



**Trade & Investment,
Regional Infrastructure
& Services**

Responsible Gambling Fund Client Data Set

Annual Report 2010/11

An analysis of clients presenting for problem gambling and financial counselling services between 1 July 2010 and 30 June 2011

Contents

List of Tables.....	4
List of Figures.....	9
Summary of Major Findings.....	10
Background.....	14
Client Numbers.....	15
Session Numbers, Durations, and Locations.....	16
Sex.....	23
Age.....	24
Suburb of Residence.....	26
Country of Birth.....	27
Main Language other than English Spoken at Home.....	28
Spoken English Proficiency.....	29
Indigenous Status.....	30
Client Status.....	31
Preferred Gambling Suburb.....	33
Preferred Gambling Venue.....	35
Principal Gambling Activity.....	36
Other Gambling Activities.....	38
Preferred Means of Accessing Gambling.....	40
Length of Time Since Client First Experienced Problems with Gambling.....	41
Most Recent Referral Source.....	42
Referrals to Other Service Providers.....	44
Marital Status.....	45
Dependent Children.....	46
Living Arrangements.....	47
Principal Source of Income.....	49
Weekly Individual Income (net).....	50
Weekly Gambling Losses.....	52
Anxiety.....	54
Depression.....	55
Alcohol.....	56
Other Drugs.....	57
Thoughts About Committing Suicide.....	58
Attempted Suicide.....	59
Committed an Offence Related to Gambling.....	60
No Show Sessions.....	61
Cancelled Sessions.....	62
Refusals to Consent to Data Collection.....	63

Appendix A: CDS Individual Client Record Form (Jul 2010 – Jun 2011)..... 64
Appendix B: List of Services Included in the Client Data Set (Jul 2010 - Jun 2011)..... 70

List of Tables

Table 1: The number of services and the number and percentage of clients in each region.....	15
Table 2: Annual percentage change in clients and sessions for the past five financial years	15
Table 3: The number of individual face-to-face, telephone, couple/family, group, and on-line problem gambling (PG) and financial (F) counselling sessions in each region.....	17
Table 4: The number of clients, the number of counselling sessions, and the session to client ratio each region.....	18
Table 5: The number and percentage of clients in each region reporting only one problem gambling counselling session.....	18
Table 6: The number and percentage of clients in each region reporting only one financial counselling session.....	19
Table 7: The number of counselling sessions conducted in the 20 most frequently reported counselling locations.....	22
Table 8: The number of suburbs in which counselling was conducted by services in each region.....	23
Table 9: The number and percentage of male and female clients in each region.....	24
Table 10: The mean age of male and female clients in each region.....	25
Table 11: The number and percentage of male and female clients in each age range.....	25
Table 12: The 20 most commonly reported suburbs of residence for all clients, and the 20 most commonly reported suburbs of residence for clients identifying themselves as problem gamblers.....	26
Table 13: The number and percentage of clients born in the 23 most frequently reported countries of birth.....	27
Table 14: The number and percentage of clients reporting the 23 most frequently reported main languages other than English spoken at home.....	28

Table 15: Preferred gambling venues for those problem gamblers who speak English only at home and those who speak a language other than English at home.....	29
Table 16: The number of clients within each spoken English proficiency category, and the percentage of clients in each region who speak a language other than English at home and who reported speaking English “not well’ or “not at all”	30
Table 17: The number and percentage of indigenous clients, by region and sex.....	31
Table 18: The number and percentage of male and female clients within each client status category.....	32
Table 19: The number and percentage of clients in each region within each client status category.....	33
Table 20: The number of problem gamblers reporting the 20 most frequently reported preferred gambling suburbs.....	34
Table 21: The number and percentage of problem gamblers in each region who gave the same response for their suburb of residence and preferred gambling suburb.....	34
Table 22: The number and percentage of male and female problem gamblers who reported each preferred gambling venue.....	35
Table 23: The number of problem gamblers in each region who reported each preferred gambling venue.....	36
Table 24: The number and percentage of male and female problem gamblers who reported each principal gambling activity.....	37
Table 25: The number of problem gamblers in each region who reported each principal gambling activity.....	38
Table 26: The number and percentage of male and female problem gamblers who reported each preferred means of accessing gambling.....	40
Table 27: The number and percentage of male and female problem gamblers who reported each length of time since first experiencing problems with gambling category.....	41
Table 28: The number and percentage of problem gamblers in each region who reported their length of time since first experiencing problems with gambling as being greater than five years.....	42

Table 29: The number and percentage of male and female clients reporting each category of most recent referral source.....	43
Table 30: The number and percentage of male and female clients who reported each marital status.....	45
Table 31: The number and percentage of clients in each region who reported each marital status.....	46
Table 32: The number and percentage of male and female clients who reported each dependent children status.....	47
Table 33: The number and percentage of clients in each region who reported each dependent children category.....	47
Table 34: The number and percentage of male and female clients who reported each living arrangements status.....	48
Table 35: The number and percentage of clients in each region who reported each living arrangements category.....	48
Table 36: The number and percentage of male and female problem gamblers who reported each principal source of income.....	49
Table 37: The number and percentage of clients in each region who reported each principal source of income.....	50
Table 38: The number and percentage of male and female problem gamblers who reported each weekly individual income (net) category.....	51
Table 39: The number and percentage of problem gamblers in each region who reported their weekly individual income (net) as being less than \$500.....	51
Table 40: The number and percentage of male and female problem gamblers who reported each weekly gambling losses category.....	52
Table 41: The number and percentage of clients in each region who reported their weekly gambling losses as being \$200 or greater.....	53
Table 42: The number and percentage of male and female problem gamblers who reported ever having been diagnosed with anxiety.....	54

Table 43: The number and percentage of problem gamblers in each region who reported each anxiety category.....	54
Table 44: The number and percentage of male and female problem gamblers who reported ever having been diagnosed with depression.....	55
Table 45: The number and percentage of problem gamblers in each region who reported each depression category.....	55
Table 46: The number and percentage of male and female problem gamblers who reported ever having had a problem with alcohol.....	56
Table 47: The number and percentage of problem gamblers in each region who reported each alcohol problem category.....	56
Table 48: The number and percentage of male and female problem gamblers who reported ever having had a problem with other drugs.....	57
Table 49: The number and percentage of problem gamblers in each region who reported each other drug problem category.....	57
Table 50: The number and percentage of male and female problem gamblers who reported ever having had thoughts about committing suicide.....	58
Table 51: The number and percentage of problem gamblers in each region who reported each suicide ideation category.....	58
Table 52: The number and percentage of male and female problem gamblers who reported ever having had attempted suicide.....	59
Table 53: The number and percentage of problem gamblers in each region who reported each attempted suicide category.....	59
Table 54: The number and percentage of male and female problem gamblers who reported ever having had committed an offence related to their gambling problem.....	60
Table 55: The number and percentage of problem gamblers in each region who reported each offence related to gambling problems category.....	60

Table 56: The number of no show sessions, the number of conducted sessions, and the percentage of available sessions that were no show sessions in each region.....	61
Table 57: The number of cancelled sessions in each region.....	62
Table 58: The number of clients who refused to consent, the number of clients who consented, and the percentage of clients who refused to consent in each region.....	63

List of Figures

Figure 1: The client to service ratio in each region.....	16
Figure 2: The mean individual face-to-face counselling session duration (mins) in each region.....	20
Figure 3: The mean telephone counselling session duration (mins) in each region.....	20
Figure 4: The mean couple/family counselling session duration (mins) in each region.....	21
Figure 5: The mean group counselling session duration (mins) in each region.....	22
Figure 6: The mean age (yrs) of male and female clients by client status.....	25
Figure 7: The percentage of problem gamblers in each region who reported gaming machines as the principal gambling activity.....	37
Figure 8: The percentage of problem gamblers in each region who reported gaming machines as either the principal or a secondary gambling activity.....	39
Figure 9: The percentage of clients reporting each category of most recent referral source.....	43
Figure 10: The percentage of clients in each region who reported Gambling Helpline as the most recent referral source.....	44
Figure 11: The number of clients referred to each category of other service provider.....	45

Summary of Major Findings

Some of the major findings from this report are:

Client and session numbers

- 4,237 clients were recorded as having received counselling services between 1 July 2010 and 30 June 2011.
- 15,594 individual face-to-face gambling counselling sessions (13,964 problem gambling; 1,630 financial), 3,430 telephone counselling sessions (2,357 problem gambling; 1,073 financial), 450 couple/family counselling sessions (369 problem gambling; 81 financial), 158 group counselling sessions (157 problem gambling; 1 financial), and 187 on-line counselling sessions (42 problem gambling; 145 financial) were recorded as having been delivered between 1 July 2010 and 30 June 2011.
- While the number of clients in 2010/11 decreased by 5.7% from 2009/10, the number of counselling sessions only decreased by 0.7%. Breakdowns for each data item in the CDS are broadly similar to those seen in previous CDS reports.
- The session to client ratio was 4.7 across NSW.
- The percentage of financial counselling clients who received only one financial counselling session (42.5%) was much greater than the percentage of problem gambling counselling clients who received only one problem gambling counselling session (29.5%).

Session duration and location

- Across all services, the mean individual face-to-face counselling session duration was 67.1 minutes, the mean telephone counselling session duration was 29.8 minutes, the mean couple/family counselling session duration was 76.1 minutes, and the mean group counselling session duration was 104.4 minutes.
- At least two counselling sessions were conducted in 210 individual service locations, in 177 suburbs, across NSW.

Client demographics

- 60.7% of the clients were male and 39.3% were female.
- The mean age for female clients (45.4 yrs) was greater than that for male clients (40.0 yrs).

- 40.3% of clients were married (registered or de facto), 33.2% were never married, 13.1% were divorced, 11.3% were separated, and 2.1% were widowed.
- 38.0% of clients reported having dependent children.
- 21.1% of clients reported living alone and 78.9% reported living with others.
- 76.8% of clients identified themselves as a person with a gambling problem, 10.9% identified themselves as the partner/ex-partner of a problem gambler, 5.5% identified themselves as a family member (other than partner), and 4.3% identified themselves as a financial counselling client (not related to problem gambling). Problem gamblers were more commonly male (69.4%), whereas partners/ex-partners and family members were more commonly female (77.3%).

CALD and indigenous clients

- Of those clients identifying their country of birth, 70.6% stated that they were born in Australia. Other than Australia, the most common countries of birth were Vietnam (3.3%), New Zealand (2.6%), England (2.4%), and China (2.3%).
- 21.7% of clients reported that they spoke a language other than English at home. Of these clients, the most common languages reported were Arabic (19.2%), Vietnamese (13.2%), Cantonese (8.3%), Greek (5.9%), and Italian (5.6%). Among clients who reported speaking a language other than English at home, 39.8% spoke a Chinese or Southeast Asian language.
- The percentage of problem gamblers who reported casino as their preferred gambling venue was much higher among clients who speak a language other than English at home (18.3%) than among clients who speak English only at home (2.9%).
- 4.2% of clients identified themselves as indigenous. The highest percentages of indigenous clients were recorded by services in the New England/North West (22.2%) and Western NSW (16.4%) regions.
- Among indigenous problem gamblers, 83.3% identified gaming machines as the principal gambling activity, and 15.9% identified horse/dog races.

Type and location of gambling

- 60.4% of all problem gamblers who reported a preferred gambling suburb reported the same suburb as their suburb of residence. The larger, more rural regions (Western NSW, New England/North West, Riverina/Murray, North Coast, South East) had the highest percentages of problem gamblers whose suburb of residence and preferred gambling suburb were identical.

- Among problem gamblers, the most common preferred gambling venues were club (43.6%) and hotel/pub (37.8%). Among female problem gamblers, 70.1% reported club as the preferred gambling venue, 22.8% hotel/pub, and 3.9% casino. Among male problem gamblers, 44.5% reported hotel/pub as the preferred gambling venue, 31.8% club, 11.9% TAB, and 7.2% casino.
- The Coastal Sydney region had the lowest percentage of problem gamblers whose preferred gambling venue was club (26.9%).
- Of those problem gamblers specifying a principal gambling activity, 77.7% specified gaming machines. Among males, 71.0% reported gaming machines, 20.9% some form of racing or sports betting, and 4.1% casino table games. Among females, 92.8% reported gaming machines and 2.8% casino table games.
- Across NSW, 84.9% of problem gamblers reported gaming machines as either the principal or a secondary gambling activity.
- Across all problem gamblers, 96.4% preferred to access gambling in person, 0.6% via the telephone, and 3.0% via the internet. Among female problem gamblers, 98.4% preferred to access gambling in person, 0.3% via the telephone, and 1.4% via the internet. Among male problem gamblers, 95.6% preferred to access gambling in person, 0.8% via the telephone, and 3.6% via the internet.
- Across all problem gamblers, the most commonly recorded length of time since first experiencing problems with gambling was over 15 years (21.7%), and the least commonly reported was less than 1 year (5.4%). Male problem gamblers (39.5%) were more likely than female problems gamblers (33.2%) to report the length of time since first experiencing problems with gambling as being more than ten years.

Most recent referral source

- Gambling Helpline was the most commonly reported “most recent referral source” (reported by 20.5% of clients).

Income and expenditure

- 46.8% of problem gamblers reported their principal source of income as being full-time employment, 20.1% pension (e.g. aged, disability), 14.4% temporary benefit (e.g. unemployment), and 12.3% part-time employment.
- 44.9% of problem gamblers reported their weekly individual income (net) as being less than \$500. A higher percentage of females (56.2%) than males (39.9%) reported their weekly individual income (net) as being less than \$500.

- 68.9% of problem gamblers reported their weekly gambling losses as being \$200 or more. A higher percentage of males (71.0%) than females (64.1%) reported their weekly gambling losses as being \$200 or more.

Mental health, substance abuse and legal history

- 38.9% of problem gamblers reported ever having been diagnosed with anxiety, 50.2% reported ever having been diagnosed with depression, 28.7% reported ever having had a problem with alcohol, 19.0% reported ever having had a problem with other drugs, 40.3% reported ever having had thoughts about committing suicide, 13.3% reported ever having had attempted suicide, and 19.2% reported ever having had committed an offence related to their gambling problem.

Refusal to consent to data collection

- Across all services, 14.0% of clients were reported as having refused to consent to data collection (compared with 11.7% for the 2009/10 reporting period).

Background

The RGF Client Data Set (CDS) was formally implemented on 1 July 2003. From 1 July to 31 December 2003, CDS data were collected using standard paper forms. A web-based CDS was formally implemented on 1 January 2004.

The present report covers the data collection period 1 July 2010 to 30 June 2011. Previous reports on the CDS data are available on the NSW Office of Liquor, Gaming and Racing website.

Only those clients who received at least one counselling session between 1 July 2010 and 30 June 2011 were included in the final data set. Non-consenting clients were counted in the current report, though their demographic and gambling-related data were not included. The response options for each data item are displayed in the paper data collection form in Appendix A.

Data from all 45 counselling services funded by the RGF during the 1 July 2010 to 30 June 2011 period were included in the final data set. A list of these services by region is provided in Appendix B. Data on clients seen by volunteer counsellors were included. Client and session data from Wesley Community Legal Service were not included, as they provide legal services rather than problem gambling counselling or financial counselling services. No data from the Gambling Helpline service were included as this service has an independent data collection system.

A small number of services were funded across more than one region during the reporting period. For the purpose of this report, such services were classified as being solely within the region in which the majority of their counselling sessions were conducted.

All data were analysed using SPSS software.

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Client Numbers

A total of 4,237 clients received counselling services between 1 July 2010 and 30 June 2011.

Table 1 displays the breakdown of client numbers by region. When the statewide service was excluded, the data showed that 59.9% of clients were counselled by services within the three Sydney regions (Coastal Sydney, Western Sydney, South West Sydney). This is broadly consistent with the fact that 56.8% of RGF funded counselling services (excluding the statewide service) were located in the three Sydney regions.

