

G-line 24 hour Gambling Crisis and Referral Telephone Service

.TABLE OF CONTENTS

Page No.

Contents (ii)

| | |
|--|----|
| I. OVERVIEW | 1 |
| II. PROFILE OF G-LINE | 2 |
| 1. Historical Development | 3 |
| 2. Philosophy | 3 |
| 3. Aims And Objectives | 3 |
| 4. Management | 5 |
| 5. Key Policies | 6 |
| 6. Human And Financial Resources | 7 |
| 7. Accountability Arrangements | 7 |
| 8. G-Line Services | 9 |
| 9. Service Model | 11 |
| ATTACHMENTS | 14 |
| 1. Board of Directors | 15 |
| 2. Listing of Current G-Line Contracts | 18 |

I. OVERVIEW

The purpose of this document is to provide a profile of the management and operation of G-Line a 24 hour telephone counselling service for people affected by problem gambling.

G-Line is a key service unit of the Addiction Research Institute and was established in response to community concern regarding the increase in the prevalence of people experiencing difficulties as a result of problem gambling and the lack of services available to address the needs of this group. A snapshot of key aspects of G-Line is presented below.

G-Line operates within the broader environmental context of the Addiction Research Institute which is an independent, not-for-profit organisation supported by funding from both government and non-government sectors. The Institute is managed by a Board of Directors which is supported by three Advisory Councils in the areas of Strategic Development, Research and Ethics.

Currently the Institute employs seven full-time and part-time staff in managerial and administrative roles, 37 qualified tele-counselling staff and has several sub-contractual arrangements with external organisations and consultants to provide a range of supporting functions.

The mission of the Addiction Research Institute is to promote the health and adequate social functioning of the community through research, and its application into alcohol, drugs and gambling. Since 1994, the Institute has expanded its focus to include the provision of counselling, information and referral services for people affected by problem gambling through the establishment of G-Line, a 24 hour multi-lingual telephone service.

The first G-Line service was established in Victoria in 1993 and was fully operational as a 24 hour service from October 1994. Two years later in October 1996 the Tasmanian service commenced, followed by the NSW and Western Australian services in August 1997. A G-Line service for Queensland has recently, in September 1998, become operational. Negotiations have been finalised to expand the service into South Australia. All the G-Line services are co-ordinated through the national tele-counselling centre based in Melbourne, Victoria.

G-Line is the first point of contact for people affected by problem gambling behaviour to access a range of confidential services from professional crisis counselling to information provision and referral. In addition to telephone access to G-Line via a 1800 telephone number, a TTY service is available for people with a hearing impairment. An internet website (www.g-line.org.au) which complements and supplements the functions of G-Line is accessible in 13 community languages.

II. PROFILE OF G-LINE

The following pages present a brief profile of the management, structure, operations and services of G-Line as a key service unit of the Addiction Research Institute. The profile is outlined according to the following major areas:

? historical development

- ? philosophy
- ? aims and objectives
- ? management
- ? key policies
- ? human and financial resources
- ? accountability arrangements
- ? G-Line services
- ? service model

1.0 Historical Development

The Addiction Research Institute is an independent, not-for-profit organisation supported by funding from both government and non-government sectors. It was established over a decade ago by a group of academics, researchers and practitioners with the view initially to foster informed opinion on current research in the field of addiction research either directly through its efforts or indirectly by facilitating and/or co-ordinating such activities.

The aim of the Addiction Research Institute is to promote the health and adequate social functioning of the community through research, and its application into alcohol, drugs and gambling. More specifically, its objectives are to:

- ? address the social impact of gambling in the community through quality research and telephone counselling
- ? encourage and initiate research into all forms of addiction
- ? co-ordinate research and to encourage a cross-disciplinary approach
- ? increase participation in research relating to alcohol and other drugs
- ? disseminate information and research findings in order to foster informed opinion on issues about alcohol, drug and other forms of addiction
- ? provide education and training in addiction studies, especially in relation to research

More recently, the Addiction Research Institute has expanded its role and responsibilities in the field of gambling with the establishment of G-Line a 24 hour telephone counselling service for people affected by problem gambling behaviour.

