma and shame</li> <li>•Unaware that services exist</li> </ul> <p><b>Reference:</b></p> <p><i>Hing, N., Tiyce, M., Holdsworth, L., &amp; Nuske, E. (2013). All in the Family: Help Seeking by Significant Others of Problem Gamblers. International Journal of Mental Health and Addiction, 11(3), 396-408.</i></p>

<p>17</p>	<p><b>How to have 'The Talk'</b></p> <p>People with gambling problems often aren't aware they are affecting others.</p> <p>Make a time when you can talk in private and are both calm.</p> <ul style="list-style-type: none"> <li>✓ Explain how you feel</li> <li>✓ Explain how the affects of gambling are having on you</li> <li>✓ Listen without judgement</li> <li>✓ Check in</li> </ul>	<p><b>Essential</b></p>	<p>When you don't have a gambling problem yourself, it can be difficult to understand why someone with a problem doesn't just stop. If someone close to you has a gambling problem, you can't change their behaviour or force them to stop, but you can help them. You can make it clear that their gambling is affecting others, that they need to get help, that there is help available, and that it works.</p> <ol style="list-style-type: none"> <li>1. Explain <b>what you've noticed, why it concerns you and how it makes you feel</b>. For example, you may have noticed that they: have stopped doing activities they used to enjoy; have money troubles with other people; have more health or stress-related problems; are always short of money.</li> <li>2. It's <b>very important to listen</b> to what the person with the gambling problem has to say. They may say very little or deny there's a problem as they aren't ready to talk. They may get angry and tell you to mind your own business. If they deny they have a problem or get angry, you can: ask them to at least think about their gambling; ask them to take the test to help work out if their gambling is a problem; give them information about where to get help anyway –when they calm down they just might follow up; take a break and agree on another time to talk.</li> <li>3. Make sure you are <b>supporting yourself as well as your loved one</b>. Check in with Gambler's Help on 1800 858 858 for free, confidential, professional advice and support. Check in with your loved one at a later point to keep the conversation going, as there are many stages of change and this takes time.</li> </ol> <p><b>Reference:</b> <i>VRGF</i></p>
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<p>18</p>	<p><b>Taking care of your wellbeing</b></p> <ul style="list-style-type: none"> <li>• follow healthy routines</li> <li>• maintain healthy friendships</li> <li>• continue with healthy interests and hobbies</li> <li>• do healthy things you find enjoyable</li> </ul> <p>Call Gambler's Help for free, confidential, professional information, advice and support on 1800 858 858 or your local service</p>	<p>Optional</p>	<p>This slide is relevant for community groups, not professionals Some tips to help yourself if you are unsure about seeking formal help from someone else. <b>Healthy Routines</b> – self-care, go for a walk get fresh air, find a place you feel safe, <b>Healthy friendships</b> - where you can trust people and people are friendly and respect you <b>Healthy interests</b> - reading books, magazines, listening to music, painting and drawing, gardening anything you find enjoyable <b>Reference: VRGF</b> Add your local service in red or delete and just use the 1800 number</p>
<p>19</p>	<p><b>Gambler's Help</b></p> <ul style="list-style-type: none"> <li>• There are many ways to get help</li> <li>• Support, advice and information for anyone affected by gambling, including friends and family</li> <li>• Free, confidential, 24 hours</li> <li>• Services in your local area including in languages other than English and for Aboriginal communities</li> </ul> 	<p>Essential</p>	<p>There are many ways to get help. Services are available in your language and your community. <b>Note:</b> refer to In-language and Aboriginal specific services as well as interpreter service available.</p>
<p>20</p>	<p>Lived Experience Speaker</p> 	<p>Optional</p>	<p>Use either live in-person speaker or video (slide 20 or 21) The link to the video is in the slide</p>
<p>21</p>	<p>Video</p> 	<p>Optional</p>	<p>Use either live in-person speaker or video (slide 20 or 21) The link to the video is in the slide</p>