Table 1: The number of services and the number and percentage of clients in each region

Region	Number of services	Number of clients	Percentage of all clients	Percentage of clients (excluding statewide service)
Statewide	1	271	6.4	N/A
North Coast	3	323	7.6	8.1
New England/North West	2	89	2.1	2.2
Illawarra	1	295	7.0	7.4
Hunter	4	193	4.6	4.9
Western NSW	2	119	2.8	3.0
Central Coast	3	198	4.7	5.0
South East	1	65	1.5	1.6
Riverina/Murray	3	309	7.3	7.8
Western Sydney	7	786	18.6	19.8
South West Sydney	7	392	9.3	9.9
Coastal Sydney	11	1197	28.3	30.2
NSW	45	4237	100.0	100.0

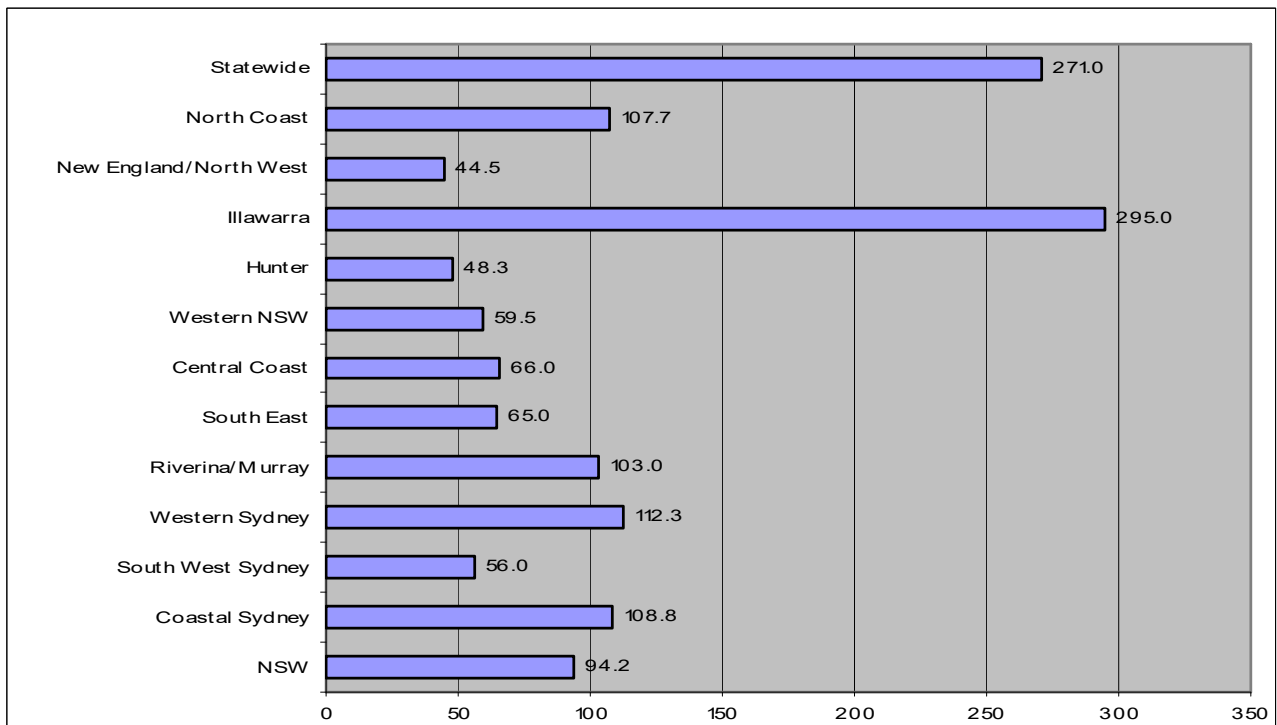
Table 2 displays the annual percentage change in clients and counselling sessions for the past five financial years. While the number of clients in 2010/11 decreased by 5.7% from 2009/10, the number of counselling sessions only decreased by 0.7%.

Table 2: Annual percentage change in clients and sessions for the past five financial years

Year	Number of clients	Percentage change from previous year	Number of sessions	Percentage change from previous year
2010/11	4,237	-5.7%	19,819	-0.7%
2009/10	4,495	+2.6%	19,966	+7.9%
2008/09	4,382	-10.2%	18,498	-4.0%
2007/08	4,880	-10.7%	19,277	-11.7%
2006/07	5,462	+10.9%	21,832	+8.8%
2005/06	4,924	N/A	20,066	N/A

Figure 1 displays the client to service ratio in each region. Across NSW, the client to service ratio was 94.2 clients per service. The highest client to service ratios were found in the Illawarra region (295.0 clients per service), the statewide service (271.0 clients per service), and the Western Sydney region (112.3 clients per service). The lowest client to service ratios were found in the New England/North West (44.5 clients per service), Hunter (48.3 clients per service), and South West Sydney (56.0 clients per service) regions.

Figure 1: The client to service ratio in each region



Session Numbers, Durations, and Locations

A total of 15,594 individual face-to-face counselling sessions (13,964 problem gambling; 1,630 financial), 3,430 telephone counselling sessions (2,357 problem gambling; 1,073 financial), 450 couple/family counselling sessions (369 problem gambling; 81 financial), 158 group counselling sessions (157 problem gambling; 1 financial), and 187 on-line counselling sessions (42 problem gambling; 145 financial) were recorded as having been delivered between 1 July 2010 and 30 June 2011. Table 3 displays a breakdown of these sessions by region.

Table 4 displays the number of clients, the number of counselling sessions, and the session to client ratio in each region. Across all services, the session to client ratio was 4.7 sessions per client. The highest session to client ratio was found in the South East region (6.6 sessions per client). The lowest session to client ratio was found in the Western NSW region (3.3 sessions per client).

Table 5 displays the number and percentage of clients in each region reporting only one problem gambling counselling session. Across all services, 29.5% of clients who received problem gambling counselling reported only one problem gambling counselling session during the reporting period. This percentage was

highest in the statewide service (45.8%) and the Illawarra region (38.7%), and lowest in the South East (15.4%) and South West Sydney (23.2%) regions.

Table 3: The number of individual face-to-face, telephone, couple/family, group, and on-line problem gambling (PG) and financial (F) counselling sessions in each region

Region	Individual face-to-face sessions		Telephone sessions		Couple/family sessions		Group sessions		On-line sessions		Total sessions	
	PG	F	PG	F	PG	F	PG	F	PG	F	PG	F
Statewide	420	0	522	0	10	0	0	0	2	0	954	0
North Coast	1100	77	238	3	54	3	0	0	4	0	1396	83
New England/ North West	277	32	9	40	11	0	40	0	0	0	337	72
Illawarra	813	180	94	110	10	3	0	0	10	11	927	304
Hunter	695	4	56	0	7	0	0	0	0	0	758	4
Western NSW	308	14	44	2	11	0	0	0	17	0	380	16
Central Coast	614	7	118	0	41	1	1	0	4	0	778	8
South East	351	0	75	0	6	0	0	0	0	0	432	0
Riverina/ Murray	375	316	59	474	9	37	2	1	0	0	445	828
Western Sydney	2657	248	441	83	126	1	58	0	5	26	3287	358
South West Sydney	1477	104	485	161	32	11	0	0	0	0	1994	276
Coastal Sydney	4877	648	216	200	52	25	56	0	0	108	5201	981
NSW	13964	1630	2357	1073	369	81	157	1	42	145	16889	2930

Table 6 displays the number and percentage of clients in each region reporting only one financial counselling session. Across all services, 42.5% of clients who received financial counselling reported only one financial counselling session during the reporting period. This percentage was highest in the Central Coast region (87.5%) and lowest in the South West Sydney region (12.5%).

Table 4: The number of clients, the number of counselling sessions, and the session to client ratio in each region

Region	Number of clients	Number of counselling sessions	Session to client ratio
Statewide	271	954	3.5
North Coast	323	1479	4.6
New England/ North West	89	409	4.6
Illawarra	295	1231	4.2
Hunter	193	762	3.9
Western NSW	119	396	3.3
Central Coast	198	786	4.0
South East	65	432	6.6
Riverina/Murray	309	1273	4.1
Western Sydney	786	3645	4.6
South West Sydney	392	2270	5.8
Coastal Sydney	1197	6182	5.2
NSW	4237	19819	4.7

Table 5: The number and percentage of clients in each region reporting only one problem gambling counselling session

Region	Number of clients reporting problem gambling counselling sessions	Number of clients reporting only one problem gambling counselling session	Percentage of clients reporting only one problem gambling counselling session
Statewide	271	124	45.8
North Coast	288	95	33.0
New England/North West	79	22	27.8
Illawarra	199	77	38.7
Hunter	191	69	36.1
Western NSW	117	39	33.3
Central Coast	190	64	33.7
South East	65	10	15.4
Riverina/Murray	122	30	24.6
Western Sydney	676	164	24.3
South West Sydney	353	82	23.2
Coastal Sydney	1016	276	27.2
NSW	3567	1052	29.5

Table 6: The number and percentage of clients in each region reporting only one financial counselling session

Region	Number of clients reporting financial counselling sessions	Number of clients reporting only one financial counselling session	Percentage of clients reporting only one financial counselling session
Statewide	0	0	N/A
North Coast	40	17	42.5
New England/North West	10	3	30.0
Illawarra	112	55	49.1
Hunter	3	2	66.7
Western NSW	10	6	60.0
Central Coast	8	7	87.5
South East	0	0	N/A
Riverina/Murray	202	78	38.6
Western Sydney	138	78	56.5
South West Sydney	48	6	12.5
Coastal Sydney	246	95	38.6
NSW	817	347	42.5

As can be seen in Tables 5 and 6, the percentage of financial counselling clients who received only one financial counselling session (42.5%) was higher than the percentage of problem gambling counselling clients who received only one problem gambling counselling session (29.5%).

Figure 2 displays the mean individual face-to-face counselling session duration for each region. Across all services, the mean individual face-to-face session duration was 67.1 minutes. The highest mean individual face-to-face session durations were found in the statewide service (81.5 mins) and the Illawarra region (79.5 mins). The lowest mean individual face-to-face session durations were found in the South West Sydney (59.0 mins) and South East (61.2 mins) regions.

Figure 3 displays the mean telephone counselling session duration for each region. Across all services, the mean telephone counselling session duration was 29.8 minutes. The highest mean telephone counselling session durations were found in the South East region (49.8 mins) and the statewide service (34.8 mins). The lowest mean telephone counselling session duration was found in the New England/North West region (22.4 mins).

As might be expected, the mean individual face-to-face counselling session duration across all services (67.1 mins) is much higher than the mean telephone counselling session duration across all services (29.8 mins). The mean individual face-to-face counselling session duration is higher for financial counselling sessions (77.6 mins) than for problem gambling counselling sessions (65.8 mins), while the mean telephone counselling session duration is lower for financial counselling sessions (26.4 mins) than for problem gambling counselling sessions (31.3 mins).

Figure 4 displays the mean couple/family counselling session duration for each region. Across all services, the mean couple/family counselling session duration was 76.1 minutes. The highest mean couple/family counselling session durations were found in the statewide service (91.5 mins) and in the North Coast region (89.7 mins). The lowest mean couple/family counselling session durations were found in the Riverina/Murray (56.4 mins) and South East (60.0 mins) regions.

Figure 2: The mean individual face-to-face counselling session duration (mins) in each region

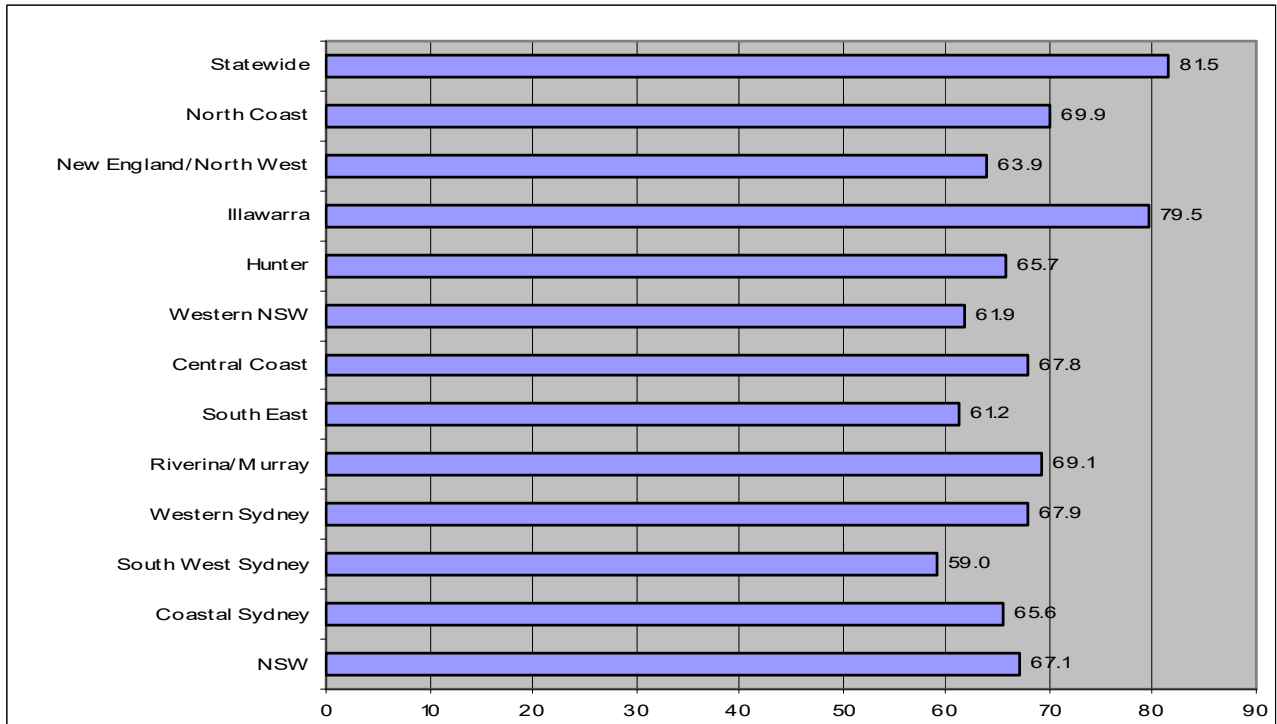


Figure 3: The mean telephone counselling session duration (mins) in each region

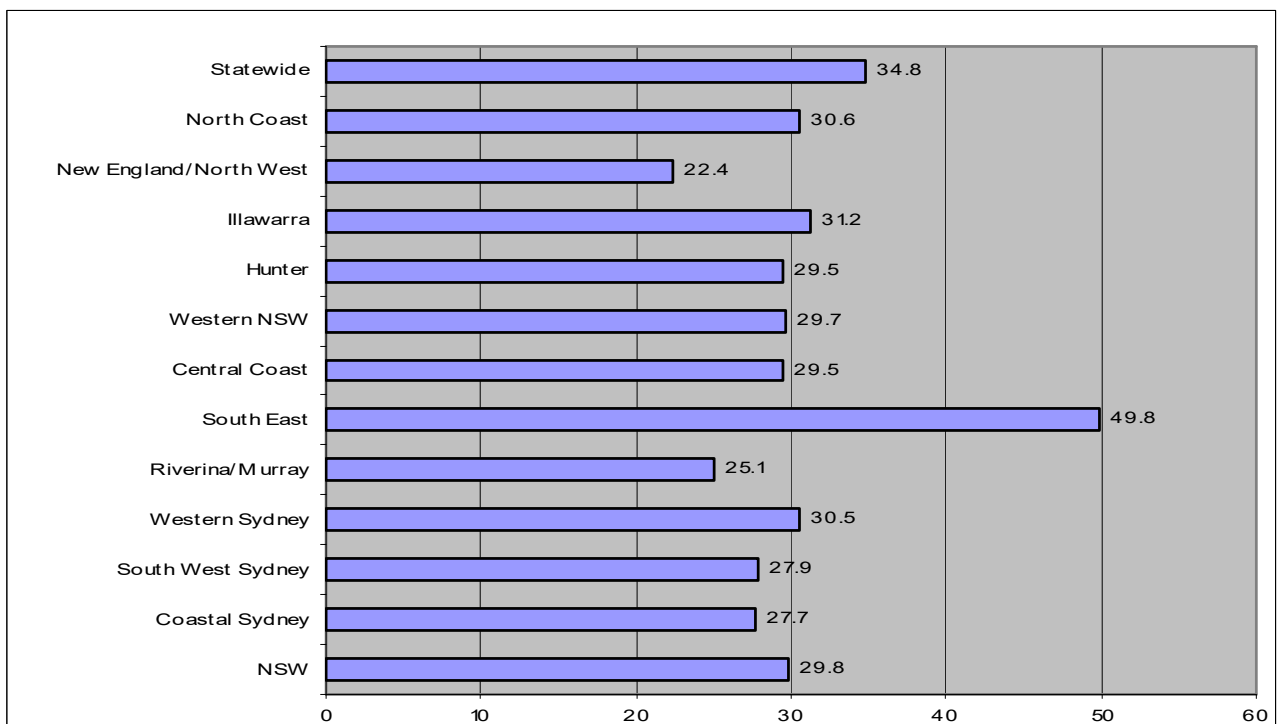


Figure 4: The mean couple/family counselling session duration (mins) in each region