2.0 Philosophy

G-Line was established with the philosophy that people affected by problem gambling behaviour should have equitable access to professional, non-judgmental, anonymous, confidential and high quality telephone counselling services including service referral and information provision.

3.0 Aims and Objectives of G-Line

The primary aim of G-Line is to assist people affected by problem gambling behaviour. A secondary aim is to assist in the development of preventative and education strategies for the reduction of the incidence of problem gambling in the wider community.

More specifically, its objectives are to provide:

- ? 24 hour crisis counselling to promote the safety and well-being of callers and those in their immediate vicinity;
- ? a culturally and linguistically appropriate counselling service by employing bi-lingual staff and by promoting linkages with services for people from diverse cultural, linguistic and religious communities;
- ? access to the service via a TTY facility for people with a hearing impairment;
- ? a workforce of highly qualified and specifically trained counselling staff with knowledge, expertise and skills in the area of problem gambling;
- ? referrals to a comprehensive range of generalist and specialist services in relation to problem gambling and related issues;
- ? ongoing case management;
- ? clinical consultancy to professionals in the field.

4.0 Management

The Addiction Research Institute is managed by a Board of Directors which meets on a bimonthly basis, supported by three Advisory Councils in the areas of Strategic Development, Research and Ethics and a Chief Executive Officer. Refer to organisational chart on the following page and to Attachment 1 for the names of the current members of the Board and Executive Staff.

The National Director of G-Line is based at the Addiction Research Institute in Melbourne and is accountable to the Chief Executive Officer of the Addiction Research Institute.

For each State there is a Project Manager who is the first point of contact for the wider community and service providers. The G-Line telephone counselling staff are located in Melbourne at the Addiction Research Institute.

4.1 Role and Responsibilities of the National Director

The National Director has overall responsibility for the promotion, expansion and implementation of G-Line a national 24 hour telephone counselling service and for supervising the G-Line Project Managers and counsellors who have the day-to-day responsibility for the operations of their respective State services.

The duties of the National Director include the following key tasks:

- ? contract negotiation and ongoing liaison with state funding bodies;
- ? contract management including accountability requirements;
- ? liaison and networking with community groups, gambling industry and national bodies;
- ? development and implementation of marketing strategies including production of promotional and advertising information;
- ? preparation of an annual budget and its financial management;
- ? staff recruitment, training, supervision, professional development;
- ? chair state teleconference;
- ? oncall supervision 24 hour, 7 days/fortnight.

MANAGEMENT AND ORGANISATIONAL STRUCTURE OF G-LINE
AN AUSTRALIA WIDE SERVICE

4.2 Role and Responsibilities of the Project Manager

To work closely with the National Director of G-Line to provide an effective and accessible telephone counselling service in problem gambling.

The duties of this role are:

- ? liaising with Problem Gambling Support Agencies to build a referral network and to provide each other with updated information and feedback in the problem gambling area;
- ? to organise ongoing teleconferences with Problem Gambling Support Agencies to update information and provide feedback;
- ? consistent updating and refining of referral base;
- ? collating monthly reports to funding body;
- ? overseeing mail-out of problem gambling material to venue operators and community organisations.

5.0 Key Policies

All staff are required to adhere to the government statutory requirements of

the Occupational Health and Safety and EEO Acts and to the relevant professional Codes of Conduct. In addition staff are required to familiarise themselves with the following key operational policies regarding:

- ? induction and orientation
- ? telephone counselling procedures
- ? professional development
- ? counselling accreditation
- ? database security
- ? media contact

As part of the formal induction G-Line staff are provided with a verbal explanation about, inter alia, the following matters:

- ? organisational structure
- ? pay system, entitlements, time sheets, study leave
- ? availability of further training
- ? access to debriefing services
- ? staff grievance procedures

6.0 Human and Financial Resources

6.1 Human Resources

Currently the Institute employs six full-time and part-time staff in managerial and administrative roles, 37 qualified tele-counselling staff with specialist skills in the area of problem gambling counselling and crisis management and has several sub-contractual arrangements with external organisations and consultants to provide a range of supporting functions.

