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New multicultural support for people experiencing gambling harm

Tailored gambling harm support fills critical gap for CALD communities

A new multicultural service provided by [Settlement Services International \(SSI\)](#) and funded by the [Victorian Responsible Gambling Foundation](#) will support individuals, families and communities experiencing gambling harm.

Multicultural Gambling Harm Prevention Services (MGHPS) aims to provide confidential, in-language counselling support that is informed by culture. MGHPS is available to all, but designed especially for migrants and their communities, family, and friends.

Specific counselling support will be designed for individuals from Middle Eastern, Iranian, Afghani, Burmese, Indian, Sudanese, and Pasifika backgrounds.

The services are part of the Victorian Responsible Gambling Foundation's ongoing commitment to provide treatment and support to people affected by gambling harm.

"Through both face-to-face and online services, we aim to provide a safe environment for migrant, refugee, and multicultural community members to overcome the challenges associated with gambling and recover from the related harm," said Jaynelle Samuels, Therapeutic Counsellor for MGHPS.

"MGHPS considers the whole person, while aiming to address harmful gambling behaviours. The service uses culturally informed planning to meet clients' full needs.

"Culturally informed planning involves the encouragement of a person's connection to culture, religion, language and community," she said.

Multicultural programs such as MGHPS are of particular importance as migrant communities, much like any other Australian community, are at risk of the harms associated with gambling. The effects of gambling within migrant communities are compounded by unique stressors such as language barriers, isolation from family or community, and stigma.

This counselling service is for people who:

- are struggling to manage their finances
- feel they spend too much time or money on gambling



- know someone who is gambling and are affected/hurt financially or personally
- borrow money to gamble
- feel guilty or stressed about gambling
- have financial problems because of gambling
- have problems within their family due to gambling
- struggle with maintaining friendships due to gambling.

To learn more about SSI's Multicultural Gambling Harm Prevention Services, visit the website here, or call our hotline on 1800 329 192.

Services include:

- 1:1 counselling
- referral support
- online, mobile and in-person group and family therapy
- other supports.

To find out more, email the program at gamblingharmprevention@ssi.org.au or call or text 0487 680 089.

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About SSI:

Settlement Services International is a community organisation and social business that supports newcomers and other Australians to achieve their full potential. We work with all people who have experienced vulnerability, including refugees, people seeking asylum and culturally and linguistically diverse (CALD) communities, to build capacity and enable them to overcome inequality.

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