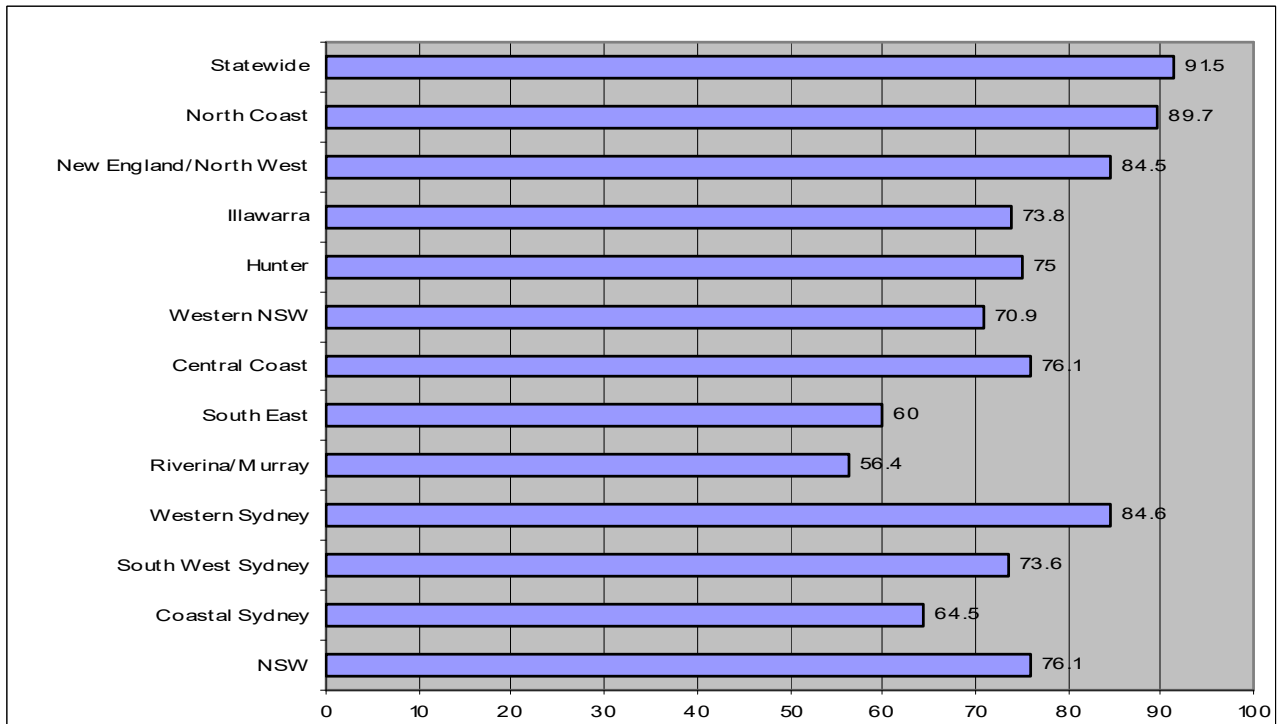


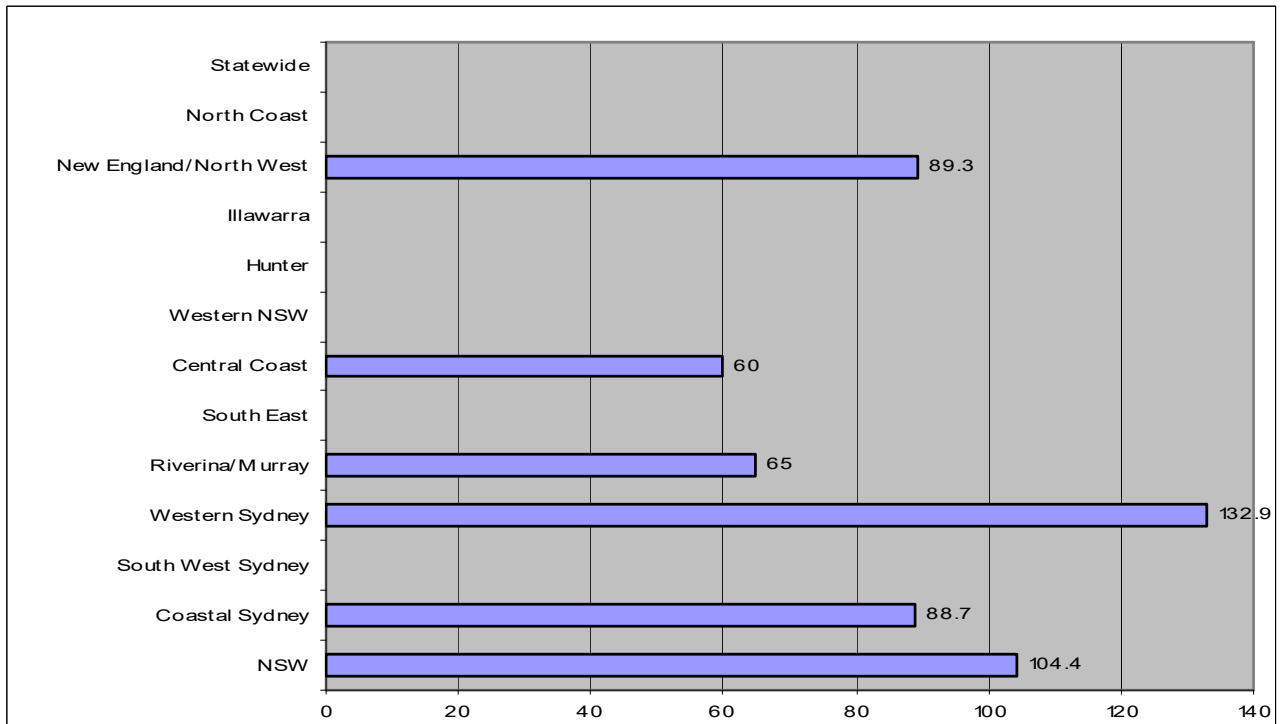
Figure 5 displays the mean group counselling session duration for each region. Across all services, the mean group counselling session duration was 104.4 minutes. The highest mean group counselling session duration was found in the Western Sydney region (132.9 mins). The lowest mean group counselling session duration was found in the Central Coast region (60.0 mins). With the exception of the Central Coast region, the mean group counselling session duration was higher than the mean couple/family counselling session duration in every region of NSW in which such sessions were recorded.

Of the 450 couple/family counselling sessions delivered across NSW, 97.6% contained 2 clients and 2.4% contained 3 clients.

Of the 158 group counselling sessions delivered across NSW, 27.2% contained 2-3 clients and 72.8% contained 4-9 clients.

Table 7 displays the number of counselling sessions conducted in the 20 most frequently reported counselling locations. Counselling sessions were conducted in 194 suburbs across NSW. At least two counselling sessions were conducted in 177 suburbs, and at least 100 counselling sessions were conducted in 41 suburbs.

Table 8 displays the number of suburbs in which counselling was conducted by services in each region. The statewide service (40) and services in the Coastal Sydney (33) and Western NSW (20) regions conducted counselling in the largest number of suburbs. Services in the New England/North West (7) and South West Sydney (8) regions conducted counselling in the smallest number of suburbs.

Figure 5: The mean group counselling session duration (mins) in each region**Table 7: The number of counselling sessions conducted in the 20 most frequently reported counselling locations**

Rank	Suburb	Number of counselling sessions
1	Darlinghurst	1372
2	Sydney	836
3	Parramatta	828
4	Kingswood	786
5	Darlington	671
6	Bankstown	618
7	Blacktown	433
8	Campsie	431
9	Lidcombe	429
10	Albury	395
11	Liverpool	369
12	St Leonards	368
13	Haymarket	362
14	Gordon	360
15	Mount Druitt	360
16	Wollongong	341
17	Hornsby	308
18	Cabramatta	266
19	Dapto	260
20	Wagga Wagga	245

Table 8: The number of suburbs in which counselling was conducted by services in each region

Region	Number of suburbs in which counselling was conducted
Statewide	40
North Coast	19
New England/North West	7
Illawarra	9
Hunter	19
Western NSW	20
Central Coast	10
South East	15
Riverina/Murray	14
Western Sydney	17
South West Sydney	8
Coastal Sydney	33

Counselling sessions were conducted in a total of 235 individual service locations across NSW. At least two counselling sessions were conducted in 210 individual service locations, and at least 100 counselling sessions were conducted in 44 individual service locations.

Sex

Responses for this variable were obtained for 86.0% of all clients, and 100% of consenting clients.

Table 9 displays the breakdown of client numbers by sex in each region. Of the clients counselled during the reporting period, 60.7% were male and 39.3% were female. The percentage of males was higher in regions such as Coastal Sydney (69.8%), South West Sydney (68.6%), and Western Sydney (60.8%). The percentage of females was higher in regions such as South East (57.4%), Riverina/Murray (50.2%), and North Coast (49.8%).

Table 9: The number and percentage of male and female clients in each region

Region	Males		Females	
	Number	%	Number	%
Statewide	57	52.8	51	47.2
North Coast	151	50.2	150	49.8
New England/North West	40	54.8	33	45.2
Illawarra	156	54.2	132	45.8
Hunter	100	58.1	72	41.9
Western NSW	67	57.3	50	42.7
Central Coast	93	58.9	65	41.1
South East	26	42.6	35	57.4
Riverina/Murray	153	49.8	154	50.2
Western Sydney	424	60.8	273	39.2
South West Sydney	232	68.6	106	31.4
Coastal Sydney	714	69.8	309	30.2
NSW	2213	60.7	1430	39.3

Age

Responses for this variable were obtained for 84.3% of all clients, and 98.1% of consenting clients. Where year of birth or age were given by the client, rather than date of birth, the day and month of birth were set to 1 January of the year of birth. Age at 1 July 2010 was calculated for all clients and used in all age-related analyses.

Table 10 displays the breakdown of mean age by sex in each region. Table 11 displays the breakdown of client numbers by age ranges and sex.

Across all services, the mean age for female clients (45.4 yrs) was greater than that for male clients (40.0 yrs). This pattern was found in every region of the state. Of those clients aged 18-34, 73.5% were male. Of those clients aged 50-64 yrs, 51.7% were female.

The mean age of clients from regions such as South West Sydney (40.8 yrs), Illawarra (40.8 yrs), and Hunter (41.3 yrs) was lower than for clients from regions such as South East (45.3 yrs), North Coast (44.5 yrs), and the statewide service (44.2 yrs).

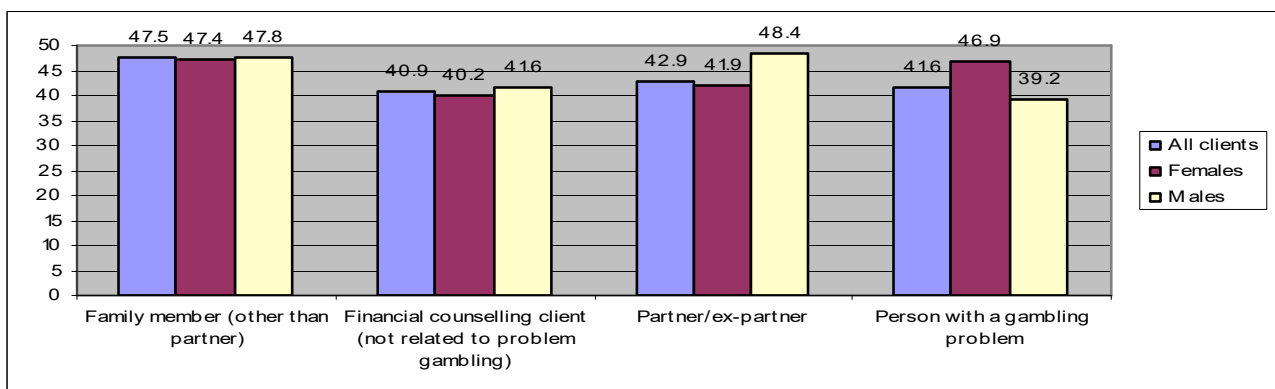
Figure 6 displays the breakdown of mean age by sex and client status. Among males, partners/ex-partners (48.4 yrs) and family members (47.8 yrs) tended to be older than problem gamblers (39.2 yrs). Among females, partners/ex-partners (41.9 yrs) tended to be younger than problem gamblers (46.9 yrs) and family members (47.4 yrs).

Table 10: The mean age of male and female clients in each region

Region	Mean age for male clients (yrs)	Mean age for female clients (yrs)	Mean age across all clients (yrs)
Statewide	43.6	44.9	44.2
North Coast	42.7	46.4	44.5
New England/North West	38.8	46.4	42.2
Illawarra	38.3	43.7	40.8
Hunter	37.6	46.4	41.3
Western NSW	38.9	45.8	41.8
Central Coast	40.4	47.9	43.3
South East	42.4	47.4	45.3
Riverina/Murray	41.5	43.8	42.7
Western Sydney	40.5	45.3	42.4
South West Sydney	39.5	43.6	40.8
Coastal Sydney	39.6	46.2	41.5
NSW	40.0	45.4	42.1

Table 11: The number and percentage of male and female clients in each age range

Age	Males		Females	
	Number	%	Number	%
<18 years	7	38.9	11	61.1
18-34 years	842	73.5	304	26.5
35-49 years	833	60.0	556	40.0
50-64 years	419	48.3	449	51.7
65+ years	75	49.3	77	50.7

Figure 6: The mean age (yrs) of male and female clients by client status

Suburb of Residence

Responses for this variable were obtained for 85.8% of all clients, and 99.8% of consenting clients.

Table 12 displays the 20 most commonly reported suburbs of residence for all clients during the reporting period (in descending order), and the 20 most commonly reported suburbs of residence for clients identifying themselves as problem gamblers (in descending order). Nine clients reported “no fixed address” as their place of residence, and all of these clients were problem gamblers.

Table 12: The 20 most commonly reported suburbs of residence for all clients, and the 20 most commonly reported suburbs of residence for clients identifying themselves as problem gamblers

Rank	Suburb of residence	Number of clients	Rank	Suburb of residence	Number of clients identifying themselves as problem gamblers
1	Albury	62	1	Surry Hills	35
2	Lavington	54	2	Albury	28
3	Wagga Wagga	53	3	Wagga Wagga	28
4	Surry Hills	43	4	Lavington	27
5	Nowra	35	5	Broken Hill	24
6	Port Macquarie	32	6	Penrith	24
7	Mount Druitt	30	7	Dubbo	23
8	Bankstown	28	8	Mount Druitt	23
9	Dubbo	27	9	Port Macquarie	22
10	Penrith	27	10	Blacktown	21
11	Blacktown	26	11	Hornsby	20
12	Broken Hill	26	12	Bankstown	19
13	Coffs Harbour	26	13	Campsie	18
14	Campsie	24	14	Tamworth	18
15	Armidale	22	15	Auburn	17
16	Goulburn	22	16	Cabramatta	17
17	Hornsby	22	17	Fairfield	17
18	Punchbowl	22	18	Goulburn	17
19	Auburn	21	19	Marrickville	17
20	Tamworth	21	20	Newtown	17

Country of Birth

Responses for this variable were obtained for 85.6% of all clients, and 99.6% of consenting clients.

