



Australian Government

Department of Education, Employment and Workplace Relations

CHCGMB503A Provide counselling for clients with problem gambling issues

Release: 1

CHCGMB503A Provide counselling for clients with problem gambling issues

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to be by a skilled counsellor in the problem gambling sector to work with clients experiencing a range of problem gambling issues. It includes provision of support, working with complex issues and evaluation of client progress and the counselling process.

Application of the Unit

Application

This unit applies to workers in a range of community service sectors who may work with clients with problem gambling issues.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|--|--|
| 1. Provide practical support or information on problem gambling and other issues | 1.1 Provide <i>relevant and current information</i> on problem gambling and discuss with <i>clients</i>
1.2 Provide immediate information, response or <i>referral</i> for crises arising from client's problem gambling and other issues
1.3 Develop <i>practical strategies</i> to address immediate gambling concerns
1.4 Provide <i>information and support</i> with daily living needs as required and in accordance with organisation policies, procedures and service guidelines |
| 2. Provide counselling to clarify personal and systemic issues contributing to client's problem gambling | 2.1 Use counselling skills to explore the depth and nature of client's issues
2.2 Ensure all work demonstrates commitment to <i>sector values</i>
2.3 Explore a range of issues to understand client and their problem gambling issues
2.4 Explore the function, purpose and <i>context of gambling in the life of the client</i> and its impact
2.5 Negotiate goals and action plans with client and document in accordance with organisation policy and procedures |

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|---|--|
| 3. Work with complexity of client issues to support choice and change | 3.1 Demonstrate understanding of the complexity and interrelated of issues in client's life |
| | 3.2 Review range of models and techniques to meet client needs, including group activities |
| | 3.3 Work with client to develop realistic expectations of counselling and <i>change processes</i> or choice |
| | 3.4 Explore options for change or choice |
| | 3.5 Demonstrate application of <i>intervention strategies</i> with a range of clients in a range of settings |
| | 3.6 Ensure all work considers client's complexity, <i>ambivalence</i> and competing needs and wants |
| | 3.7 Maintain engagement while resistance and defences are managed |
| | 3.8 Apply relapse prevention and management principles and strategies |
| | |
| 4. Work with families and significant others | 4.1 <i>Support family member or significant other</i> as a client |
| | 4.2 Explore boundary issues and challenges with client |
| | 4.3 Consider impact on children and address as appropriate |
| | 4.4 Work cooperatively with significant others, co-workers and other services to support client and consumer needs in accordance with organisation policies and procedures |

ELEMENT**PERFORMANCE CRITERIA**

5. Review client and counselling progress
- 5.1 Implement processes to ensure *regular review* of client's progress
 - 5.2 Monitor progress against case plan and record and report according to organisation guidelines
 - 5.3 Ensure feedback mechanisms are in place in relation to recorded progress in accordance with organisation policies
 - 5.4 Implement follow up procedures where appropriate
 - 5.5 Negotiate revisions to action plans and timeframes as required and incorporate into case plan
 - 5.6 Review counselling process and outcomes of client work with supervisor and/or colleagues in accordance with organisation policies and procedures
 - 5.7 Negotiate exit with client and provide support in accordance with organisation policies, procedures and available resources

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Definition of problem gambling
- Understanding of myths, chance, odds, randomness, gambling cycle
- DSM and pathological gambling
- Indicators of problem gambling
- Self-exclusion options
- Common consequences of gambling
- Theories of gambling and range of models and techniques
- Harm minimisation strategies directed to current problem gambling behaviour
- Understanding individual's experience of gambling, including family history, culture, character issues, personality, intra-psychic and wider systems, meaning, purpose, function being served, exploring multiplicity of organising impulses
- Knowledge of role and limitations
- Systems e.g. as one family member changes the whole family system changes
- Legal and government regulations
- Motivational interviewing
- Addressing underlying issues
- Addressing cognitive processes
- Affect management
- Evidence-based practice
- Family therapy
- Behavioural interventions
- Alternative coping strategies
- Skills and 'strengths' building
- Early intervention or short term programs
- Comprehensive and longer care programs
- Other therapeutic practices

REQUIRED SKILLS AND KNOWLEDGE

Essential skills:

It is critical that the candidate demonstrate appropriate counselling skills, harms minimisation and safety practicalities for clients with problem gambling issues

This includes the ability to:

- Incorporate the complexity of client issues in counselling
- Maintain the therapeutic relationship
- Work with people who gamble to harmful levels and with their families and significant others
- Review the counselling process

