



## Standing Committee on Justice and Community Safety

### **Inquiry into Annual and Financial Reports 2021-2022**

#### **ANSWER TO QUESTION TAKEN ON NOTICE**

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Asked by Mr Andrew Braddock MLA on 8 November 2022: Ms Yu-Lan Chan took on notice the following question(s):

Reference: Hansard [uncorrected] proof transcript 8 November, Page 111-112

In relation to:

**MR BRADDOCK:** Yes. Just a question, Ms Chan, in terms of the availability of gambling harm materials and information in languages other than English. Can you please provide me an update?

**Ms Chan:** Certainly. I am very pleased to announce that we have just revamped some of our materials recently. We put a lot of effort—so Gambling Harm Awareness Week was held very recently, in October. This year we put a lot of attention into what that education campaign would look like. We very much wanted to raise awareness of what the forms can take. So harm is not necessarily the only financial harm, and harm is not necessarily only experienced by the person who is gambling.

So we did put a lot of effort into developing a campaign that was based on lived experience, real stories with real people and what they had gone through. The theme this year was every story matters. And we very much based that on pictures of real people, real people and their experiences.

We have created a new URL, a new website, which is [everystorymatters.act.gov.au](http://everystorymatters.act.gov.au), which was only launched during Gambling Harm Awareness Week. Right on the front page of that, there is a new section that says, help in other languages. If you click on that link it takes it through the information in 17 different languages, which then lead you through to the right page for the relevant language, that says, how to seek support. And again, it talks about, you know, free and confidential support and how to seek it.

We have also made sure the telephone interpreter service contact details are on our website. So interpreters can provide support by either translating the information that is on our website, or they can help with telephone counselling or making appointments. So that information is on our website. And the ACT Gambling Support Service can also help to arrange an interpreter for somebody.

**MR BRADDOCK:** Do you keep a record of how often an interpreter service is required?

**Ms Chan:** We have not. I can check—I do not believe I have seen statistics on that to date. That is something we could discuss with the Gambling Support Service and see if that is something they can collect.

Shane Rattenbury MLA: The answer to the Member's question is as follows: –

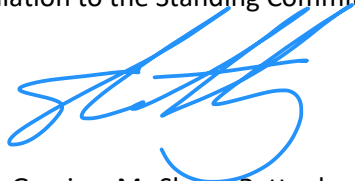
ACT Gambling Support Services (AGSS) are delivered through Relationships Australia Canberra and Region. Relationships Australia also work in partnership with Care Financial to provide counselling on financial matters.

Staff at the AGSS and Care Financial are equipped to use an interpreter for service, either in person, online or via telephone, using TIS (National Translating and Interpreting Service). This helps to provide in-language support where people from culturally and linguistically diverse communities don't feel confident or are unable to communicate in English to receive support.

In the last 12 months both the AGSS and Care Financial have no record of providing a service that includes an interpreter.

Approved for circulation to the Standing Committee on Justice and Community Safety

Signature:



Date: 15/11/22

By the Minister for Gaming, Mr Shane Rattenbury MLA