G-Line maintains an up-to-date register of staff qualifications and skills as part of its annual program of ongoing professional education and training activities. This program includes an accredited counselling certificate course.

6.2 Financial Resources

The Addiction Research Institute is an independent, not-for-profit organisation supported by funding from both government and non-government sources as well as by donations and its members.

The funding for the G-Line services is received from State Governments under contracts to provide those services for each State.

7.0 Accountability Arrangements

G-Line maintains an up-to-date caller database designed to collect a broad range of information about callers.

7.1 Contractual Obligations

There are contractual arrangements with each of the relevant State bodies which cover a range of obligations including operations, data collection and finances.

7.2 Bimonthly Board Meetings

The Board of the Directors meets bimonthly and receives and discusses G-Line activities and financial statements.

7.3 Continuous Improvement Program

The Continuous Improvement Program of G-Line focusses on three areas of management and administration, staff professional development and training, maintenance and enhancement of the computer network and the national problem gambling caller database.

7.3.1 Management and Administration

The Addiction Research Institute is accountable to the various State Governments and their relevant departments, providing full accounting of the funds received on an annual basis, or as required.

7.3.2 Staff Professional Development

G-Line has a regular program of counselling accreditation. All counselling staff are required to participate in ongoing professional development and group supervision. This is in addition to any external professional development with which staff may be involved in order to ensure and maintain a high standard of service delivery. The G-Line gambling counselling program involves two levels of accreditation.

To achieve Level 1 accreditation, counsellors must complete:

- ? a minimum of 200 hours of counselling over a minimum period of 12 months;
- ? attend a minimum of two professional development seminars per year;
- ? attend four small group supervision sessions and offer one case presentation per year.

To achieve Level 2 accreditation, counsellors must complete:

- ? a minimum of 600 hours of counselling over a minimum period of three years;
- ? have the capacity or skills required to perform a supervisory role with trainee counsellors;
- ? at least one workshop presentation at a professional development seminar.

An annual timetable is prepared for both the Professional Development and Small Group Supervision sessions and distributed to all counsellors at the commencement of each year.

7.3.3 Computer Network Facilities

G-Line recently completed a major upgrade to its computer facilities including the purchase of new hardware and the revision and enhancements of the G-Line database software. A computer has been purchased for the purpose of processing and analysing G-Line data.

Underpinning the computer network is the newly installed telephone system with the number of incoming telephone lines increased to accommodate the expanded G-Line service and Internet facility. The new telephone system will improve the accuracy with which calls received on the 1800 telephone numbers are recorded, monitored and distributed. Training in the use of the newly introduced telephone system has been provided to all relevant staff members.

7.3.4 Problem Gambling Caller Database

The G-Line software has been enhanced and the modifications have been largely implemented with the counselling staff trained in its use. The development of a set of national standards is being carried out by the Addiction Research Institute.

In order to monitor the utilisation of G-Line in each state, calls are analysed on a regular basis and forwarded to the relevant funding bodies.

8.0 G-Line Services

G-Line is the first point of contact for many people affected by problem gambling behaviour. Access to a range of confidential services from professional crisis counselling to information provision and referral is available. The service is staffed by professionally qualified and accredited telephone counsellors and includes a number of counselling staff with a range of bilingual skills. G-Line Services include:

The service is confidential with anonymity assured. G-Line does not charge the caller for its services and calls to G-Line are not recorded on the caller's telephone account. In addition to telephone access to G-Line via a 1800 telephone number, a TTY service is available for people with a hearing impairment. An internet website (www.g-line.org.au) which complements and supplements the functions of G-Line is accessible in 13 community languages.

The complete list of telephone and TTY telephone numbers for each G-Line service is provided below:

G-LINE SERVICE TELEPHONE AND TTY NUMBERS

STATE TELEPHONE NUMBERS

? VICTORIA, WESTERN AUSTRALIA, & TASMANIA
? G-Line 1800 622 112
? TTY 1800 622 125

? NEW SOUTH WALES
? G-Line 1800 633 635
? TTY 1800 633 649

? QUEENSLAND
? Gambling Help Line 1800 222 050
Diverted to Victoria 1800 622 112

? SOUTH AUSTRALIA
? G-Line 1800 622 112 (to change)

G-Line commenced in Victoria in 1994 and now operates in NSW, Western Australia, Tasmania and Queensland with negotiations recently completed with South Australia. Refer to Attachment 2 for a list of G-Line's current service contracts.