<p>22</p>	<p><b>Questions</b></p> <ul style="list-style-type: none"> <li>• What did you find most surprising in this story?</li> <li>• What did you find the most helpful aspect of the story?</li> </ul>	<p><b>Essential</b></p>	<p>For use with either live in-person speaker or video</p>
<p>23</p>	<p><b>Examples of gambling-free activities and venues</b></p>	<p><b>Essential</b></p>	<p>You should change these examples to suit what is available in the location/region you are presenting to</p>
<p>24</p>		<p><b>Essential</b></p>	<p>As per previous slide</p>
<p>25</p>	<p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• In-language videos and brochures - <a href="#">Emerging Communities Responsible Gambling Program</a></li> <li>• <a href="#">Gambler's Help IPC Health</a></li> <li>• Factors that shape the gambling attitudes and behaviours of older adults in Victoria - <a href="#">VRGF Research Report</a></li> <li>• Three Sides of the Coin - <a href="#">Link Health and Community</a></li> <li>• You Can't Ask That (Gambling Episode) - <a href="#">ABC</a></li> </ul>	<p><b>Essential</b></p>	<p>Please add local services/community programs here</p>

26	 <p><b>Get involved</b></p> <ul style="list-style-type: none"> <li>• Sign up to <a href="#">VRGF eNewsletters</a> "inside Gambling" and "GIRO Alert"</li> <li>• Sign up to <a href="#">VIGA newsletter</a></li> <li>• Sign up to <a href="#">The Pokies Play You</a> newsletter for advocacy</li> </ul>	Essential	Stay up to date with newsletters from the VRGF and Gambler's Help
27	 <p><b>Information and data</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Victorian Responsible Gambling Foundation</a></li> <li>• <a href="#">Bert Wahlen's Gambling Data Source</a> can be found <a href="#">here</a>. The Queen's Land Government to take data from every state.</li> <li>• You can compare up to 2 local governments annual at once using <a href="#">the Pokie at you Victoria tool</a>. Infographics can be automatically generated.</li> </ul>	Essential	
28	 <p><b>Questions?</b></p>	Essential	
29	 <p><b>Thank you!</b></p>	Essential	

## **2. Introduction to gambling harm**






**Time allowed: 30 minutes**

The *half hour* version of the information materials could also be used for a workshop as an initial 'input' to then lead to more discussion. It should be reserved for such groups that need less detailed information, may be less able, or interested, to understand the detail of the information contained within the 1 hour session, or with groups that are interested in the issue but are not yet sure of their intentions to engage more actively and/or long-term with their group or agency. Again, the moderator or facilitator is encouraged to look at the additional materials offered in the full PowerPoint set.

It is suggested that the video of the person with lived experience of gambling harm may be preferable to an in-person speaker which would require more time than allowed.



### **Suggested duration:**


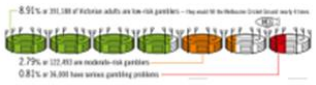
1. Introduction: 2 mins
2. Video: 8 mins
3. Lived Experience video: 3 mins
4. Gambling-free activities: 10 mins
5. Question/reflection: 7 minutes

SLIDE			Possible suggested script, additions or explanations
1		Essential	Welcome and context
2		Essential	I acknowledge the Traditional Owners of the land – (insert Country where your presentation is being held) I pay my respect to Elders past, present and emerging and all Aboriginal and Torres Strait Islander people here today. I acknowledge this land always has, and always will be Aboriginal land.
6		Essential	This video was created as part of the Stepping Out project in Wyndham. It explains how gambling can affect anyone and what you can do to help 8 minutes
7		Essential	The definition of gambling is risking something of value (usually money) and you are not sure if you will win or lose
8		Essential	Gambling harm is a public health and social issue. A public health approach seeks to reduce risks associated with gambling and prevent problems arising. It is distinguished from approaches which focus only on the treatment of clinically diagnosed problem gamblers. Example of <b>primary</b> prevention: school education program. Example of <b>secondary</b> prevention: early intervention social marketing campaigns



