Delivering the NSW gambling support and treatment system

Office of Responsible Gambling

Pre-tender information factsheet

NSW Government

March 2020
The NSW Government is redesigning the way gambling support and treatment services are delivered in NSW to better meet the needs of the community.

This document has been created as a takeaway record of what was covered in the pre-tender briefing session.

About the Office of Responsible Gambling

The Office of Responsible Gambling (The Office) sits within the Better Regulation Division of the Department of Customer Service in the NSW Government.

The Office supports the Responsible Gambling Fund and delivers programs and initiatives in the areas of research, community education as well as providing support and treatment services for people experiencing gambling harm in NSW. This work is funded through the Responsible Gambling Fund, which is overseen by Trustees who make recommendations to the Minister on the appropriate allocation of money for responsible gambling purposes and provide independent advice to the Minister on responsible gambling when required.

We take a health promotion approach to gambling harm minimisation and focus on prevention, early intervention and treatment.

We fund the delivery of support services for people experiencing gambling related harm, which is the area of our work that this tender process relates to.
The current service delivery model

The Office currently funds 55+ gambling counselling services across NSW, a telephone helpline and online counselling through national Gambling Help Online (which is funded by all Australian states and territories).

This includes:

- Phone and online counselling available 24/7 (online via Gambling Help Online)
- Face-to-face therapeutic counselling available in 270 locations across NSW
- Tailored support for people from multicultural and Aboriginal communities
- Financial counselling and legal help
- Information and self help tools available on the NSW Gambling Help website

All services provided are free of charge and have no time restrictions placed on them. Further information can be found on our website: responsiblegambling.nsw.gov.au and gamblinghelp.nsw.gov.au.
The service model has remained largely the same for 20 years and while face to face counselling is effective, the system is only servicing a small number of those with gambling problems.

The current gambling support and treatment service delivery model no longer meets the diverse needs of the NSW population. A project to redesign the service delivery model commenced in 2019.

**The journey so far**

We reviewed evidence-based best practice treatment and support models, including innovation happening right here in NSW, other Australian jurisdictions and in other countries. We also ran an extensive co-design process with current clients, potential future clients, service providers, complementary services, and industry to analyse barriers to accessing treatment and support and understand ways we can improve the system to better service our current and potential clients.

At our focus groups and co-design workshops we heard from a broad range of people about their needs and how they would like to interact with the system.

They told us they would like multiple entry points, information about gambling addiction, what options they have for treatment and have a stepped pathway into treatment.

That treatment might be self-directed at their own pace, or it might be delivered via videoconference, so they don’t need to travel. It might be a group chat therapy session online as they told us they wanted to hear from others going through the same thing.

Everyone had one thing in common – they want to be welcomed through all channels, in person, online and over the phone and be presented with a range of options that suit their individual needs and circumstances.
The new gambling support and treatment model

The new service model comprises the following elements to be procured and/or implemented:

1. Establish contracts with integrated regional providers, supported by specialist Culturally and Linguistically Diverse (CALD) and Aboriginal providers

2. Introduce a digital platform to connect clients, providers and the ORG, and creating a genuine integrated network of care

3. Expand digital self-service tools, and the use of video and telephone conferencing for delivery of services to clients

4. Introduce peer support and client guide offerings

5. Establish a quality standards framework

6. Implement data-led stewardship and resource allocation across the network by the Office

By implementing these elements the model ensures there is a ‘no wrong door’ to access support and treatment and aims for an individual to choose how they want to interact with the system.
Establishment of Regional Service Providers

The Office is now working towards making the new model a reality.

A vital step is to establish our 10 new Regional Service Providers, or RSPs.

The new RSPs are to be selected following a competitive open tender process, to determine the most suitable providers to deliver an expanded suite of services for each region. The RSPs will be broadly aligned to NSW Local Health District boundaries so that interacting with complementary service providers such as health, community services and other programs is easier.

We are looking to build on our existing services and expand the types of services offered. It will be vital for RSPs to know their region and ensure that the services delivered are suitable for their population.

We will be moving away from the current Gambling Help brand and unifying the treatment and support system under one coherent brand.