"updated: Dec '98"
9.0 Service Model

The key elements of the service model of G-Line Services are:

1. Referral
2. Problem Identification
3. Service Delivery

In order to continue to provide a responsive and high quality service, G-Line is actively involved in a wide range of national, state and local collaborative arrangements and partnerships across the gambling and community-based service provider industries. A list of G-Line's service linkages is outlined below:

Collaborative Arrangement
Terms of Reference

VICTORIA:

? Victorian Association of Telephone Support Services (VATSS) To foster networking and maintain standards of performance. To keep informed about developments in the field

? Victorian Problem Gambling Reference Group (VPGRG) Peak body which brings together key players to explore relevant issues and to provide an opportunity for the frank exchange of ideas among industry, service providers and regulatory authority (VCGA)

? Crisis Response Working Group (subcommittee of VPGRG) Reports to the VPGRG on the development of a crisis response to problem gambling issues. Representatives are from industry and service providers.

? Multicultural Working Group (subcommittee of VPGRG) Reports to the VPGRG on the development of multicultural issues and problem gambling. Representatives are from industry and service providers.

? BreakEven Southern Advisory Group

Covers Southern Metropolitan Region of the Department of Human Services and includes Problem Gambling Services. To address issues relating to the further development of programs for people affected by problem gambling.

NSW:

? Reference Panel Established to make recommendations to Casino Community Benefit Fund Trustees on submissions for grants

? G-Line Advisory Group (Steering Group)

? NSW Council on Problem Gambling (NSWCPG) To advocate and promote responsible gambling and includes principally practitioners in the field of problem gambling.

OTHER:

? Australian College of Clinical Psychology To remain abreast of new developments in the treatment of problem gambling behaviour. To maintain linkages in the area of staff professional development.

? Australian Psychological Society (APS) To deliver educational sessions for the Colleges of the Society and to participate in further education and professional development programs

? National Association of Gambling Studies Participation in annual conference of the Association

INFORMAL:

? Chinese Action Group To address issues arising in the Chinese community regarding the social impact of problem gambling

? Lifeline (Victoria and NSW) Involved in the delivery of educational sessions and presentations

? Multicultural

Informal linkages through our telephone counsellors with following non-English speaking communities: Vietnamese, Arabic, Spanish, Greek, Chinese

ATTACHMENT 1

PATRONS OF THE ADDICTION RESEARCH INSTITUTE

The Honourable Sir James Gobbo AC

Mrs Jeanne Pratt AO

BOARD OF DIRECTORS OF THE ADDICTION RESEARCH INSTITUTE

Philip Dunn QC (Chairman)

Mr Dunn is one of Australia's most experienced criminal barristers practising throughout Australia since 1968

Mrs Moya Kerr (Secretary)

Mrs Kerr is active in marketing and public relations for the Addiction Research Institute and has extensive experience with problem gambling service provision and industry liaison.

John Keenan QC (Treasurer)

Mr Keenan was admitted to practice at the Victorian Bar in 1962 and has been Queens Counsel since 1989.

Ms Sharon Firebrace

Ms Firebrace is the former executive director of the Koori Research Centre; Monash University and has represented Australia's indigenous people in international forums. She is principal director of Palm River Pty Ltd, an Aboriginal-focussed business active in Aboriginal Affairs throughout Australia.

Mr Ian Joblin

Mr Joblin is a Forensic Psychologist. He has been in full-time private practice for 21 years throughout Australia and has broad experience in psychological assessment and presentations in a forensic setting.

Mr Ken Stout

Mr Stout is a Partner of Ernst & Young, Accountants in the Corporate Services Division. He has extensive small business tax and compliance accounting experience.

Mr Michael O'Brien.

Mr O'Brien is the former Managing Director of Campbell Mushrooms Asia Pacific. He now acts as a consultant and is highly experienced in managing businesses to deliver improved results in all disciplines.