Table 13 displays the 23 most frequently reported countries of birth across all clients. Of those clients identifying their country of birth, 70.6% stated that they were born in Australia. Other than Australia, the most common countries of birth were Vietnam (3.3%), New Zealand (2.6%), England (2.4%), and China (2.3%).

Of those clients identifying their country of birth as a country other than Australia, 225 (21.1%) were born in a country where the main language is English (England, Scotland, Wales, Ireland, Northern Ireland, New Zealand, Canada, U.S.A.), and 840 (78.9%) were born in a country where the main language is other than English.

Table 13: The number and percentage of clients born in the 23 most frequently reported countries of birth

Rank	Country of birth	Number of clients	Percentage of clients
1	Australia	2562	70.6
2	Vietnam	119	3.3
3	New Zealand	96	2.6
4	England	88	2.4
5	China (excludes SARs* and Taiwan Province)	83	2.3
6	Lebanon	68	1.9
7	Philippines	54	1.5
8	Italy	30	0.8
9	South Korea	29	0.8
10	Egypt	28	0.8
11	Greece	25	0.7
12	Turkey	23	0.6
13	Hong Kong	18	0.5
14	Iraq	18	0.5
15	Thailand	18	0.5
16	Ireland	17	0.5
17	India	15	0.4
18	Fiji	14	0.4
19	Iran	13	0.4
20	Croatia	12	0.3
21	Germany	12	0.3
22	Malaysia	12	0.3
23	South Africa	12	0.3

* SAR = Special Administrative Region

Main Language other than English Spoken at Home

Responses for this variable were obtained for 85.0% of all clients, and 98.9% of consenting clients.

Table 14 displays the 23 most frequently reported main languages other than English spoken at home across all clients. A total of 782 clients (21.7%) reported that they spoke a language other than English at home. Of these clients, the most common languages reported were Arabic (19.2%), Vietnamese (13.2%), Cantonese (8.3%), Greek (5.9%), and Italian (5.6%). Among clients who reported speaking a language other than English at home, 39.8% spoke a Chinese or Southeast Asian language.

Table 14: The number and percentage of clients reporting the 23 most frequently reported main languages other than English spoken at home

Rank	Main language other than English spoken at home	Number of clients	Percentage of clients
1	Arabic	150	19.2
2	Vietnamese	103	13.2
3	Cantonese	65	8.3
4	Greek	46	5.9
5	Italian	44	5.6
6	Mandarin	36	4.6
7	Tagalog	31	4.0
8	Chinese, nec*	29	3.7
9	Korean	27	3.5
10	Spanish	23	2.9
11	Turkish	20	2.6
12	Thai	12	1.5
13	Hindi	11	1.4
14	Macedonian	9	1.2
15	Croatian	8	1.0
16	Polish	8	1.0
17	Fijian	7	0.9
18	French	7	0.9
19	German	7	0.9
20	Indonesian	7	0.9
21	Portuguese	7	0.9
22	Russian	7	0.9
23	Samoan	7	0.9

* nec = not elsewhere classified

Table 15 displays the preferred gambling venue for those problem gamblers who speak English only at home and those who speak a language other than English at home. The percentage of problem gamblers who reported casino as their preferred gambling venue was much higher among clients who speak a language other than English at home (18.3%) than among clients who speak English only at home (2.9%). It is interesting to note that 70.3% of problem gamblers who speak a language other than English at home and who report the casino as their preferred gambling venue, speak Chinese or a South-East Asian language at home. The percentage of problem gamblers who reported hotel/pub as their preferred gambling venue was lower among clients who speak a language other than English at home (25.0%) than among clients who speak English only at home (41.2%).

Table 15: Preferred gambling venues for those problem gamblers who speak English only at home and those who speak a language other than English at home

Preferred gambling venue	Percentage of clients who speak English only at home	Percentage of clients who speak a language other than English at home
Casino	2.9	18.3
Club	42.9	46.6
Home	2.6	1.6
Hotel/pub	41.2	25.0
Newsagent	0.6	1.1
On course (racing & sports betting)	0.8	0.2
TAB	8.9	6.9
Work	0.2	0.0
Other	0.0	0.4

Spoken English Proficiency

Responses for this variable were obtained for 85.7% of all clients, and 99.7% of consenting clients.

Table 16 displays the breakdown for spoken English proficiency by region. A total of 188 clients (23.2%) who reported speaking a language other than English at home (and responded to the spoken English proficiency item) indicated that they spoke English “not well” or “not at all”. With the exception of three clients in the Illawarra region, and one client in the South East region, all of these clients were counselled by services located in the three Sydney regions (including the statewide Multicultural Problem Gambling Service). This finding is consistent with the fact that all RGF-funded ethno-specific services were located in these regions during the reporting period.

Excluding the South East region where only one non-English speaking client was reported, the highest percentages of clients who spoke a language other than English at home, and who reported speaking

English “not well” or “not at all”, were found in the statewide service (52.8%) and in the South West Sydney region (35.5%).

Table 16: The number of clients within each spoken English proficiency category, and the percentage of clients in each region who speak a language other than English at home and who reported speaking English “not well’ or “not at all”

Region	Not applicable (i.e. speaks English only)	Very well	Well	Not well	Not at all	% of clients who speak a language other than English at home and who reported speaking English “not well’ or “not at all”
Statewide	2	16	34	54	2	52.8
North Coast	292	5	2	0	0	0.0
New England/ North West	71	0	2	0	0	0.0
Illawarra	257	16	12	3	0	9.7
Hunter	165	6	1	0	0	0.0
Western NSW	115	2	0	0	0	0.0
Central Coast	154	4	0	0	0	0.0
South East	60	0	0	1	0	100.0
Riverina/Murray	300	4	1	0	0	0.0
Western Sydney	504	91	64	28	2	16.2
South West Sydney	121	71	69	75	2	35.5
Coastal Sydney	780	175	47	20	1	8.6
NSW	2821	390	232	181	7	23.2

Indigenous Status

Responses for this variable were obtained for 84.9% of all clients, and 98.8% of consenting clients.

Table 17 displays the breakdown for indigenous status by region and gender. Of those clients who indicated their indigenous status, 151 (4.2%) reported that they were indigenous. The highest percentages of indigenous clients were recorded by services in the New England/North West (22.2%) and Western NSW (16.4%) regions.

The percentage of indigenous clients who are female (41.1%) was similar to the percentage of all clients who are female (39.3%). Of those regions with at least 10 indigenous clients, the highest percentages of indigenous clients who are female were found in the Western NSW (57.9%) and Riverina/Murray (56.5%) regions.

Table 17: The number and percentage of indigenous clients, by region and sex

Region	Number of non-indigenous clients	Number of indigenous clients	Percentage of indigenous clients	Number of indigenous clients (male)	Number of indigenous clients (female)
Statewide	106	0	0.0	0	0
North Coast	280	17	5.7	11	6
New England/ North West	56	16	22.2	8	8
Illawarra	269	18	6.3	13	5
Hunter	164	7	4.1	4	3
Western NSW	97	19	16.4	8	11
Central Coast	148	5	3.3	3	2
South East	57	4	6.6	0	4
Riverina/Murray	281	23	7.6	10	13
Western Sydney	664	19	2.8	13	6
South West Sydney	332	3	0.9	2	1
Coastal Sydney	994	20	2.0	17	3
NSW	3448	151	4.2	89	62

With regard to client status, 88.0% of indigenous clients identified themselves as a person with a gambling problem, and 8.0% identified themselves as a partner/ex-partner or family member of a problem gambler.

Among indigenous problem gamblers, 54.2% identified hotel/pub as the preferred gambling venue, and 35.0% identified club.

Among indigenous problem gamblers, 83.3% identified gaming machines as the principal gambling activity, and 15.9% identified horse/dog races.

Caution should be exercised in interpreting the above figures, given the small number of indigenous clients.

Client Status

Client status was recorded for 85.9% of all clients, and 99.9% of consenting clients.

Table 18 displays the breakdown of client status by sex. With regard to client status, 76.8% of clients identified themselves as a person with a gambling problem, 10.9% identified themselves as the partner/ex-partner of a problem gambler, 5.5% identified themselves as a family member (other than partner), and 4.3% identified themselves as a financial counselling client (not related to problem gambling). Clients identifying themselves as problem gamblers were more commonly male (69.4%), whereas clients identifying

themselves as a partner/ex-partner or family member of a problem gambler were more commonly female (77.3%).

Table 18: The number and percentage of male and female clients within each client status category

Client Status	Male		Female		Total number of clients	Percentage of total clients
	Number	%	Number	%		
Person with gambling problem	1940	69.4	855	30.6	2795	76.8
Partner/ex-partner	57	14.4	339	85.6	396	10.9
Family member (other than partner)	78	39.2	121	60.8	199	5.5
Friend	26	50.0	26	50.0	52	1.4
Colleague or employer	3	60.0	2	40.0	5	0.1
Financial counselling client (not related to problem gambling)	75	47.8	82	52.2	157	4.3
Other	32	91.4	3	8.6	35	1.0

Table 19 displays the breakdown of client status by region. When “Not stated/inadequately described” responses were excluded, the highest percentages of clients who identified themselves as problem gamblers were found in the Western NSW (92.3%) and Hunter (89.0%) regions. The highest percentages of clients who identified themselves as partners/ex-partners of problem gamblers were found in the statewide service (22.2%) and in the South East region (18.0%). Interestingly, 50.0% of clients who identified themselves as a friend were found in the Riverina/Murray region.

Table 19: The number and percentage of clients in each region within each client status category

Region	Person with gambling problem		Partner/ ex-partner		Family member (other than partner)		Friend		Financial counselling client (not related to problem gambling)	
	No.	%	No.	%	No.	%	No.	%	No.	%
Statewide	71	65.7	24	22.2	13	12.0	0	0.0	0	0.0
North Coast	222	73.8	45	15.0	20	6.6	5	1.7	8	2.7
New England/ North West	55	75.3	11	15.1	5	6.8	2	2.7	0	0.0
Illawarra	177	61.7	40	13.9	38	13.2	1	0.3	31	10.8
Hunter	153	89.0	16	9.3	2	1.2	0	0.0	0	0.0
Western NSW	108	92.3	8	6.8	1	0.9	0	0.0	0	0.0
Central Coast	133	84.2	21	13.3	3	1.9	1	0.6	0	0.0
South East	45	73.8	11	18.0	5	8.2	0	0.0	0	0.0
Riverina/ Murray	170	55.6	39	12.7	36	11.8	26	8.5	35	11.4
Western Sydney	525	75.4	88	12.6	36	5.2	6	0.9	13	1.9
South West Sydney	268	79.3	21	6.2	8	2.4	0	0.0	36	10.7
Coastal Sydney	868	84.9	72	7.0	32	3.1	11	1.1	34	3.3
NSW	2795	76.8	396	10.9	199	5.5	52	1.4	157	4.3

Preferred Gambling Suburb

Responses for this variable were obtained for 95.2% of all clients who identified themselves as a person with a gambling problem. A further 3.6% reported "no preference".

Table 20 displays the 20 most frequently reported preferred gambling suburbs for problem gamblers (in descending order).

Table 21 displays the number and percentage of problem gamblers in each region who gave the same response for suburb of residence and preferred gambling suburb. It can be seen that 60.4% of all problem gamblers who reported a preferred gambling suburb reported the same suburb as their suburb of residence. This percentage was highest in the Western NSW (90.7%) and South East (79.5%) regions, and lowest in the South West Sydney (48.1%) and Illawarra (52.0%) regions. It is apparent that the larger, more rural regions (Western NSW, New England/North West, Riverina/Murray, North Coast, South East) had the

highest percentages of problem gamblers whose suburb of residence and preferred gambling suburb were identical.

Table 20: The number of problem gamblers reporting the 20 most frequently reported preferred gambling suburbs

Rank	Preferred gambling suburb	Number of clients	Rank	Preferred gambling suburb	Number of clients
1	Sydney	188	11	Hornsby	30
2	Pyrromont	61	12	Mount Druitt	28
3	Albury	52	13	Fairfield	26
4	Penrith	49	14	Port Macquarie	25
5	Blacktown	36	15	Surry Hills	25
6	Bankstown	35	16	Broken Hill	24
7	Wagga Wagga	35	17	Dubbo	24
8	Parramatta	34	18	Goulburn	21
9	Cabramatta	32	19	Nowra	21
10	Wollongong	31	20	Tweed Heads	21

Table 21: The number and percentage of problem gamblers in each region who gave the same response for their suburb of residence and preferred gambling suburb

Region	Number of problem gamblers reporting the same suburb of residence and preferred gambling suburb	Percentage of problem gamblers reporting the same suburb of residence and preferred gambling suburb
Statewide	44	62.0
North Coast	151	68.0
New England/North West	40	72.7
Illawarra	92	52.0
Hunter	88	60.7
Western NSW	97	90.7
Central Coast	71	55.0
South East	35	79.5
Riverina/Murray	120	71.0
Western Sydney	280	59.6
South West Sydney	124	48.1
Coastal Sydney	465	57.1
NSW	1607	60.4

Preferred Gambling Venue

Responses for this variable were obtained for 94.5% of all clients who identified themselves as a person with a gambling problem. A further 3.0% reported “no preference”.

Table 22 displays the breakdown of preferred gambling venue by sex. Across all problem gamblers, the most frequently recorded preferred gambling venues were club (43.6%) and hotel/pub (37.8%). In addition, 8.4% of problem gamblers reported TAB as the preferred gambling venue, and 6.2% reported casino. Among female problem gamblers, 70.1% reported club as the preferred gambling venue, 22.8% hotel/pub, and 3.9% casino. Among male problem gamblers, 44.5% reported hotel/pub as the preferred gambling venue, 31.8% club, 11.9% TAB, and 7.2% casino.

Table 22: The number and percentage of male and female problem gamblers who reported each preferred gambling venue

Preferred gambling venue	Male		Female	
	Number	%	Number	%
Casino	132	7.2	32	3.9
TAB	218	11.9	5	0.6
On course (racing & sports betting)	16	0.9	1	0.1
Club	581	31.8	569	70.1
Hotel/pub	813	44.5	185	22.8
Newsagent	11	0.6	8	1.0
Home	52	2.8	11	1.4
Work	4	0.2	0	0.0
Other	1	0.1	1	0.1
Total	1828	100.0	812	100.0

Table 23 displays the breakdown of preferred gambling venue by region. The regions with the highest percentage of problem gamblers reporting club as the preferred gambling venue were South East (86.7%), North Coast (58.5%), and South West Sydney (54.6%). The regions with the highest percentage of problem gamblers reporting hotel/pub as the preferred gambling venue were Coastal Sydney (49.5%), Riverina/Murray (39.4%), and Western NSW (39.2%). Interestingly, the Coastal Sydney region had the lowest percentage of problem gamblers whose preferred gambling venue was club (26.9%).

Casino was the preferred gambling venue for 16.4% of problem gambling clients of the statewide service, and 11.2% of problem gambling clients serviced in the South West Sydney region. The highest percentages of problem gamblers reporting TAB as the preferred gambling venue were recorded in the New England/North West (18.9%) and Central Coast (12.7%) regions.