The role of the RSPs

At a high level the intention is for the Regional Service Providers to deliver the following under one state wide gambling and support services brand (brand name and logo to be advised).

Integrated services for every region

• provide services to meet regional demand for gambling support and treatment, including the delivery of:
  - therapeutic and financial counselling services by qualified and trained counsellors. These services will be expected to be delivered through a range of modalities – including face to face, via video, phone and online
  - community engagement, awareness raising, and outreach to complementary service providers, other referral sources such as GPs and local gambling venues.
  - client guide and peer support programs (to be included at a later date and not part of this tender process)

Coordination of referral, scheduling and follow up using provided ICT platform

• use the new referral, scheduling and follow-up platform that is being developed by the Office to guide clients to appropriate services and help manage their client journey through the system.

• promote the use of the referral platform with gambling venues and complementary service providers (such as GPs, mental health services, drug and alcohol services, domestic violence services)
Promotion and support of expanded digital services and non-counselling interventions

- encourage and educate clients on the use of available digital services, where appropriate. These may be digital self-help tools, online chat or video counselling
- work with us to scope and deliver a centrally developed peer support program regionally, the design process for this will begin in 2021
- work with us to scope and deliver the client guide program regionally, which is to deliver information, guidance and active holding for prospective clients, who may not be ready for intensive treatment options

Improve the reach and integration of Culturally and Linguistically Diverse Services

- deliver in-language to meet local demand in the region
- increase awareness of and referrals to treatment and support services within the local community
- work with the designated statewide providers on the delivery of:
  - community engagement and awareness raising with communities to increase awareness of and referrals to support and treatment services
  - culturally specific services, where it is not feasible for the RSP to provide these services directly in the region

Continuous improvement through data collection and reporting

- reporting to be delivered consistent with our data and evaluation framework, including activity levels and outcomes, client satisfaction and progress against individual goals
- work with the Office on development of services and delivery of identified programs Use the approved statewide service brand for the delivery of all services to the community
- collaborate with the Office’s centrally developed education and awareness programs to amplify regional coverage through local media, with a clear focus on raising awareness about support & treatment services
- work with the Office to develop services including aspects of the new model which are yet to be implemented

Improve the reach and integration of Aboriginal Services

- understand the region of the RSP, including local demand for culturally specific services
- deliver culturally appropriate services to meet local demand in the region
- increase awareness of and referrals to treatment and support services within the local community
- work with the designated statewide providers on the delivery of:
  - community engagement and awareness raising with communities to increase awareness of and referrals to support and treatment services
  - culturally specific services, where it is not feasible for the RSP to provide these services directly in the region
Implementation of RSPs

The Office will be aiming for commencement of RSPs from 1 January 2021. There will be a staged approach with main service delivery components delivered such as counselling and community engagement from 1 January 2021. Some aspects of the model including Client Guides and Peer Support programs will be developed in conjunction with the RSPs and progressively launched over a two to three year period.

RSP geographical boundaries

The 10 proposed regions of the RSPs are displayed on the following maps:
Upcoming tender – next steps

Who should put in a tender?
All organisations with the capacity to deliver to outlined services are invited to submit a tender. These may include organisations with:

• experience delivering high quality therapeutic counselling services
• experience delivering integrated support services
• strong local population knowledge
• experience in delivering and coordinating a wide range of services in a region
• capacity to partner with other organisations to deliver the outlined services

Note: there’s no limit on the number of RSPs a provider can apply for.

Next steps
The RSP tender process will be conducted in three stages:

1. Proposed tender release date of mid-2020, via the government website eTendering NSW. You can register for alerts on tenders.nsw.gov.au
2. Evaluation of tender proposals will follow
3. Subject to a successful tender process, transitional arrangement for the new model are proposed commence in the second half of 2020, with an aim of a date of commencement in early 2021.

The process will conform to all probity requirements, to ensure transparency and equity for all prospective tenderers.