			<p>Example of <b>tertiary</b> prevention: direct Gambler’s Help or financial counselling</p> <p><b>Ref:</b> Victorian Responsible Gambling Foundation, May 2015, <i>Background paper: Using a public health approach in the prevention of gambling-related harm</i></p>
9	<p><b>What can Victorian’s gamble on?</b></p> <ul style="list-style-type: none"> <li>• Lottery games (sold at Tatts outlets or online)</li> <li>• Electronic gambling machines (gaming venue or casino)</li> <li>• Scratchies (sold at various outlets)</li> <li>• Bingo (centres / community settings)</li> <li>• Keno terminals (located in gaming venues)</li> <li>• Casino games / table games (casino online)</li> <li>• Raffle (community setting)</li> <li>• Sports betting / racing events (TAB / online and social media / bookmaker)</li> <li>• Online credit, the stock market</li> </ul>	Optional	<p>Victorians can gamble on many products in various ways. You may want to use this slide to ask whether everyone is familiar with each of these and focus on a few more unknowns or a few which seem to be popular and explain a bit more detail of each.</p> <ul style="list-style-type: none"> <li>•<b>Lottery games</b> (sold at Tatts outlets or online): A rapid draw game where a set of numbers is drawn through a random number generator.</li> <li>•<b>Electronic gaming machines</b> (gaming venue or casino): Pokies are computerised gambling devices that have a video screen displaying symbols on simulated reels.</li> <li>•<b>Scratchies</b> (sold at various outlets): a small paper card where players scratch off a thin layer to reveal numbers, words or symbols that can lead to prizes or money.</li> <li>•<b>Bingo</b> (centres/community setting): Players try to match pre-printed numbers on a card (in different arrangements) with the random numbers called out by a host.</li> <li>•<b>Keno terminals</b> (located in gaming venues): Keno is a game in which a player bets that their chosen numbers match any of the 20 numbers randomly selected, via a computer system or a ball draw device, from group of 80 numbers.</li> <li>•<b>Casino games/table games</b> (casino/online): Such as blackjack, craps, roulette and baccarat that are played on a table and operated by one or more live dealers like a croupier or poker dealer.</li> <li>•<b>Raffle</b> (community setting): a means of fundraising by selling numbered tickets, one or some of which are subsequently drawn at random, the holder or holders of such tickets winning a prize.</li> <li>•<b>Sports betting/racing/events</b> (TAB/online and social media/bookmaker): Betting on the outcome of a game/event/action/race</li> </ul>





<p><b>10</b></p>	<p><b>Gambling Harm in Wyndham</b></p> 	<p><b>Essential</b></p>	<p><b>Reference: VRGF, 2017. 9</b></p> <p>Slide information is available at VRGF website:          Talk about harms to community –where does the money go? Why should we be spending on other things in our community?          What is the Council doing? What can they NOT do?</p>
<p><b>11</b></p>	<p><b>The Gambling Environment</b></p> <ul style="list-style-type: none"> <li>• Lights, sounds, colours</li> <li>• How it feels</li> <li>• Location in neighbourhoods</li> <li>• The venue: staff, lighting, design</li> <li>• Opening hours and availability</li> <li>• Feelings of safety</li> <li>• Marketing</li> <li>• Absence of other active-sites/venues/opportunities for seniors that are interesting, safe, age, gender, culture appropriate</li> </ul>	<p><b>Optional</b></p>	<p>Discuss each point</p>
<p><b>12</b></p>	<p><b>Seniors and Gambling Venues</b></p> <ul style="list-style-type: none"> <li>• Incidental gambling when visiting pokies venues for social activities</li> <li>• Cheap meal not so cheap when playing on the pokies</li> <li>• Many myths surrounding EGMs</li> </ul> 	<p><b>Optional</b></p>	<p><b>Seniors and gambling venues</b></p> <p>In a 2022 Research Report published by the Victorian Responsible Gambling Foundation, it was found that:</p> <ul style="list-style-type: none"> <li>• Many older adults attend gambling venues for non-gambling activities such as a cheap meal, to meet up with friends, to participate in a recreational activity in another room. But research has shown that although seniors attend these venues for non-gambling activities, many also play the pokies while they are there.</li> <li>• There were many myths that seniors believed relating to the specific design of the pokies machine including;</li> <li>• Some participants believed that certain machines would ‘pay out’ more money than others (not true)</li> <li>• That the location of machines within the gambling room also influenced the possibility of winning money (not true)</li> </ul> <p>These are both untrue as pokies machines are programmed to have completely random payouts. Meaning that you cannot predict when they will give you money.</p>

