

Strategies for Change

 Developing a Self Help Handbook for
Culturally and Linguistically Diverse Clients

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SOUTHERN

Introduction

- Gambling identified as an issue for CALD communities
- Numerous access barriers to direct service provision



Rationale for the Handbooks

- Developed from a perceived need to offer services to culturally and linguistically diverse populations who are not accessing services
- To provide information, support and referral to gamblers and families
- To assist relevant workers and individuals from culturally and linguistically diverse backgrounds in dealing with gambling issues
- To provide a specific resource/ tool
- To disseminate information as widely as possible to relevant agencies



Reasons CALD Populations Do Not Access Services

- Absence of a worker who speaks their language
- Shame and guilt
- Breaking religious and cultural mores
- Not understanding counselling



The Development Process

- The English Version
- Consultation & Translation
- Production
- Training & Distribution
- Development Issues



The English Version

- Originally developed in house by treatment staff for use with English speaking clients of the service
- Condensed and simplified by multicultural staff (Vietnamese, Arabic, Croatian, Polish, Chinese backgrounds)
- Due attention to cultural issues, e.g. case examples changed to reflect population experiences
- Additional information (e.g. 'What is counselling/financial counselling?')
- Exercises removed
- New artwork



Consultation and Translation

- Multicultural community service providers invited to consultations
- A questionnaire developed to gather relevant information
- Comments collected from workers
- English version of the handbook modified and unified
- Translation into target languages with a common page layout
- Translated handbooks discussed and altered during second phase of consultations



Production

Colour

- English
- Chinese
- Croatian
- Greek
- Hungarian
- Italian
- Russian
- Spanish
- Turkish

Black & White Copies

- Arabic
- Polish
- Vietnamese

Publicity Poster



Training and Distribution

- Training provided to multicultural service providers on content and uses of the manual, referral processes for Gambler's Help
- Process of seed stock plus continuous distribution to both original target agencies and doctors, community based agencies and others
- Also being employed within the program as self help materials and during counselling sessions



Development Issues

Translation

- Inability to read all languages, resulting in reliance on the goodwill of other service providers to proof some versions
- Literal translations that lost context or intent, needing careful revision

Printing

- Ensuring format consistency across languages, especially Chinese and Arabic
- Typographical proofing
- Differences of opinion between translators, printers, program staff



Conclusions and Future Directions

- Strategies for Change was developed to assist workers and clients from diverse cultural backgrounds in dealing with problem gambling issues
- A workable handbook requires lengthy development time, much negotiation and collaboration
- Updated versions are in the pipeline, including an electronic version for the Internet with a professional guide and user exercises