Ms Jacinta Heffey

Ms Heffey holds the position of Coroner and has been a Magistrate in the State of Victoria since 1986.

Mr Alistair Mant

Mr Mant has published several books and is an internationally recognised authority on corporate management in both the public and private sector. He is a consultant to many corporations worldwide.

Mr Bruce Hallows

Mr Hallows is a senior partner in Russell Kennedy, Solicitors with experience in commercial property, banking and finance.

Mr Michael Houlihan

Mr Houlihan is a barrister with extensive experience in agricultural and animal, industrial relations, corporate and criminal law.

Mr Remy van de Wiel

A founding member of the Fitzroy Legal Service and other legal services, Mr van de Wiel has practised throughout Australia (specialising mainly in criminal law) for 25 years and it was his early experience involving drug addicted persons which aroused his interest in addiction and its ramifications.

STAFF OF THE ADDICTION RESEARCH INSTITUTE

CHIEF EXECUTIVE OFFICER

Mr Ian Permezel

Mr Permezel has a background in education (RMIT University), health services (Odyssey House) and finance (Hambo Australia)

NATIONAL DIRECTOR G-LINE

Ms Kate Earl

Ms Earl is a Psychologist, a Member of the Australian College of Clinical Psychologists and the National Director of G-Line.

BIOSTATISTICIAN

Mr Peter Elliott

Mr Elliott is a biostatistician and experienced in the application of various statistical packages. He is also a registered psychologist and a member of the APS College of Counselling Psychologists.

MANAGER

Mr Malcolm Park

Mr Park is a corporate member of the Institute of Engineers, Australia. He is also a Barrister admitted to practice in NSW and Victoria.

FINANCE MANAGER

Mr Brian Elliott

Mr Elliott is a member of the Australian Society of Certified Practising Accountants and the Chartered Institute of Secretaries and Administrators

ADMINISTRATION MANAGER

Ms Lyndell Gutteridge

Ms Gutteridge is responsible for overseeing the administrative activities of the Institute.

ADMINISTRATOR, G-LINE

Ms Sophie Tsatsakis

Ms Tsatsakis is the roster administrator for G-Line and a G-Line counsellor.

LISTING OF CURRENT G-LINE CONTRACTS

State Funding Body/Source Contact Details Contract Dates

New South Wales

(Commenced August 1997)

Department of Gaming and Racing

(Casino Community Benefit Fund)

Level 11, Central Square Building

Cnr Hay & Castlereagh Street

Sydney NSW 2000

GPO Box 7005

Sydney NSW 2000

Tel. (02) 9289 8600

Fax. (02) 92898699

1st August 1997 -

31st July 1999

Western Australia

(Commenced August 1997)

Lotteries Commission of Western Australia

74 Walters Drive

Osborne Park WA 6917

PO Box 1113

Osborne Park WA 6917

Tel. (08) 9340 5270

Fax. (08) 9340 5274

1st September 1997 - 31st August 1999

Queensland

(Commenced September 1998)
Community Funding and Support Branch
Families, Youth and Community Care

GPO Box 806
Brisbane QLD 4001

Tel. (07) 3224 7639
Fax. (07) 3224 4480

3rd September 1998 -
3rd March 1999

(Six month pilot)

Victoria

(Commenced October 1994)
Office of the Family Department of Human Services

(Community Support Fund)

555 Collins Street
Melbourne VIC 3000
GPO Box 4057
Melbourne VIC 3001

Tel. (03) 96167500
Fax. (03) 9616 8002

1st July 1997 -
30th June 1999

Tasmania

(Commenced October 1996)
Tasmanian Gaming Commission

(Community Support Levy)

80 Elizabeth Street
Hobart TAS 7001
GPO Box 1374
Hobart TAS 7001

Tel. (03) 96233 3100
Fax. (03) 96234 3357

1st June 1998 -
31st December 1998

South Australia

Contract Management
Community Services Division
Family and Community Services
PO Box 39
Rundle Mall
SA 5001

Tel. (08) 8226 6724
Fax. (08) 8226 6833

Commencing end of 1998/ early 1999