<p>13</p>	<p><b>The 7 Types of Gambling Harm</b></p> <p>What is gambling harm?</p> <p>GAMBLING HARM CAN TAKE THE FORM OF:</p>  <p>There can range from day-to-day harm, like reduced spending on other recreational activities, to crisis harm, like bankruptcy for most people harm to the least, but for some it can have a lasting impact.</p>	<p>Optional</p>	<p><b>Mental or physical health.</b> E.g. emotional/ psychological distress; decrements to health, illness or death</p> <p><b>Work, school and other activities.</b> E.g. reduced performance/loss of role at employment or study</p> <p><b>Finances.</b> E.g. financial difficulties, diverted financial resources, bankruptcy, reduction of income</p> <p><b>Reputation.</b> Perception of image and implications</p> <p><b>Relationship with family and friends.</b> E.g. relationship conflict or breakdown</p> <p><b>Reference:</b> <i>Browne et al. (2016) Assessing gambling related harm in Victoria: A public health perspective. VRGF, 2016.</i>  <i>Hare, S. (2015) Study of Gambling and Health in Victoria, Victoria, Australia: Victorian Responsible Gambling Foundation and Victorian Department of Justice and Regulation.</i></p>
<p>14</p>	<p><b>Some Signs of Gambling Harm</b></p> <ul style="list-style-type: none"> <li>• Talking a lot about gambling</li> <li>• Gambling more money and more frequently</li> <li>• Borrowing or taking money from family and friends</li> <li>• Trying to win back money they have lost</li> <li>• Mood swings and stress</li> <li>• Regularly short of money even though they have a wage</li> <li>• Being secretive about financial records or pay slips</li> <li>• Showing signs of depression, including isolation</li> </ul>	<p>Optional</p>	
<p>15</p>	<p><b>85% of gambling harm in Victoria is experienced by low-risk and moderate-risk gamblers</b></p> 	<p>Optional</p>	<p>In 2015, an analysis of the total burden of gambling harm in Victoria showed the majority of harm was attributed to low and moderate risk gambling (85%) rather than problem gambling. Low risk gamblers would fill the MCG nearly four times.</p>

<p>17</p>	<p><b>How to have 'The Talk'</b></p> <p>People with gambling problems often aren't aware they are affecting others.</p> <p>Make a time when you can talk in private and are both calm.</p> <ul style="list-style-type: none"> <li>✓ Explain how you feel</li> <li>✓ Explain how the affects of gambling are having on you</li> <li>✓ Listen without judgement</li> <li>✓ Check in</li> </ul>	<p>Optional</p>	<p>When you don't have a gambling problem yourself, it can be difficult to understand why someone with a problem doesn't just stop. If someone close to you has a gambling problem, you can't change their behaviour or force them to stop, but you can help them. You can make it clear that their gambling is affecting others, that they need to get help, that there is help available, and that it works.</p> <ol style="list-style-type: none"> <li>1. Explain <b>what you've noticed, why it concerns you and how it makes you feel</b>. For example, you may have noticed that they: have stopped doing activities they used to enjoy; have money troubles with other people; have more health or stress-related problems; are always short of money.</li> <li>2. It's <b>very important to listen</b> to what the person with the gambling problem has to say. They may say very little or deny there's a problem as they aren't ready to talk. They may get angry and tell you to mind your own business. If they deny they have a problem or get angry, you can: ask them to at least think about their gambling; ask them to take the test to help work out if their gambling is a problem; give them information about where to get help anyway –when they calm down they just might follow up; take a break and agree on another time to talk.</li> <li>3. Make sure you are <b>supporting yourself as well as your loved one</b>. Check in with Gambler's Help on 1800 858 858 for free, confidential, professional advice and support. Check in with your loved one at a later point to keep the conversation going, as there are many stages of change and this takes time.</li> </ol> <p><b>Reference:</b> <i>VRGF</i></p>
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<p>18</p>	<p><b>Taking care of your wellbeing</b></p> <ul style="list-style-type: none"> <li>• follow healthy routines</li> <li>• maintain healthy friendships</li> <li>• continue with healthy interests and hobbies</li> <li>• do healthy things you find enjoyable</li> </ul> <p>Call Gambler's Help for free, confidential, professional information, advice and support on 1800 858 858 or <b>your local service 9296 1234</b></p>	<p>Optional</p>	<p>Some tips to help yourself if you are unsure about seeking formal help from someone else.</p> <p><b>Healthy Routines</b> – self-care, go for a walk get fresh air, find a place you feel safe,</p> <p><b>Healthy friendships</b> - where you can trust people and people are friendly and respect you</p> <p><b>Healthy interests</b> - reading books, magazines, listening to music, painting and drawing, gardening anything you find enjoyable</p> <p><b>Reference:</b> <i>VRGF</i></p>
<p>23</p>	 <p>Examples of gambling-free activities and venues</p>	<p>Essential</p>	<p>You should change these examples to suit what is available in the location/region you are presenting to</p>
<p>24</p>		<p>Essential</p>	<p>As per previous slide</p>
<p>25</p>	<p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• In-language videos and brochures - <a href="#">Emerging Communities Responsible Gambling Program</a></li> <li>• <a href="#">Gambler's Help IPC Health</a></li> <li>• Factors that shape the gambling attitudes and behaviours of older adults in Victoria - <a href="#">VRGF Research Report</a></li> <li>• Three Sides of the Coin - <a href="#">Link Health and Community</a></li> <li>• You Can't Ask That (Gambling Episode) - <a href="#">ABC</a></li> </ul>	<p>Optional</p>	<p>Please add local services/community programs here</p>