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Work within role and limitations
- Demonstrate effective application of counselling skills

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit will be most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions
- It is recommended that assessment or information for assessment will be conducted or gathered over a period of time and cover the normal range of workplace situations and settings

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities
- Context of and specific resources for assessment:*
- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Resources required for assessment include access to an appropriate workplace or simulation of realistic workplace setting where assessment can take place
- Method of assessment:*
- In cases where the learner does not have the opportunity to cover all relevant aspects in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
 - Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
 - Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Relevant and current information may include:

- Accurate odds and nature of gambling activities
- Cycle of problem gambling

Clients may include:

- People who gamble (particularly those who engage in harmful levels of gambling)
- Significant others, including partners, families and care-givers, friends and peers

Referral options may include:

- Financial counselling
- Legal counselling e.g. AVO's
- Relationship issues
- Family counselling
- Self help groups
- Group work programs
- Local service availability
- Medical /psychiatric
- Employment
- Accommodation
- Residential programs

RANGE STATEMENT

Practical strategies may include:

- Self exclusion
- Cutting up / deactivating credit cards e.g. freezing in ice
- Third party care of personal finances
- Implementing direct debits
- Avoiding gambling venues
- Avoiding gambling friends
- Identifying alternative activities to gambling (creating pleasant event schedules, ringing G-line)
- Not carrying money or credit cards
- Setting boundaries and goals in relation to the problem gambler e.g. partner setting financial boundaries, person setting time limits
- Family responsibilities (parenting child safety / protection)
- Affect regulation strategies (stress and anxiety management, meditation)
- Community involvement, participation and social action practice
- Life style issues (life skills, job seeking and training)

Information and support may focus on:

- Problem gambling
- Financial counselling
- Relationship issues
- Couples counselling
- Self help groups
- Group work programs
- Legal options e.g. AVOs
- Protection of financial options e.g. caveats on assets
- Support and self nurturing options
- Self management strategies (awareness of enabling)
- Responsibility / 'control' / behavioural contingency
- Communication and assertiveness strategies
- Setting boundaries and goals in relation to the problem gambler

RANGE STATEMENT

Sector values may include:

- Client oriented approach:
 - delivery of appropriate services
 - commitment to meeting the needs and upholding the rights of clients
 - commitment to empowering the client
 - duty of care
- An appropriate framework which considers the effectiveness of treatment options
- Processes that will help the gambler overcome their gambling problem
- Community health:
 - promotion of health and well being
 - early identification of risk factors
 - early identification of health problems
- Seeing gambling in a context of social and physical health
- A focus on:
 - consumer protection, responsible gambling and responsible conduct of gambling
 - harm minimisation including harm prevention, harm reduction, health promotion and harm management
- Confidentiality
- Right to withdraw from treatment
- Ethical treatment
- Informed consent
- Right to referral
- Child protection

Context of gambling in the life of the client includes:

- Culture
- Values
- Beliefs
- Family background
- Relationships
- Grief and loss

RANGE STATEMENT

Change processes includes:

- Change and change back (maintaining a homeostatic balance - tendency to keep things the same)
- Providing information about change

Counselling approaches must include an understanding of the following:

- Cognitive processes
- Affect management
- Evidence-based practice
- Underlying issues
- Alternative coping strategies
- Early intervention or short-term programs
- Comprehensive and longer care programs
- Skills and 'strengths' building

*Intervention strategies **must** include understanding of **all** the following and use of one or more:*

- Evidence-based strategies including:
 - person-centred and holistic therapies
 - motivational interviewing
 - narrative therapy
 - cognitive behaviour therapy
 - solution focused/brief therapy
- Other therapeutic practices with sound theoretical rationale (e.g. peer reviewed journals) including family therapy and transactional analysis
- Understanding of the intervention strategy includes ability to critically review the approach including analysis of literature reviews

Ambivalence refers to:

- A client having competing motives e.g. desire to gamble and also to stop gambling

RANGE STATEMENT

Support family member or significant other includes:

- Providing information about problem gambling
- Addressing impact of gambling on them
- Self protection strategies e.g. financial or safety
- Working with family to orient focus from problem gambler to self (family member/s)
- Helping them to set boundaries (not rescuing, assertiveness, communication skills, negotiation skills, enabling etc)
- Working with the dynamics of couples and families and the impact of gambling

Regular review of client's progress includes:

- Identification and acknowledgement of change in gambling and other areas
- Review of the counselling process
- Review of goals
- Review of timelines
- Achievement of goals

Unit Sector(s)

Not Applicable