Table 23: The number of problem gamblers in each region who reported each preferred gambling venue

Region	Casino	TAB	On course (racing & sports betting)						
			Club	Hotel/pub	Newsagent	Home	Work	Other	
Statewide	11	2	0	33	17	1	3	0	0
North Coast	6	10	0	124	64	0	7	1	0
New England/ North West	0	10	0	21	19	1	2	0	0
Illawarra	11	17	0	94	51	0	2	0	0
Hunter	0	11	1	74	48	0	5	0	0
Western NSW	1	6	0	50	38	0	2	0	0
Central Coast	1	16	1	65	36	0	6	1	0
South East	0	1	0	39	5	0	0	0	0
Riverina/Murray	3	9	3	66	56	3	2	0	0
Western Sydney	36	42	2	218	181	3	9	1	0
South West Sydney	29	13	1	142	71	2	1	0	1
Coastal Sydney	66	86	9	224	412	9	24	1	1
NSW	164	223	17	1150	998	19	63	4	2

Principal Gambling Activity

Responses for this variable were obtained for 99.1% of all consenting clients who identified themselves as a person with a gambling problem.

Table 24 displays the breakdown of principal gambling activity by sex. Of those problem gamblers specifying a principal gambling activity, 77.7% specified gaming machines. Among males, 71.0% reported gaming machines as the principal gambling activity, 20.9% reported some form of racing or sports betting, and 4.1% reported casino table games. Among females, 92.8% reported gaming machines as the principal gambling activity and 2.8% reported casino table games.

Figure 7 and Table 25 display the breakdown of principal gambling activity by region. The highest percentages of problem gamblers reporting gaming machines as the principal gambling activity were found in the South East (88.9%), Western NSW (85.2%), and North Coast (84.4%) regions. The lowest percentages of problem gamblers reporting gaming machines as the principal gambling activity were found in the New England/North West (61.8%) and Coastal Sydney (72.7%) regions, and in the statewide service (74.3%).

Table 24: The number and percentage of male and female problem gamblers who reported each principal gambling activity

Principal gambling activity	Male		Female	
	Number	%	Number	%
Gaming machines	1365	71.0	786	92.8
Horse/dog races	313	16.3	8	0.9
Sports betting	69	3.6	3	0.4
Card games	47	2.4	7	0.8
Casino table games	79	4.1	24	2.8
Lottery products	14	0.7	13	1.5
Keno	3	0.2	0	0.0
Bingo	1	0.1	1	0.1
TAB/phonetab (racing & sports betting)*	18	0.9	0	0.0
On course (racing & sports betting)*	1	0.1	0	0.0
Other	12	0.6	5	0.6
Total	1922	100.0	847	100.0

* Obsolete responses since 1 July 2007.

Figure 7: The percentage of problem gamblers in each region who reported gaming machines as the principal gambling activity

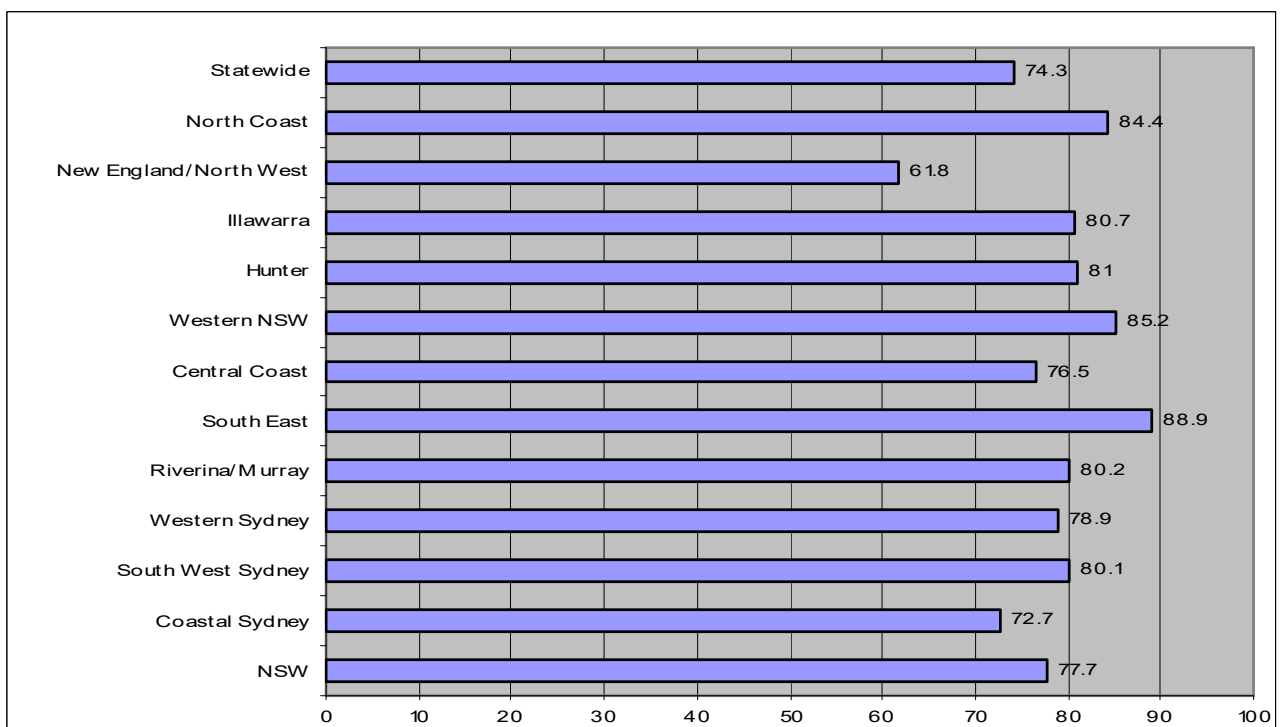


Table 25: The number of problem gamblers in each region who reported each principal gambling activity

Region	Gaming machines	Horse/dog races	Sports betting	Card games	Casino table games	Lottery products	Keno	Bingo
Statewide	52	2	3	5	5	2	0	1
North Coast	184	24	3	2	1	0	1	0
New England/ North West	34	19	0	0	0	1	0	0
Illawarra	142	19	2	4	9	0	0	0
Hunter	124	22	6	0	1	0	0	0
Western NSW	92	15	0	0	0	0	0	0
Central Coast	101	18	5	4	1	1	0	0
South East	40	5	0	0	0	0	0	0
Riverina/ Murray	134	18	3	1	2	8	0	1
Western Sydney	412	49	18	13	15	3	0	0
South West Sydney	213	16	1	8	22	2	1	0
Coastal Sydney	623	114	31	17	47	10	1	0
NSW	2151	321	72	54	103	27	3	2

Other Gambling Activities

Responses for this variable were obtained for 95.9% of all clients who identified themselves as a person with a gambling problem (excluding responses of “not stated/inadequately described”). Those clients for whom “Not stated/inadequately described” was recorded for “Other Gambling Activities” were excluded from the calculations below.

Across all clients who identified themselves as a problem gambler (and for whom a response for “Other Gambling Activities” was recorded), 56.2% reported that they engaged in no gambling activities other than their principal gambling activity.

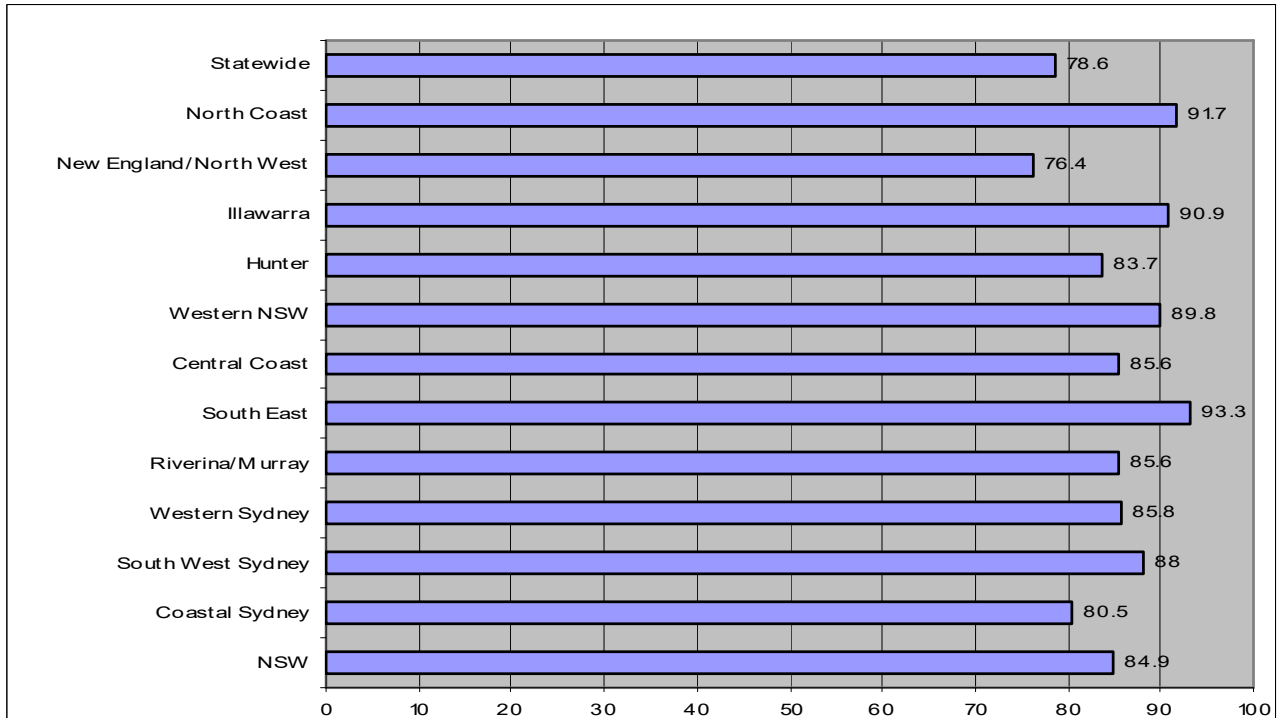
Of those gamblers who reported gaming machines as their principal gambling activity (and for whom a response for “Other Gambling Activities” was recorded), 57.7% reported no other gambling activities, 14.5% reported horse/dog races, 12.9% reported lottery products, and 8.0% reported keno.

Of those who reported horse/dog races as their principal gambling activity (and for whom a response for “Other Gambling Activities” was recorded), 40.8% reported no other gambling activities, 33.3% reported gaming machines, 29.0% reported sports betting, and 11.2% reported lottery products.

Of those who reported casino table games as their principal gambling activity (and for whom a response for “Other Gambling Activities” was recorded), 50.5% reported no other gambling activities, 29.1% reported gaming machines, 14.6% reported card games, and 7.8% reported horse/dog races.

Figure 8 displays the percentage of problem gamblers in each region who reported gaming machines as either the principal or a secondary gambling activity. Across NSW, 84.9% of problem gamblers reported gaming machines as either the principal or a secondary gambling activity. This percentage was highest in the South East (93.3%), North Coast (91.7%), and Illawarra (90.9%) regions, and lowest in the New England/North West region (76.4%), in the statewide service (78.6%), and in the Coastal Sydney region (80.5%).

Figure 8: The percentage of problem gamblers in each region who reported gaming machines as either the principal or a secondary gambling activity



Preferred Means of Accessing Gambling

Responses for this variable were obtained for 94.5% of all clients who identified themselves as a person with a gambling problem. A further 0.2% reported “no preference”.

Table 26 displays the breakdown of preferred means of accessing gambling by sex. Across all problem gamblers, 96.4% preferred to access gambling in person, 0.6% via the telephone, and 3.0% via the internet. Among female problem gamblers, 98.4% preferred to access gambling in person, 0.3% via the telephone, and 1.4% via the internet. Among male problem gamblers, 95.6% preferred to access gambling in person, 0.8% via the telephone, and 3.6% via the internet.

Table 26: The number and percentage of male and female problem gamblers who reported each preferred means of accessing gambling

Preferred means of accessing gambling	Male		Female	
	Number	%	Number	%
In person	1761	95.6	787	98.4
Telephone	14	0.8	2	0.3
Internet	67	3.6	11	1.4
Total	1842	100.0	800	100.0

Of those who reported internet as their preferred means of accessing gambling, 73.0% reported home as their preferred venue for gambling.

Of those who reported internet as their preferred means of accessing gambling, 39.5% reported sports betting as their principal gambling activity and 31.6% reported horse/dog races.

Of those who reported telephone as their preferred means of accessing gambling, 50.0% reported TAB as their preferred venue for gambling, 25.0% reported home, and 18.8% reported club.

Of those who reported telephone as their preferred means of accessing gambling, 62.5% reported horse/dog races as their principal gambling activity, 18.8% reported gaming machines, and 12.5% reported sports betting.

Length of Time Since Client First Experienced Problems with Gambling

Responses for this variable were obtained for 90.7% of all clients who identified themselves as a person with a gambling problem.

Table 27 displays the breakdown of the length of time since clients first experienced problems with gambling by sex. Across all problem gamblers, the most commonly recorded length of time since first experiencing problems with gambling was over 15 years (21.7%), and the least commonly reported was less than 1 year (5.4%). Male problem gamblers (39.5%) were more likely than female problems gamblers (33.2%) to report the length of time since first experiencing problems with gambling as being more than ten years.

Table 27: The number and percentage of male and female problem gamblers who reported each length of time since first experiencing problems with gambling category

Length of time since client first experienced problems with gambling	Male		Female	
	Number	%	Number	%
Less than 1 year	100	5.6	36	4.7
1 to 2 years	182	10.3	79	10.4
Over 2 years to 5 years	338	19.1	192	25.2
Over 5 years to 7 years	219	12.3	89	11.7
Over 7 years to 10 years	234	13.2	112	14.7
Over 10 years to 15 years	279	15.7	124	16.3
Over 15 years	422	23.8	129	17.0
Total	1774	100.0	761	100.0

Table 28 displays the breakdown of the length of time since clients first experienced problems with gambling by region. The highest percentages of problem gamblers reporting their length of time since first experiencing problems with gambling as being greater than five years were found in the Riverina/Murray (73.1%), North Coast (69.8%), and Western Sydney (69.0%) regions. The lowest percentages of problem gamblers reporting their length of time since first experiencing problems with gambling as being greater than five years were found in the South West Sydney (52.5%) and Central Coast (56.6%) regions, and in the statewide service (57.6%).