28	 <b>Questions?</b>		Optional	
29	 <b>Thank you!</b>		Essential	

### 3. Overview of gambling harm

**Time allowed: 10-15 minutes**



This version is intended as a brief introductory or illustrative set of materials to share with workers and others involved in community and social service programs and should be considered primarily as an initial awareness-creating or information tool.






The use of this version would be particularly geared at ‘quick’ diffusion, information giving, initial awareness raising in the hope of further spreading the messages of the gambling harm prevention program to wider circles of municipal officers and workers in other agencies, especially for further dissemination and use.


This version would not allow for a ‘lived experience’ testimonial, nor the included video as there would not be any time for debriefing and discussion, leaving the video presentation unable to achieve its purpose.

**Suggested duration:**

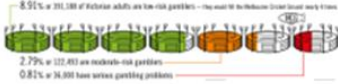
1. Video: 5 mins
2. Gambler’s Help information: 10 mins
3. Questions to consider asking your audience: what can we do? How relevant is it for our area? Who should know about this? (as available and feasible)


SLIDE		Conversation starter (10-15 mins)	Possible suggested script, additions or explanations
1	 <p>Delivered by:  </p>	Essential	Welcome audience, introduce session


2		Essential	I acknowledge the Traditional Owners of the land – (insert Country where your presentation is being held) I pay my respect to Elders past, present and emerging and all Aboriginal and Torres Strait Islander people here today. I acknowledge this land always has, and always will be Aboriginal land.
6		Essential	Housekeeping for in-person sessions: Toilets, emergency exits, mobile phones off. For on-line sessions, participants to be on mute during the session
7		Optional	The definition of gambling is risking something of value (usually money) and you are not sure if you will win or lose
10		Essential	Slide information is available at VRGF website: Talk about harms to community –where does the money go? Why should we be spending on other things in our community? What is the Council doing? What can they NOT do?
12		Optional	<b>Seniors and gambling venues</b> In a 2022 Research Report published by the Victorian Responsible Gambling Foundation, it was found that: <ul style="list-style-type: none"> <li>• Many older adults attend gambling venues for non-gambling activities such as a cheap meal, to meet up with friends, to participate in a recreational activity in another room. But research has shown that although seniors attend these venues</li> </ul>

			<p>for non-gambling activities, many also play the pokies while they are there.</p> <ul style="list-style-type: none"> <li>• There were many myths that seniors believed relating to the specific design of the pokies machine including;</li> <li>• Some participants believed that certain machines would ‘pay out’ more money than others (not true)</li> <li>• That the location of machines within the gambling room also influenced the possibility of winning money (not true)</li> </ul> <p>These are both untrue as pokies machines are programmed to have completely random payouts. Meaning that you cannot predict when they will give you money.</p>
13	 <p><b>The 7 Types of Gambling Harm</b></p> <p>What is gambling harm?</p> <p>GAMBLING HARM CAN TAKE THE FORM OF:</p> <ul style="list-style-type: none"> <li>RELATIONSHIP DIFFICULTIES</li> <li>HEALTH PROBLEMS</li> <li>EMOTIONAL OR PSYCHOLOGICAL DISTRESS</li> <li>FINANCIAL PROBLEMS</li> </ul> <p>These can range from day-to-day harm, like reduced spending on other recreational activities, to crisis harm, like bankruptcy. For most people harm is low level, but for some it can have a lasting impact.</p> <p>ISSUES WITH WORK: VIRTUAL PROBLEMS: CRIMINAL ACTIVITY</p> <p>Responsible Gambling Foundation and Victorian Department of Justice and Regulation</p>	Optional	<p><b>Mental or physical health.</b> E.g. emotional/ psychological distress; decrements to health, illness or death</p> <p><b>Work, school and other activities.</b> E.g. reduced performance/loss of role at employment or study</p> <p><b>Finances.</b> E.g. financial difficulties, diverted financial resources, bankruptcy, reduction of income</p> <p><b>Reputation.</b> Perception of image and implications</p> <p><b>Relationship with family and friends.</b> E.g. relationship conflict or breakdown</p> <p><b>Reference:</b> <i>Browne et al. (2016) Assessing gambling related harm in Victoria: A public health perspective. VRGF, 2016.</i>  <i>Hare, S. (2015) Study of Gambling and Health in Victoria, Victoria, Australia: Victorian Responsible Gambling Foundation and Victorian Department of Justice and Regulation.</i></p>



