

Frequently asked questions

How many people were surveyed?

10,000 people participated in the survey. Computer-assisted telephone interviews were conducted with adults aged 18 years and over living in NSW from 7 March 2024 to 27 May 2024.

Why was the survey conducted?

The NSW Gambling Survey 2024 was conducted to gain a better understanding of the gambling landscape, changes in gambling behaviour and the impacts of gambling harm. The survey builds on data that was collected in 2019. It provides a reliable and valuable snapshot of gambling and its impact across NSW.

How will the results be used?

The Office of Responsible Gambling and the NSW Government will use this information to inform decisions about programs and initiatives to prevent and reduce gambling harm in NSW. Insights from this report will also inform the allocation of funding and resources as well as future policy-related decisions.

What is gambling harm?

Gambling harm is any negative consequence experienced by an individual or those around them because of participation in gambling. It occurs on a spectrum and can range from minor negative experiences to serious impacts. Gambling harm can affect relationships, health, emotional and psychological wellbeing, finances, work or study.

How is gambling harm measured in this survey?

The NSW Gambling Survey 2024 used the Gambling Harms Scale (GHS-10) to measure the harms that people experience from their own gambling. It also used the Gambling Harms Scale – Affected Others (GHS-10-AO) to measure the harms that people experience due to the gambling of those around them.

These reliable and validated measures help to provide a more comprehensive understanding of the impacts of gambling on the NSW community.

The survey also included a question about ‘legacy harm’ from gambling that occurred more than 12 months prior. This illustrates the longer-term effects of gambling harm.

Does the survey measure gambling problems?

As in 2019, the Problem Gambling Severity Index (PGSI) was used in the 2024 survey. The PGSI is a tool based on research on the common signs and consequences of problematic gambling. It measures the cognitive and behavioural indicators of compulsive, uncontrolled or excessive gambling.

Why doesn't the survey talk about ‘problem gamblers’?

Although the PGSI measures the risk of people experiencing gambling problems, the 2024 survey report does not refer to ‘problem gamblers’. The report uses different terms to refer to the PGSI categories so that the language is less stigmatising to people experiencing gambling harm. The report uses the following terminology for each of the PGSI risk categories:

Minimal-risk gambling

(previously called non-problem gambling) – PGSI score: 0
People in this category gamble with minimal negative consequences.

Low-risk gambling

(no change to terminology) – PGSI score: 1–2
People in this category experience few or no identified negative consequences. For example, they may very occasionally spend over their limit or feel guilty about their gambling.

Moderate-risk gambling

(no change to terminology) – PGSI score: 3–7
People in this category experience some negative consequences. For example, they may sometimes spend more than they can afford, lose track of time or feel guilty about their gambling.

High-risk gambling

(previously called problem gambling) – PGSI score: 8 or above
People in this category gamble with negative consequences and a possible loss of control. For example, they may often spend over their limit, gamble to win back money and feel stressed about their gambling.