Table 28: The number and percentage of problem gamblers in each region who reported their length of time since first experiencing problems with gambling as being greater than five years

Region	Length of time since first experiencing problems with gambling > 5 years	
	Number	%
Statewide	34	57.6
North Coast	143	69.8
New England/ North West	28	60.9
Illawarra	112	64.0
Hunter	81	58.3
Western NSW	61	62.2
Central Coast	73	56.6
South East	26	60.5
Riverina/Murray	95	73.1
Western Sydney	332	69.0
South West Sydney	134	52.5
Coastal Sydney	489	63.1
NSW	1608	63.4

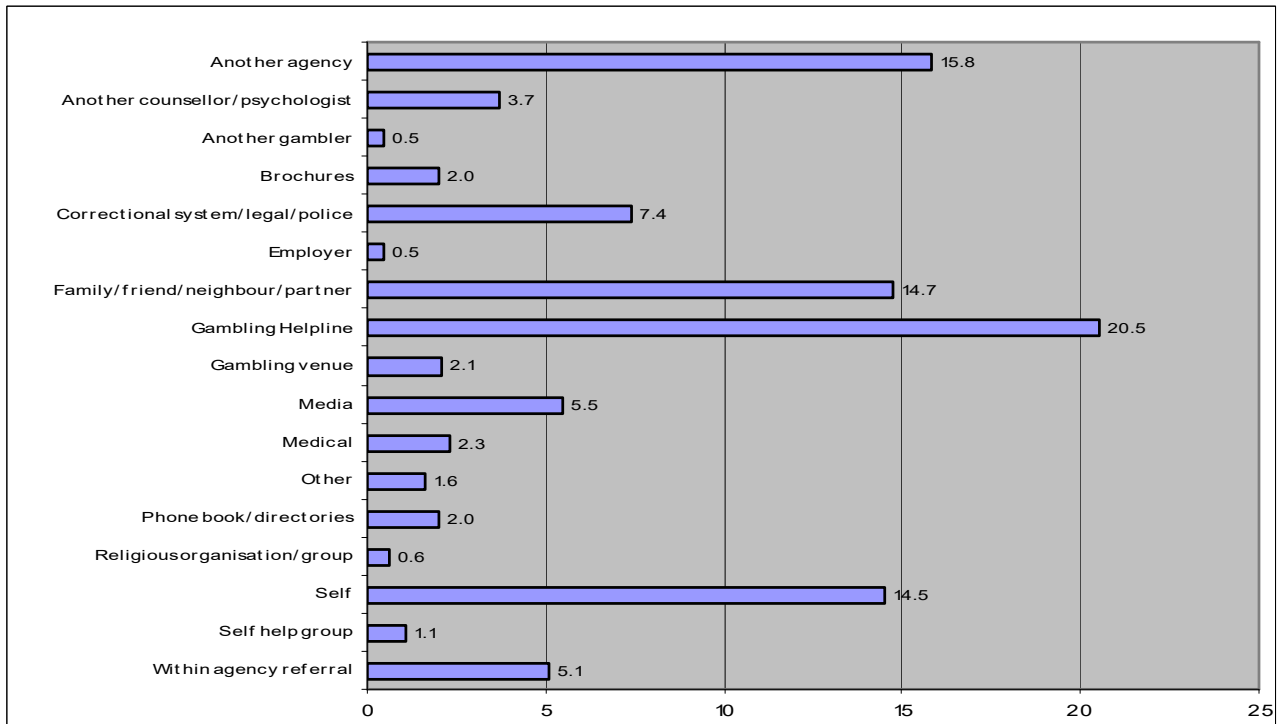
Most Recent Referral Source

Responses for this variable were obtained for 84.6% of all clients, and 98.4% of consenting clients.

Figure 9 displays the percentage of clients reporting each category of most recent referral source. Of those clients for whom responses were obtained, 20.5% reported Gambling Helpline as the most recent referral source, 15.8% reported another agency, and 14.7% reported family/friend/neighbour/partner.

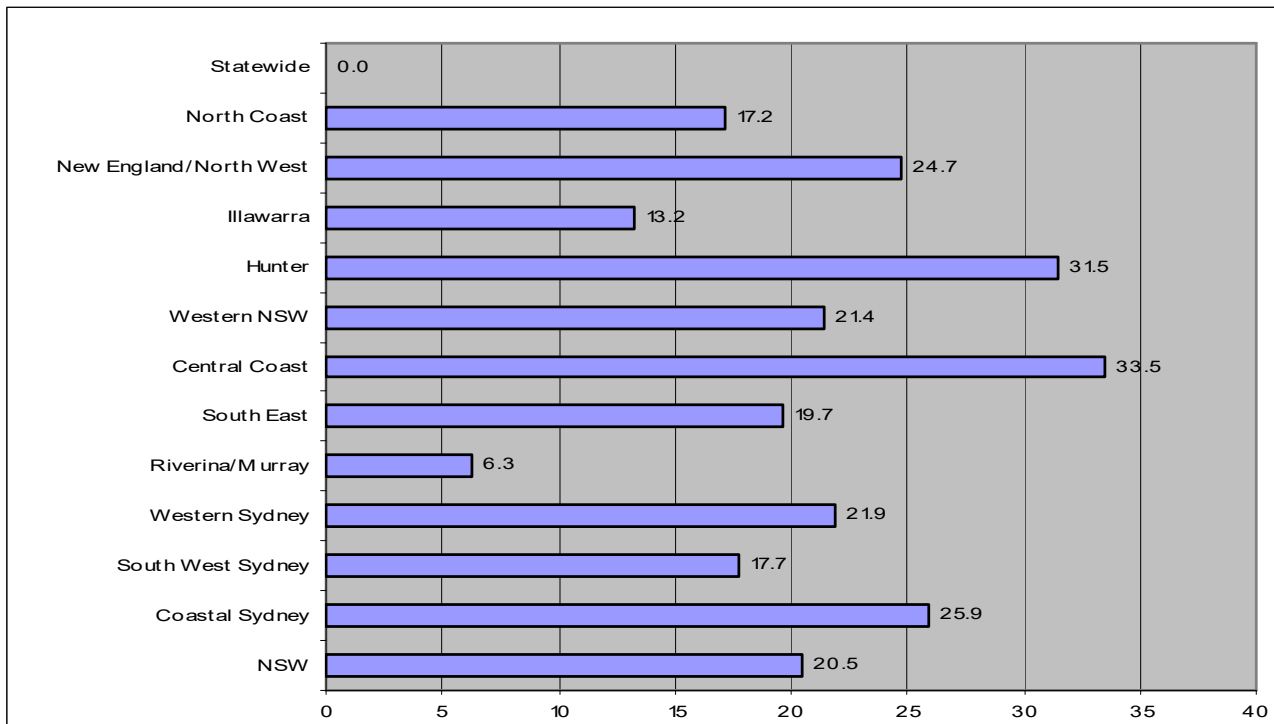
Table 29 displays the breakdown for most recent referral source by sex. Higher percentages of males were found for referral sources such as employer (77.8% male), correctional system/legal/police (71.1% male), and another gambler (68.4% male). The only referral source for which the percentage of females exceeded that for males was religious organisation/group (54.5% female).

Figure 10 displays the percentage of clients in each region who reported Gambling Helpline as the most recent referral source. This percentage was highest in the Central Coast (33.5%) and Hunter (31.5%) regions, and lowest in the statewide service (0.0%) and in the Riverina/Murray region (6.3%).

Figure 9: The percentage of clients reporting each category of most recent referral source**Table 29: The number and percentage of male and female clients reporting each category of most recent referral source**

Most recent referral source	Male		Female		Total clients
	Number	%	Number	%	
Another agency	312	55.0	255	45.0	567
Another counsellor/psychologist	80	61.1	51	38.9	131
Another gambler	13	68.4	6	31.6	19
Brochures	37	51.4	35	48.6	72
Correctional system/legal/police	189	71.1	77	28.9	266
Employer	14	77.8	4	22.2	18
Family/friend/neighbour/partner	325	61.7	202	38.3	527
Gambling Helpline	495	67.3	241	32.7	736
Gambling venue (staff/notice)	44	57.9	32	42.1	76
Media (radio/TV/newspapers/internet)	131	66.2	67	33.8	198
Medical	49	59.8	33	40.2	82
Other	30	51.7	28	48.3	58
Phone book/directories	37	52.1	34	47.9	71
Religious organisation/group	10	45.5	12	54.5	22
Self	278	53.6	241	46.4	519
Self help group	22	57.9	16	42.1	38
Within agency referral	114	62.3	69	37.7	183

Figure 10: The percentage of clients in each region who reported Gambling Helpline as the most recent referral source

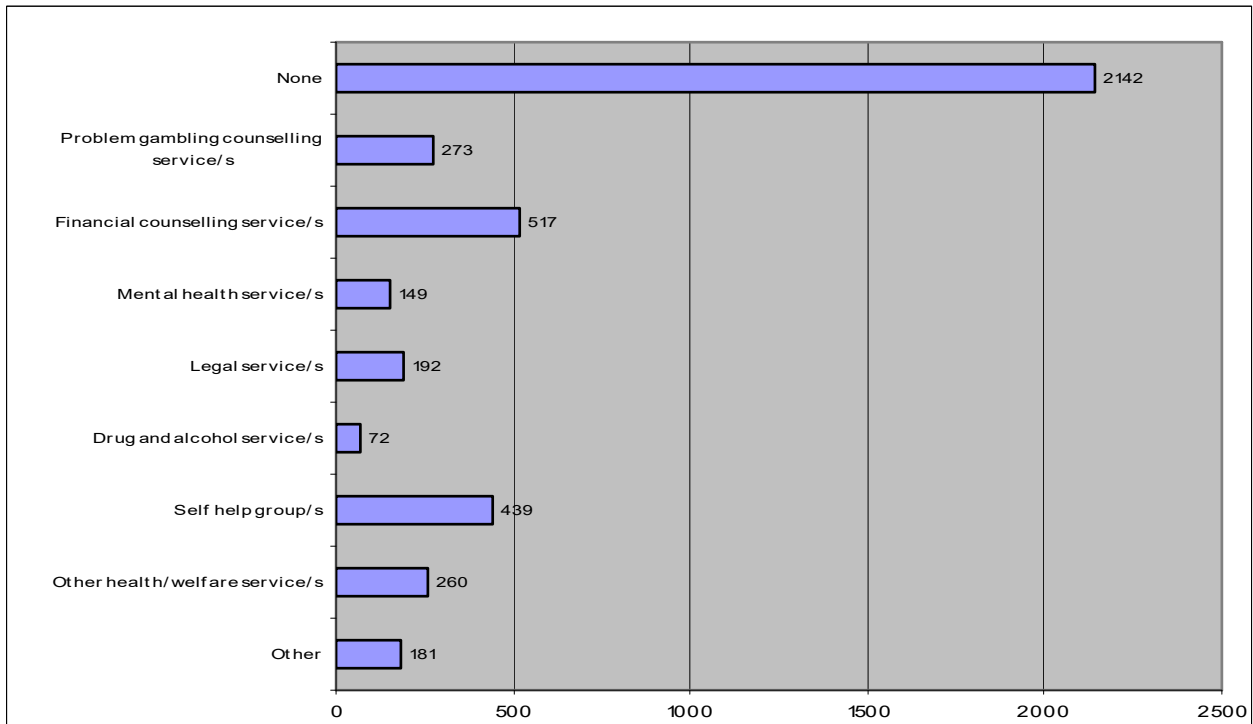


Referrals to Other Service Providers

Responses for this variable were obtained for 86.0 % of all clients, and 100% of consenting clients (though it should be noted that “None” was set as the default response option when this data item was first introduced on 1 July 2007).

Across all consenting clients, 58.8% were referred to no other service providers.

Figure 11 displays the number of clients referred to each category of other service provider. The most common types of service to which clients were referred were financial counselling services (14.2%), self help groups (12.1%), and problem gambling counselling services (7.5%). The least common types of service to which clients were referred were drug and alcohol services (2.0%) and mental health services (4.1%).

Figure 11: The number of clients referred to each category of other service provider

Marital Status

Responses for this variable were obtained for 83.6% of all clients, and 97.2% of all consenting clients.

Table 30 displays the breakdown of marital status by sex. Across all clients, 40.3% were married (registered or de facto), 33.2% were never married, 13.1% were divorced, 11.3% were separated, and 2.1% were widowed. Female clients were more likely to be married (registered or de facto), divorced, separated, or widowed than male clients. Male clients were more likely to have never been married than female clients.

Table 30: The number and percentage of male and female clients who reported each marital status

Marital status	Male		Female	
	Number	%	Number	%
Divorced	218	10.1	245	17.7
Married (registered and de facto)	822	38.0	607	44.0
Never married	890	41.2	286	20.7
Separated	214	9.9	185	13.4
Widowed	17	0.8	58	4.2
Total	2161	100.0	1381	100.0

Table 31 displays the breakdown of marital status by region. The regions with the highest percentage of clients who were divorced or separated were Western NSW (31.3%) and Illawarra (31.3%). The regions with

the highest percentage of clients who were married (registered or de facto) were the statewide service (67.0%), South East (58.9%), and Central Coast (47.4%). The regions with the lowest percentage of clients who were married (registered or de facto) were Illawarra (30.2%), Coastal Sydney (35.1%), and Hunter (37.4%). The regions with the highest percentage of clients who had never been married were Coastal Sydney (43.8%), Illawarra (36.8%), and Hunter (32.5%). The regions with the lowest percentage of clients who had never been married were the statewide service (13.2%), South East (23.2%), and New England/North West (24.2%).

Table 31: The number and percentage of clients in each region who reported each marital status

Region	Divorced		Married (registered and de facto)		Never married		Separated		Widowed	
	No.	%	No.	%	No.	%	No.	%	No.	%
Statewide	9	8.5	71	67.0	14	13.2	11	10.4	1	0.9
North Coast	42	14.2	123	41.7	89	30.2	33	11.2	8	2.7
New England/ North West	10	15.2	28	42.4	16	24.2	9	13.6	3	4.5
Illawarra	48	16.7	87	30.2	106	36.8	42	14.6	5	1.7
Hunter	32	19.6	61	37.4	53	32.5	12	7.4	5	3.1
Western NSW	13	11.3	46	40.0	30	26.1	23	20.0	3	2.6
Central Coast	25	16.4	72	47.4	41	27.0	12	7.9	2	1.3
South East	4	7.1	33	58.9	13	23.2	2	3.6	4	7.1
Riverina/Murray	31	10.3	114	38.0	97	32.3	45	15.0	13	4.3
Western Sydney	88	12.9	307	44.9	187	27.4	89	13.0	12	1.8
South West Sydney	46	13.7	142	42.4	99	29.6	43	12.8	5	1.5
Coastal Sydney	115	11.7	345	35.1	431	43.8	78	7.9	14	1.4
NSW	463	13.1	1429	40.3	1176	33.2	399	11.3	75	2.1

Dependent Children

Responses for this variable were obtained for 84.0% of all clients, and 97.6% of all consenting clients.

Table 32 displays the breakdown of dependent children by sex. Across all clients, 38.0% reported having dependent children. Among female clients, 42.9% reported having dependent children. Among male clients, 34.9% reported having dependent children. Of those clients reporting dependent children, 37.5% reported one dependent child, 36.8% reported two dependent children, 16.0% reported three dependent children, and 9.7% reported four or more dependent children.

Table 32: The number and percentage of male and female clients who reported each dependent children status

Dependent children	Male		Female	
	Number	%	Number	%
Yes	753	34.9	599	42.9
No	1407	65.1	798	57.1
Total	2160	100.0	1397	100.0

Among male problem gamblers, 34.9% reported having dependent children. Among female problem gamblers, 35.2% reported having dependent children. Among male partners/ex-partners, 47.3% reported having dependent children. Among female partners/ex-partners, 63.0% reported having dependent children.

Table 33 displays the breakdown of dependent children status by region. The regions with the highest percentage of clients with dependent children were Central Coast (48.7%) and South West Sydney (48.2%). The regions with the lowest percentage of clients with dependent children were Coastal Sydney (27.6%) and Illawarra (33.0%).

Table 33: The number and percentage of clients in each region who reported each dependent children category

Region	Yes		No	
	Number	%	Number	%
Statewide	32	34.8	60	65.2
North Coast	102	34.6	193	65.4
New England/ North West	29	43.3	38	56.7
Illawarra	95	33.0	193	67.0
Hunter	60	35.9	107	64.1
Western NSW	42	36.5	73	63.5
Central Coast	74	48.7	78	51.3
South East	21	35.6	38	64.4
Riverina/Murray	135	44.1	171	55.9
Western Sydney	327	47.3	364	52.7
South West Sydney	161	48.2	173	51.8
Coastal Sydney	274	27.6	717	72.4
NSW	1352	38.0	2205	62.0

Living Arrangements

Responses for this variable were obtained for 83.9% of all clients, and 97.6% of all consenting clients.

Table 34 displays the breakdown of living arrangements by sex. Across all clients, 21.1% reported living alone and 78.9% reported living with others. Among female clients, 19.9% reported living alone and 80.1% reported living with others. Among male clients, 22.0% reported living alone and 78.0% reported living with others.

Table 34: The number and percentage of male and female clients who reported each living arrangements status

Living arrangements	Male		Female	
	Number	%	Number	%
Lives alone	473	22.0	278	19.9
Lives with others	1681	78.0	1122	80.1
Total	2154	100.0	1400	100.0

Among male problem gamblers, 21.5% reported living alone. Among female problem gamblers, 26.1% reported living alone. Among male partners/ex-partners, 21.1% reported living alone. Among female partners/ex-partners, 7.5% reported living alone.