14	<p><b>Some Signs of Gambling Harm</b></p> <ul style="list-style-type: none"> <li>• Talking a lot about gambling</li> <li>• Gambling more money and more frequently</li> <li>• Borrowing or taking money from family and friends</li> <li>• Trying to win back money they have lost</li> <li>• Mood swings and stress</li> <li>• Regularly short of money even though they have a wage</li> <li>• Being secretive about financial records or pay slips</li> <li>• Showing signs of depression, including isolation</li> </ul>	Optional	
15	<p><b>85% of gambling harm in Victoria is experienced by low-risk and moderate-risk gamblers</b></p> 	Optional	In 2015, an analysis of the total burden of gambling harm in Victoria showed the majority of harm was attributed to low and moderate risk gambling (85%) rather than problem gambling. Low risk gamblers would fill the MCG nearly four times.
17	<p><b>How to have 'The Talk'</b></p> <p>People with gambling problems often aren't aware they are affecting others.</p> <p>Make a time when you can talk in private and are both calm.</p> <ul style="list-style-type: none"> <li>✓ Explain how you feel</li> <li>✓ Explain how the affects of gambling are having on you</li> <li>✓ Listen without judgement</li> <li>✓ Check in</li> </ul>	Optional	<p>When you don't have a gambling problem yourself, it can be difficult to understand why someone with a problem doesn't just stop. If someone close to you has a gambling problem, you can't change their behaviour or force them to stop, but you can help them. You can make it clear that their gambling is affecting others, that they need to get help, that there is help available, and that it works.</p> <ol style="list-style-type: none"> <li>1. Explain <b>what you've noticed, why it concerns you and how it makes you feel</b>. For example, you may have noticed that they: have stopped doing activities they used to enjoy; have money troubles with other people; have more health or stress-related problems; are always short of money.</li> <li>2. It's <b>very important to listen</b> to what the person with the gambling problem has to say. They may say very little or deny there's a problem as they aren't ready to talk. They may get angry and tell you to mind your own business. If they deny they have a problem or get angry, you can: ask them to at least think about their gambling; ask them to take the test to help work out if their gambling is a problem; give them</li> </ol>

			<p>information about where to get help anyway –when they calm down they just might follow up; take a break and agree on another time to talk.</p> <p>3. Make sure you are <b>supporting yourself as well as your loved one</b>. Check in with Gambler’s Help on 1800 858 858 for free, confidential, professional advice and support. Check in with your loved one at a later point to keep the conversation going, as there are many stages of change and this takes time.</p> <p><b>Reference:</b> <i>VRGF</i></p>
19	<p><b>Gambler’s Help</b></p> <ul style="list-style-type: none"> <li>• There are many ways to get help</li> <li>• Support, advice and information for anyone affected by gambling, including friends and family</li> <li>• Free, confidential, 24 hours</li> <li>• Services in your local area including in languages other than English and for Aboriginal communities</li> </ul> 	Essential	<p>There are many ways to get help. Services are available in your language and your community.</p> <p>Note: refer to In-language and Aboriginal specific services as well as interpreter service available.</p>
25	<p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• In-language videos and brochures - <a href="#">Emerging Communities Responsible Gambling Program</a></li> <li>• <a href="#">Gambler’s Help IPC Health</a></li> <li>• Factors that shape the gambling attitudes and behaviours of older adults in Victoria - <a href="#">VRGF Research Report</a></li> <li>• Three Sides of the Coin - <a href="#">Link Health and Community</a></li> <li>• You Can’t Ask That (Gambling Episode) - <a href="#">ABC</a></li> </ul>	Essential	Please add local services/community programs here
28	<p><b>Questions?</b></p>	Essential	

29	 <b>Thank you!</b>		Essential	
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**Appendix:**

**PowerPoint slides**