

**Engaging Culturally and
Linguistically Diverse
Communities in
Responsible Gambling:
An Action Research Project**

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Gambling Help

- Community Education and Counselling to the Northern Region of Queensland
- Townsville, Burdekin, Hinchinbrook and Charters Towers

Fourteen Services in QLD

gambling

help



Directors and Coordinators Meeting

- The need to achieve a higher level of engagement with the Culturally and Linguistically Diverse (CALD) community was identified as the number one priority

(Directors and Coordinators Minutes 26th-27th October 2006, p 6).

Literature Review

- preventative strategies such as community education to promote responsible gambling and raise awareness of gambling issues

(Productivity Commission, 1999; Community Service & Research Centre, The University of Queensland, 2003); McMillen, Marshall, Murphy, Lorenzen, & Waugh, 2004; Scull & Woolcock, 2005; Oei, & Raylu, 2007).

Literature Review cont.

Counselling:

- a more personalized service with chats in informal situations is seen as being more culturally acceptable and effective

(Community Service & Research Centre, The University of Queensland, 2003; McMillen, Marshall, Murphy, Lorenzen, & Waugh, 2004).

Literature Review cont.

- a partnership approach is advocated

(Productivity Commission, 1999; Community Service & Research Centre, The University of Queensland, 2003; McMillen, Marshall, Murphy, Lorenzen, & Waugh, 2004; Scull & Woolcock, 2005; Oei, & Raylu, 2007).

Literature Review cont.

- hiring, *“culturally and linguistically relevant staff”*

(cited in Delfabbro, 2007)

Townsville Gambling Help Team 2007

- a bilingual worker
- an experienced community development worker
- an openness to explore possibilities and opportunities

Unity in Diversity Conference - 2008



A Proposal

- Action Research Project
- Community Advisory Group to guide the process

Aim

- Form a partnership
- Document and evaluate the process, the strategies developed, the delivery and the outcome

Objectives

- To identify community education strategies
- To provide counselling to meet the needs of the community

Objectives

- To identify the principles and values which have enabled the research to progress
- To identify a framework of practice

Methodology

Action Research:

- *“qualitative research paradigm”*
- *“enables people to find effective solutions to problems they confront in their everyday lives”*

(Stringer 2007, p.19&1)

Action Research

- a cyclical process of gaining knowledge, reflection and evaluation

(Glesne & Peshkin, 1992; Kelly & Sewell, 1988; Kemmis & McTaggart, 1998; McTaggart, 1997)

Action Research Family

- **Community-Based Participatory Research (CBPR)**
- **Participatory Action Research (PAR)**

Principles

- *“bringing community members into the study as partners”* (Agency for Healthcare Research and Quality, 2003, p.2)
- the community determining the research outcomes (Stringer, 2007; Fals Borda, 2006)
- sharing power (Stringer, 2007; Fals Borda, 2006)

Ethics Approval?

Researcher:

- "condescending",
- "rude"
- "intrusive"
- "embarrassed"

(CAG Notes 30th October, 2008)

Ethics Approval?

- *“action research has the potential to raise many questions of ethical practice”*

(Cherry, 1999, p.14)

- *“there are no simple or prescriptive ways”*

(Cherry, 1999, p.14)

Ethics Approval?

- Do no harm?
- Do universities and hospitals have a monopoly on providing ethical guidelines?

Ethics Approval?

“most ethical problems in social research can be traced to the subject’s power deficiency “

- *“to increase the subject’s power over the research”*

(Pease, 1990, p.89)

Action taken

- Ethics Committee to assist community based research in the future
- Community Advisory Group (CAG) to guide the Action Research Project

Respect

- *“the moral principles of respect for persons is most fully honoured when power is shared in the generation of knowledge”* (Heron cited in Pease, 1990, p.89)
- *“Action Research strives for transparency and mutuality in the way human beings work together”*
(Cherry, 1999, p.14)

Community Advisory Group (CAG)

- Townsville Multicultural Support Group
- Migrant Resource Centre (from 2009 TIC*)
- Catholic Diocese of Townsville
- Centacare
- Key members of CALD communities

(*Townsville Intercultural Centre)

Strategy

Introductions, being seen and being invited:

- International Women's Day
- Harmony Day
- Mental Health Day
- Melbourne Cup Day
- Forums, meeting & celebrations

International Women's Day



Mental Health Day



Harmony Day



Harmony Day



Celebration



Outcomes to Date

Awareness Raising

- *“very supportive of the work being done and encouraged Gambling Help’s involvement in the community and suggested increasing community activities”*

(CAG minutes 27th August, 2009).

Outcomes to Date

Counselling:

- more people are accessing counselling
- Support sessions are recorded
 - increasing in number

Review 29th October 2009

A journey:

- Working outside our comfort zone
- Confronted by issues in their community

Review 29th October 2009

- Trickiness and the complexity of the issues were spoken about and
- The need for flexibility

Review 29th October 2009

“A more flexible approach”:

- The use of language
- Where I go
- What I do
- And how threatening it is

Review 29th October 2009

People (CAG) keep coming back
"as they are being listened to"

Thus see themselves as partners
in the process and the
outcomes.

Review 29th October 2009

- “scratched the surface”
- “need to keep going”

Draft Recommendations

- A grassroots Community Development approach be examined as a model of practice for the Gambling Help Network in Queensland

Draft Recommendations

A number of principles be adopted to guide interactions with service providers and communities:

- Relationships are built on trust and respect

Draft Recommendations

- The community is seen as the expert
- Communities are an integral part of the manufacture of knowledge and information
- Partnerships are the foundation of work in the community.

To Conclude

- We are on a journey
- We have partners on board
- Our project will continue in
2010

Thank You

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