Table 35 displays the breakdown of living arrangements status by region. The regions with the highest percentage of clients who live alone were Hunter (30.8%), Riverina/Murray (30.5%), and Western NSW (29.6%). The regions with the highest percentage of clients who live with others were the statewide service (89.4%), South West Sydney (86.0%), and Western Sydney (83.5%).

Table 35: The number and percentage of clients in each region who reported each living arrangements category

Region	Lives alone		Lives with others	
	Number	%	Number	%
Statewide	11	10.6	93	89.4
North Coast	72	24.5	222	75.5
New England/ North West	18	26.1	51	73.9
Illawarra	62	21.5	226	78.5
Hunter	52	30.8	117	69.2
Western NSW	34	29.6	81	70.4
Central Coast	32	21.1	120	78.9
South East	13	22.4	45	77.6
Riverina/Murray	92	30.5	210	69.5
Western Sydney	114	16.5	575	83.5
South West Sydney	47	14.0	288	86.0
Coastal Sydney	204	20.8	775	79.2
NSW	751	21.1	2803	78.9

Principal Source of Income

Responses for this variable were obtained for 95.6% of all consenting problem gamblers.

Table 36 displays the breakdown of principal source of income by sex. Across all problem gamblers, 46.8% reported their principal source of income as being full-time employment, 20.1% pension (e.g. aged, disability), 14.4% temporary benefit (e.g. unemployment), and 12.3% part-time employment. A higher percentage of male than female problem gamblers reported their principal source of income as being full-time employment (53.6% vs 31.0%) or temporary benefit (15.7% vs 11.6%). A higher percentage of female than male problem gamblers reported their principal source of income as being pension (30.7% vs 15.5%) or part-time employment (16.8% vs 10.4%).

Table 36: The number and percentage of male and female problem gamblers who reported each principal source of income

Principal source of income	Male		Female	
	Number	%	Number	%
Full-time employment	1000	53.6	251	31.0
Part-time employment	193	10.4	136	16.8
Temporary benefit (e.g. unemployment)	292	15.7	94	11.6
Pension (e.g. aged, disability)	288	15.5	248	30.7
Student allowance	16	0.9	6	0.7
Dependent on others	17	0.9	34	4.2
Retirement fund	7	0.4	6	0.7
No income	38	2.0	25	3.1
Other (specify)	13	0.7	9	1.1
Total	1864	100.0	809	100.0

Table 37 displays the breakdown of principal source of income by region. The highest percentages of problem gamblers reporting their principal source of income as being temporary benefit were found in the South West Sydney (27.5%), New England/North West (20.0%), and North Coast (18.5%) regions. The highest percentages of problem gamblers reporting their principal source of income as being pension were found in the Hunter (34.5%), Illawarra (31.8%), and Western NSW (31.4%) regions.

Table 37: The number and percentage of clients in each region who reported each principal source of income

Region	Full-time employment		Part-time employment		Temporary benefit		Pension		Other categories	
	No.	%	No.	%	No.	%	No.	%	No.	%
Statewide	30	46.9	8	12.5	8	12.5	9	14.1	9	14.1
North Coast	71	33.6	22	10.4	39	18.5	63	29.9	16	7.6
New England/ North West	17	34.0	11	22.0	10	20.0	11	22.0	1	2.0
Illawarra	45	25.6	26	14.8	28	15.9	56	31.8	21	11.9
Hunter	58	39.2	22	14.9	11	7.4	51	34.5	6	4.1
Western NSW	43	41.0	13	12.4	14	13.3	33	31.4	2	1.9
Central Coast	64	49.2	12	9.2	13	10.0	34	26.2	7	5.4
South East	13	30.2	6	14.0	5	11.6	13	30.2	6	14.0
Riverina/Murray	62	42.8	14	9.7	26	17.9	35	24.1	8	5.5
Western Sydney	281	54.7	67	13.0	62	12.1	73	14.2	31	6.0
South West Sydney	111	42.4	31	11.8	72	27.5	31	11.8	17	6.5
Coastal Sydney	456	55.3	97	11.8	98	11.9	127	15.4	47	5.7
NSW	1251	46.8	329	12.3	386	14.4	536	20.1	171	6.4

Weekly Individual Income (net)

Responses for this variable were obtained for 76.2% of all consenting problem gamblers.

Table 38 displays the breakdown of weekly individual income (net) by sex. Across all problem gamblers, 44.9% reported their weekly individual income (net) as being less than \$500. A higher percentage of females (56.2%) than males (39.9%) reported their weekly individual income (net) as being less than \$500. A much higher percentage of males (25.8%) than females (10.0%) reported their weekly individual income (net) as being \$1000 or greater.

Table 39 displays the breakdown of weekly individual income (net) by region. The highest percentages of problem gamblers reporting their weekly individual income (net) as being less than \$500 were found in the South East (61.1%), Illawarra (60.3%), and Hunter (55.9%) regions. The lowest percentages of clients reporting their weekly individual income (net) as being less than \$500 were found in the Western Sydney (34.8%), Coastal Sydney (38.2%), and Central Coast (45.8%) regions.

Table 38: The number and percentage of male and female problem gamblers who reported each weekly individual income (net) category

Weekly individual income (net)	Male		Female	
	Number	%	Number	%
Negative income	7	0.5	6	0.9
Nil income	39	2.6	31	4.7
\$1-\$39	1	0.1	1	0.2
\$40-\$79	3	0.2	1	0.2
\$80-\$119	7	0.5	6	0.9
\$120-\$159	17	1.2	7	1.1
\$160-\$199	45	3.0	23	3.5
\$200-\$299	226	15.3	111	17.0
\$300-\$399	159	10.8	104	15.9
\$400-\$499	85	5.8	77	11.8
\$500-\$599	94	6.4	74	11.3
\$600-\$699	112	7.6	52	8.0
\$700-\$799	138	9.3	44	6.7
\$800-\$999	164	11.1	51	7.8
\$1000-\$1499	225	15.2	47	7.2
\$1500+	156	10.6	18	2.8

Table 39: The number and percentage of problem gamblers in each region who reported their weekly individual income (net) as being less than \$500

Region	Weekly individual income (net) <\$500	
	Number	%
Statewide	16	55.2
North Coast	95	54.3
New England/ North West	23	51.1
Illawarra	85	60.3
Hunter	57	55.9
Western NSW	45	45.9
Central Coast	55	45.8
South East	22	61.1
Riverina/Murray	53	50.0
Western Sydney	126	34.8
South West Sydney	121	50.2
Coastal Sydney	258	38.2
NSW	956	44.9

Weekly Gambling Losses

Responses for this variable were obtained for 79.5% of all consenting problem gamblers.

Table 40 displays the breakdown of weekly gambling losses by sex. Across all problem gamblers, 68.9% reported their weekly gambling losses as being \$200 or more. A higher percentage of males (71.0%) than females (64.1%) reported their weekly gambling losses as being \$200 or more.

Table 40: The number and percentage of male and female problem gamblers who reported each weekly gambling losses category

Weekly gambling losses	Male		Female	
	Number	%	Number	%
Nil	51	3.3	22	3.2
\$1-\$39	26	1.7	13	1.9
\$40-\$79	72	4.7	29	4.2
\$80-\$119	103	6.7	76	11.1
\$120-\$159	93	6.0	54	7.9
\$160-\$199	101	6.6	51	7.5
\$200-\$299	241	15.7	105	15.4
\$300-\$399	151	9.8	76	11.1
\$400-\$499	122	7.9	44	6.4
\$500-\$599	122	7.9	52	7.6
\$600-\$699	61	4.0	26	3.8
\$700-\$799	67	4.4	20	2.9
\$800-\$999	88	5.7	35	5.1
\$1000-\$1499	116	7.5	40	5.9
\$1500+	125	8.1	40	5.9

Table 41 displays the breakdown of weekly gambling losses by region. The highest percentages of problem gamblers reporting their weekly gambling losses as being \$200 or greater were found in the South East region (84.6%) and the statewide service (82.4%). The lowest percentages of clients reporting their weekly gambling losses as being \$200 or greater were found in the Central Coast (54.0%) and Hunter (55.9%) regions.

These data should be interpreted with caution given the uncertain reliability of self-reported gambling expenditure data (Blaszczynski, Dumlao, & Lange, 1997; Delfabbro & Winefield, 1996).

Table 41: The number and percentage of problem gamblers in each region who reported their weekly gambling losses as being \$200 or greater

Region	Weekly gambling losses \$200+	
	Number	%
Statewide	28	82.4
North Coast	114	64.4
New England/ North West	28	62.2
Illawarra	101	67.8
Hunter	66	55.9
Western NSW	64	62.7
Central Coast	68	54.0
South East	33	84.6
Riverina/Murray	68	58.1
Western Sydney	295	74.5
South West Sydney	162	67.8
Coastal Sydney	504	74.1
NSW	1531	68.9

Anxiety

Responses for this variable were obtained for 88.9% of all consenting problem gamblers.

Table 42 displays the breakdown of anxiety status by sex. Across all problem gamblers, 38.9% reported ever having been diagnosed with anxiety. A higher percentage of females (52.9%) than males (32.9%) reported ever having been diagnosed with anxiety.

Table 42: The number and percentage of male and female problem gamblers who reported ever having been diagnosed with anxiety

Anxiety	Male		Female	
	Number	%	Number	%
Yes	570	32.9	397	52.9
No	1165	67.1	354	47.1

Table 43 displays the breakdown of anxiety status by region. The highest percentages of problem gamblers ever having been diagnosed with anxiety were found in the New England/North West (64.7%), North Coast (64.4%), and Illawarra (60.6%) regions. The lowest percentages of problem gamblers ever having been diagnosed with anxiety were found in the Hunter (27.3%), Coastal Sydney (29.3%), and South West Sydney (30.9%) regions.

Table 43: The number and percentage of problem gamblers in each region who reported each anxiety category

Region	Yes		No	
	Number	%	Number	%
Statewide	32	45.7	38	54.3
North Coast	132	64.4	73	35.6
New England/ North West	33	64.7	18	35.3
Illawarra	94	60.6	61	39.4
Hunter	38	27.3	101	72.7
Western NSW	38	39.6	58	60.4
Central Coast	52	44.4	65	55.6
South East	25	59.5	17	40.5
Riverina/Murray	57	48.3	61	51.7
Western Sydney	161	34.5	305	65.5
South West Sydney	75	30.9	168	69.1
Coastal Sydney	230	29.3	554	70.7
NSW	967	38.9	1519	61.1

Depression

Responses for this variable were obtained for 89.9% of all consenting problem gamblers.

Table 44 displays the breakdown of depression status by sex. Across all problem gamblers, 50.2% reported ever having been diagnosed with depression. A higher percentage of females (64.5%) than males (44.0%) reported ever having been diagnosed with depression.

Table 44: The number and percentage of male and female problem gamblers who reported ever having been diagnosed with depression

Depression	Male		Female	
	Number	%	Number	%
Yes	772	44.0	489	64.5
No	983	56.0	269	35.5

Table 45 displays the breakdown of depression status by region. The highest percentages of problem gamblers ever having been diagnosed with depression were found in the New England/North West (70.6%), North Coast (70.3%), and South East (69.0%) regions. The lowest percentages of problem gamblers ever having been diagnosed with depression were found in the Coastal Sydney (41.8%), Western Sydney (42.9%), and Central Coast (47.9%) regions.

Table 45: The number and percentage of problem gamblers in each region who reported each depression category

Region	Yes		No	
	Number	%	Number	%
Statewide	35	50.0	35	50.0
North Coast	147	70.3	62	29.7
New England/ North West	36	70.6	15	29.4
Illawarra	104	65.8	54	34.2
Hunter	75	52.8	67	47.2
Western NSW	53	57.0	40	43.0
Central Coast	57	47.9	62	52.1
South East	29	69.0	13	31.0
Riverina/Murray	67	55.8	53	44.2
Western Sydney	202	42.9	269	57.1
South West Sydney	125	50.6	122	49.4
Coastal Sydney	331	41.8	460	58.2
NSW	1261	50.2	1252	49.8

Alcohol

Responses for this variable were obtained for 90.3% of all consenting problem gamblers.

Table 46 displays the breakdown of alcohol problem status by sex. Across all problem gamblers, 28.7% reported ever having had a problem with alcohol. A higher percentage of males (31.1%) than females (23.0%) reported ever having had a problem with alcohol.

Table 46: The number and percentage of male and female problem gamblers who reported ever having had a problem with alcohol

Problem with alcohol	Male		Female	
	Number	%	Number	%
Yes	548	31.1	175	23.0
No	1215	68.9	585	77.0

Table 47 displays the breakdown of alcohol problem status by region. The highest percentages of problem gamblers ever having had a problem with alcohol were found in the South East (60.5%), North Coast (43.5%), and Illawarra (41.7%) regions. The lowest percentages of problem gamblers ever having had a problem with alcohol were found in the statewide service (10.1%) and in the South West Sydney (20.6%) region.

Table 47: The number and percentage of problem gamblers in each region who reported each alcohol problem category

Region	Yes		No	
	Number	%	Number	%
Statewide	7	10.1	62	89.9
North Coast	91	43.5	118	56.5
New England/ North West	16	32.7	33	67.3
Illawarra	63	41.7	88	58.3
Hunter	41	28.7	102	71.3
Western NSW	26	27.1	70	72.9
Central Coast	30	23.8	96	76.2
South East	26	60.5	17	39.5
Riverina/Murray	35	31.0	78	69.0
Western Sydney	116	23.8	372	76.2
South West Sydney	52	20.6	200	79.4
Coastal Sydney	220	28.1	564	71.9
NSW	723	28.7	1800	71.3

Other Drugs

Responses for this variable were obtained for 89.3% of all consenting problem gamblers.

Table 48 displays the breakdown of other drug problem status by sex. Across all problem gamblers, 19.0% reported ever having had a problem with other drugs. A higher percentage of males (22.5%) than females (10.7%) reported ever having had a problem with other drugs.

Table 48: The number and percentage of male and female problem gamblers who reported ever having had a problem with other drugs

Problem with other drugs	Male		Female	
	Number	%	Number	%
Yes	393	22.5	80	10.7
No	1357	77.5	665	89.3

Table 49 displays the breakdown of other drug problem status by region. The highest percentages of problem gamblers ever having had a problem with other drugs were found in the North Coast (32.0%), Riverina/Murray (25.0%), and Illawarra (23.4%) regions. The lowest percentages of problem gamblers ever having had a problem with other drugs were found in the South East (7.0%) and Western NSW (9.8%) regions.

Table 49: The number and percentage of problem gamblers in each region who reported each other drug problem category

Region	Yes		No	
	Number	%	Number	%
Statewide	8	11.6	61	88.4
North Coast	65	32.0	138	68.0
New England/ North West	9	18.4	40	81.6
Illawarra	33	23.4	108	76.6
Hunter	24	17.4	114	82.6
Western NSW	9	9.8	83	90.2
Central Coast	25	20.8	95	79.2
South East	3	7.0	40	93.0
Riverina/Murray	28	25.0	84	75.0
Western Sydney	84	17.3	402	82.7
South West Sydney	33	13.0	221	87.0
Coastal Sydney	152	19.3	636	80.7
NSW	473	19.0	2022	81.0

Thoughts About Committing Suicide

Responses for this variable were obtained for 87.7% of all consenting problem gamblers.

Table 50 displays the breakdown of suicide ideation status by sex. Across all problem gamblers, 40.3% reported ever having had thoughts about committing suicide. A higher percentage of females (47.6%) than males (37.2%) reported ever having had thoughts about committing suicide.