Please give us your feedback
We invite your feedback on the proposed tender approach and timelines. Feedback can be provided via the corporateprocurement@customerservice.nsw.gov.au
Please quote reference number: LG/687578
Frequently asked questions

1. When will the tender go live?
We aim to release the tender in mid-2020.

2. Where will information be shared on the tender?
All information will be shared on the government’s e-Tender website tenders.nsw.gov.au.

3. Who can submit a tender?
All organisations with the capacity to deliver to outlined services are invited to submit a tender.

4. Can organisations outside of NSW submit a tender?
Yes, however all organisations will need to show that they have a good understanding of the local population of the region that they are bidding to provide services in, and the ability to deliver services within the respective regions.

5. How many providers will there be under the proposed new RSP model?
Under the proposed model there will be 10 RSPs, with one organisation as the lead contracted party for each RSP. If a coalition or consortium wishes to tender, the Office propose to transact with one legal entity.

6. How will the new gambling support and treatment model be rolled out?
The new service delivery model is a complete redesign of the current gambling support and treatment system. The new service delivery model will be implemented in stages over the next three to four years. This is to ensure there is minimal disruption to the existing client base while increasing the availability of counselling and outreach services across the state.

The first stage of the implementation of the new model is the tender and establishment of RSPs, proposed to commence 1 January 2021 subject to a successful tender process. This will be followed by a staged implementation of other aspects of the RSP model, including client guides, peer support program and rollout of digital tools.

7. When will the RSPs go live?
Subject to a successful tender process, RSPs will commence service delivery 1 January 2021.

8. How can my organisation participate in the new gambling support and treatment system as an RSP?
The Office will run a tender process through the eTender website. Organisations are invited to submit a tender for one or multiple RSPs.

9. How will continuity of service for clients be maintained during the transition?
It is expected that successful providers will work with current providers to ensure a smooth transition and transfer of clients. The Office will work with all providers to ensure that there is continuity of support for our current clients.

10. How are you ensuring that people within the Aboriginal and CALD communities are not adversely impacted by these changes?
We have extended contracts with our two Aboriginal (Warruwi) services and CALD service providers. By doing so, we will be able to implement the new RSP model, then take a considered look at how best to deliver services to support these communities. This will ensure consistency of support service for clients.

11. Where does the funding come from?
The funding comes from the Responsible Gambling Fund (RGF). The RGF is established under the Casino Control Act 1992. Further information on the RGF is available at responsiblegambling.nsw.gov.au
12. Have users and service providers been involved in the service design?
Yes, we conducted an extensive co-design process, consulting with many people who interact with the current ‘Gambling Help’ system. This includes people impacted by gambling, but also counsellors, health professionals, gambling industry representatives and others.

We ran many interviews and focus groups, as well as co-design sessions with users and service providers, to design the future gambling support and treatment service delivery model.

13. What will the role of face-to-face counselling be in the future?
Face-to-face counselling will continue to have an important role in providing support for individuals seeking help for problem gambling.

Face-to-face counselling is evidence-based and effective; however, it is currently accessed by a small proportion of the NSW population at risk of or experiencing gambling harm.

The future system will provide funding for more service modes, including the use of digital delivery and digital interactive gambling support and treatment tools, particularly with tertiary interventions, as a mechanism to engage with a greater number of individuals than currently being serviced.

The future system will also look to better complement face-to-face counselling with:

- a stepped model of care, with more options for self help and digital delivery
- improved referral pathways to complementary services
- better identifying people who need intensive support from professionals
- funding awareness and early intervention programs, and
- expanding the model to include after-care and ongoing support.

14. Will the Gambling Helpline continue?
A designated phone line will remain as part of the gambling support and treatment system. However, we are looking at better integration between face to face, digital and phone delivery.

15. How will regional NSW benefit from the changes?
The proposed new model will increase the reach and availability of services across NSW, leading to direct benefits for gamblers and their families living in regional and remote NSW. The uplift in technology coupled with the stepped care model means that people in NSW will be able to access information, education, self-help and video counselling services regardless of their location.

Contact us
If you have questions on the procurement process which haven’t been addressed in the material supplied to you, please contact the government Customer Service Procurement team on corporateprocurement@customerservice.nsw.gov.au. Use reference number LG/687578 in your email.