Table 50: The number and percentage of male and female problem gamblers who reported ever having had thoughts about committing suicide

Suicide ideation	Male		Female	
	Number	%	Number	%
Yes	637	37.2	352	47.6
No	1075	62.8	388	52.4

Table 51 displays the breakdown of suicide ideation status by region. The highest percentages of problem gamblers ever having had thoughts about committing suicide were found in the South East (61.9%) and Riverina/Murray (60.6%) regions. The lowest percentages of problem gamblers ever having had thoughts about committing suicide were found in the statewide service (20.3%) and in the Western NSW region (26.6%).

Table 51: The number and percentage of problem gamblers in each region who reported each suicide ideation category

Region	Yes		No	
	Number	%	Number	%
Statewide	14	20.3	55	79.7
North Coast	108	52.7	97	47.3
New England/ North West	27	56.3	21	43.7
Illawarra	60	42.6	81	57.4
Hunter	62	45.6	74	54.4
Western NSW	25	26.6	69	73.4
Central Coast	38	36.9	65	63.1
South East	26	61.9	16	38.1
Riverina/Murray	63	60.6	41	39.4
Western Sydney	168	35.4	306	64.6
South West Sydney	82	32.3	172	67.7
Coastal Sydney	316	40.4	466	59.6
NSW	989	40.3	1463	59.7

Attempted Suicide

Responses for this variable were obtained for 87.4% of all consenting problem gamblers.

Table 52 displays the breakdown of attempted suicide status by sex. Across all problem gamblers, 13.3% reported ever having had attempted suicide. A higher percentage of females (19.8%) than males (10.6%) reported ever having had attempted suicide.

Table 52: The number and percentage of male and female problem gamblers who reported ever having had attempted suicide

Attempted suicide	Male		Female	
	Number	%	Number	%
Yes	181	10.6	145	19.8
No	1528	89.4	589	80.2

Table 53 displays the breakdown of attempted suicide status by region. The highest percentages of problem gamblers ever having had attempted suicide were found in the New England/North West (32.7%), North Coast (21.2%), and Hunter (19.9%) regions. The lowest percentages of problem gamblers ever having had attempted suicide were found in the statewide service (1.5%), and in the Western Sydney (9.3%) and Western NSW (9.8%) regions.

Table 53: The number and percentage of problem gamblers in each region who reported each attempted suicide category

Region	Yes		No	
	Number	%	Number	%
Statewide	1	1.5	66	98.5
North Coast	43	21.2	160	78.8
New England/ North West	16	32.7	33	67.3
Illawarra	14	10.0	126	90.0
Hunter	27	19.9	109	80.1
Western NSW	9	9.8	83	90.2
Central Coast	14	12.3	100	87.7
South East	6	15.0	34	85.0
Riverina/Murray	15	14.4	89	85.6
Western Sydney	43	9.3	421	90.7
South West Sydney	33	13.0	221	87.0
Coastal Sydney	105	13.5	675	86.5
NSW	326	13.3	2117	86.7

Committed an Offence Related to Gambling

Responses for this variable were obtained for 88.3% of all consenting problem gamblers.

Table 54 displays the breakdown of offence related to gambling problems status by sex. Across all problem gamblers, 19.2% reported ever having had committed an offence related to their gambling problem. A slightly higher percentage of males (19.5%) than females (18.6%) reported ever having had committed an offence related to their gambling problem.

Table 54: The number and percentage of male and female problem gamblers who reported ever having had committed an offence related to their gambling problem

Offence related to gambling problem	Male		Female	
	Number	%	Number	%
Yes	333	19.5	141	18.6
No	1375	80.5	619	81.4

Table 55 displays the breakdown of offence related to gambling problems status by region. The highest percentages of problem gamblers ever having had committed an offence related to their gambling problem were found in the South West Sydney (31.7%) and New England/North West (28.0%) regions. The lowest percentages of problem gamblers ever having had committed an offence related to their gambling problem were found in the statewide service (5.9%) and in the Western NSW region (10.9%).

Table 55: The number and percentage of problem gamblers in each region who reported each offence related to gambling problems category

Region	Yes		No	
	Number	%	Number	%
Statewide	4	5.9	64	94.1
North Coast	44	21.2	164	78.8
New England/ North West	14	28.0	36	72.0
Illawarra	42	25.1	125	74.9
Hunter	28	20.6	108	79.4
Western NSW	11	10.9	90	89.1
Central Coast	23	19.7	94	80.3
South East	7	16.7	35	83.3
Riverina/Murray	20	17.9	92	82.1
Western Sydney	101	20.7	388	79.3
South West Sydney	78	31.7	168	68.3
Coastal Sydney	102	13.9	630	86.1
NSW	474	19.2	1994	80.8

No Show Sessions

No show sessions were defined in the *CDS Guide for Users* as any instance where a client makes an appointment for a counselling session, and then fails to attend that session without cancelling the appointment beforehand.

During the reporting period, 97.8% of services reported at least one no show session. A total of 2,364 no show sessions were reported across all services in NSW. Of these no show sessions, 23.8% were recorded as a client's first session.

Table 56 displays the number of no show sessions, the number of conducted sessions, and the percentage of available sessions that were no show sessions in each region. Across all services, 10.7% of available sessions were reported as no show sessions. The highest no show percentages were found in the Western NSW (13.7%) and Illawarra (13.3%) regions.

Table 56: The number of no show sessions, the number of conducted sessions, and the percentage of available sessions that were no show sessions in each region

Region	Number of no show sessions	Number of conducted sessions	Percentage of available sessions that were no show sessions
Statewide	1	954	0.1
North Coast	167	1479	10.1
New England/North West	15	409	3.5
Illawarra	189	1231	13.3
Hunter	112	762	12.8
Western NSW	63	396	13.7
Central Coast	93	786	10.6
South East	9	432	2.0
Riverina/Murray	102	1273	7.4
Western Sydney	441	3645	10.8
South West Sydney	305	2270	11.8
Coastal Sydney	867	6182	12.3
NSW	2364	19819	10.7

Cancelled Sessions

Cancelled sessions were defined in the *CDS Guide for Users* as any instance where a client makes an appointment for a counselling session, and then cancels that appointment before the scheduled appointment time.

During the reporting period, 91.1% of services reported at least one cancelled session. A total of 2,952 cancelled sessions were reported across all services in NSW.

Table 57 displays the number of cancelled sessions in each region.

Table 57: The number of cancelled sessions in each region

Region	Number of cancelled sessions reported
Statewide	0
North Coast	380
New England/North West	14
Illawarra	115
Hunter	104
Western NSW	44
Central Coast	89
South East	3
Riverina/Murray	55
Western Sydney	680
South West Sydney	283
Coastal Sydney	1185
NSW	2952

Refusals to Consent to Data Collection

During the reporting period, 84.4% of services reported at least one client refusing to consent to data collection. A total of 594 clients refused to consent to data collection across all services in NSW.

Table 58 displays the number of clients who refused to consent to data collection, the number of clients who consented to data collection, and the percentage of clients who refused to consent in each region. Across all services, 14.0% of clients were reported as having refused to consent to data collection (compared with 11.7% for the 2009/10 reporting period). The highest refusal percentages were found in the statewide service (60.1%), and in the Central Coast (20.2%) and New England/North West (18.0%) regions.

Table 58: The number of clients who refused to consent, the number of clients who consented, and the percentage of clients who refused to consent in each region

Region	Number of clients who refused to consent to data collection	Number of clients who consented to data collection	Percentage of total clients who refused to consent to data collection
Statewide	163	108	60.1
North Coast	22	301	6.8
New England/North West	16	73	18.0
Illawarra	7	288	2.4
Hunter	21	172	10.9
Western NSW	2	117	1.7
Central Coast	40	158	20.2
South East	4	61	6.2
Riverina/Murray	2	307	0.6
Western Sydney	89	697	11.3
South West Sydney	54	338	13.8
Coastal Sydney	174	1023	14.5
NSW	594	3643	14.0

APPENDIX A

CDS INDIVIDUAL CLIENT RECORD FORM (JUL 2010 - JUN 2011)

RGF PROBLEM GAMBLING COUNSELLING CLIENT DATA SET

INDIVIDUAL CLIENT RECORD

AGENCY IDENTIFIER: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

CLIENT IDENTIFIER: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
--

CLIENT CONSENT: Yes <input type="checkbox"/> No <input type="checkbox"/>

DATE OF BIRTH: <input type="checkbox"/> <input type="checkbox"/> / <input type="checkbox"/> <input type="checkbox"/> / <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
--

Tick ONE box only	SEX
01 <input type="checkbox"/>	Male
02 <input type="checkbox"/>	Female
09 <input type="checkbox"/>	Not stated / inadequately described

CLIENT'S PLACE OF RESIDENCE	
Suburb	
Postcode	
State	

Tick ONE box only	COUNTRY OF BIRTH
1101 <input type="checkbox"/>	Australia
0001 <input type="checkbox"/>	Other (specify) _____
0000 <input type="checkbox"/>	Not stated / inadequately described

Tick ONE box only	INDIGENOUS STATUS
01 <input type="checkbox"/>	Non-indigenous
02 <input type="checkbox"/>	Aboriginal
03 <input type="checkbox"/>	Torres Strait Islander
04 <input type="checkbox"/>	Both Aboriginal and Torres Strait Islander
09 <input type="checkbox"/>	Not stated / inadequately described

Tick ONE box only	MAIN LANGUAGE OTHER THAN ENGLISH SPOKEN AT HOME
1201 <input type="checkbox"/>	Not applicable (i.e. speaks English only)
0001 <input type="checkbox"/>	Other (specify) _____
0000 <input type="checkbox"/>	Not stated / inadequately described

Tick ONE box only	SPOKEN ENGLISH PROFICIENCY
00 <input type="checkbox"/>	Not applicable (i.e. speaks English only)
01 <input type="checkbox"/>	Very well
02 <input type="checkbox"/>	Well
03 <input type="checkbox"/>	Not well
04 <input type="checkbox"/>	Not at all
09 <input type="checkbox"/>	Not stated / inadequately described

Tick ONE box only	MARITAL STATUS
01 <input type="checkbox"/>	Never married
02 <input type="checkbox"/>	Widowed
03 <input type="checkbox"/>	Divorced
04 <input type="checkbox"/>	Separated
05 <input type="checkbox"/>	Married (registered and de facto)
09 <input type="checkbox"/>	Not stated / inadequately described

Tick ONE box only	DEPENDENT CHILDREN
01 <input type="checkbox"/>	No
02 <input type="checkbox"/>	Yes How many? _____

Tick ONE box only	LIVING ARRANGEMENTS
01 <input type="checkbox"/>	Lives alone
02 <input type="checkbox"/>	Lives with others
09 <input type="checkbox"/>	Not stated / inadequately described

Tick ONE box only	CLIENT STATUS
01 <input type="checkbox"/>	Person with gambling problem
02 <input type="checkbox"/>	Partner / ex-partner
03 <input type="checkbox"/>	Family member (other than partner)
04 <input type="checkbox"/>	Friend
05 <input type="checkbox"/>	Colleague or employer
06 <input type="checkbox"/>	Financial counselling client (not related to problem gambling)
07 <input type="checkbox"/>	Other (specify) _____
09 <input type="checkbox"/>	Not stated / inadequately described

Tick ONE box only	MOST RECENT REFERRAL SOURCE
01 <input type="checkbox"/>	Family / friend / neighbour / partner
02 <input type="checkbox"/>	Employer
03 <input type="checkbox"/>	Gambling venue (staff / notice)
04 <input type="checkbox"/>	Gambling Helpline
05 <input type="checkbox"/>	Phone book / directories
06 <input type="checkbox"/>	Another gambler
07 <input type="checkbox"/>	Media (radio / TV / newspapers / internet)
08 <input type="checkbox"/>	Brochures
09 <input type="checkbox"/>	Another agency (e.g. mental health, financial, etc.)
10 <input type="checkbox"/>	Self help group (e.g. Gamblers Anonymous, etc.)
11 <input type="checkbox"/>	Correctional system / legal / police
12 <input type="checkbox"/>	Medical
13 <input type="checkbox"/>	Religious organisation / group
14 <input type="checkbox"/>	Another counsellor / psychologist
15 <input type="checkbox"/>	Within agency referral
16 <input type="checkbox"/>	Self
17 <input type="checkbox"/>	Other (specify) _____
18 <input type="checkbox"/>	Not stated / inadequately described

Tick one or more boxes	REFERRALS TO OTHER SERVICE PROVIDERS
00 <input type="checkbox"/>	None
01 <input type="checkbox"/>	Problem gambling counselling service/s
02 <input type="checkbox"/>	Financial counselling service/s
03 <input type="checkbox"/>	Mental health service/s
04 <input type="checkbox"/>	Legal service/s
05 <input type="checkbox"/>	Drug and alcohol service/s
06 <input type="checkbox"/>	Self help group/s (Gamblers Anonymous, etc.)
07 <input type="checkbox"/>	Other health/welfare service/s
08 <input type="checkbox"/>	Other (specify) _____

SUBURB / POSTCODE / STATE IN WHICH THE CLIENT PREFERS TO GAMBLE (only fill in if client is the problem gambler)	
Suburb	
Postcode	
State	

Tick ONE box only	VENUE AT WHICH THE CLIENT PREFERS TO GAMBLE (only fill in if client is the problem gambler)
00 <input type="checkbox"/>	No preference
01 <input type="checkbox"/>	Casino
02 <input type="checkbox"/>	TAB
03 <input type="checkbox"/>	On course (racing & sports betting)
04 <input type="checkbox"/>	Club
05 <input type="checkbox"/>	Hotel/pub
06 <input type="checkbox"/>	Newsagent
07 <input type="checkbox"/>	Home
08 <input type="checkbox"/>	Work
09 <input type="checkbox"/>	Other (specify) _____
10 <input type="checkbox"/>	Not stated / inadequately described

Tick ONE box only	PRINCIPAL GAMBLING ACTIVITY (only fill in if client is the problem gambler)
01 <input type="checkbox"/>	Gaming machines
02 <input type="checkbox"/>	Horse/dog races
03 <input type="checkbox"/>	Sports betting
04 <input type="checkbox"/>	Card games
05 <input type="checkbox"/>	Casino table games
06 <input type="checkbox"/>	Lottery products
07 <input type="checkbox"/>	Keno
08 <input type="checkbox"/>	Bingo
09 <input type="checkbox"/>	Other (specify) _____
10 <input type="checkbox"/>	Not stated / inadequately described

Tick one or more boxes	OTHER GAMBLING ACTIVITIES (only fill in if client is the problem gambler)
00 <input type="checkbox"/>	None
01 <input type="checkbox"/>	Gaming machines
02 <input type="checkbox"/>	Horse/dog races
03 <input type="checkbox"/>	Sports betting
04 <input type="checkbox"/>	Card games
05 <input type="checkbox"/>	Casino table games
06 <input type="checkbox"/>	Lottery products
07 <input type="checkbox"/>	Keno
08 <input type="checkbox"/>	Bingo
09 <input type="checkbox"/>	Other (specify) _____
10 <input type="checkbox"/>	Not stated / inadequately described

Tick ONE box only	PREFERRED MEANS OF ACCESSING GAMBLING (only fill in if client is the problem gambler)
01 <input type="checkbox"/>	In person
02 <input type="checkbox"/>	Telephone
03 <input type="checkbox"/>	Internet
04 <input type="checkbox"/>	Other (specify) _____
09 <input type="checkbox"/>	Not stated / inadequately described

Tick ONE box only	LENGTH OF TIME SINCE CLIENT FIRST EXPERIENCED PROBLEMS WITH GAMBLING (only fill in if client is the problem gambler)
01 <input type="checkbox"/>	Less than one year
02 <input type="checkbox"/>	1-2 years
03 <input type="checkbox"/>	Over 2 years to 5 years
04 <input type="checkbox"/>	Over 5 years to 7 years
05 <input type="checkbox"/>	Over 7 years to 10 years
06 <input type="checkbox"/>	Over 10 years to 15 years
07 <input type="checkbox"/>	Over 15 years
09 <input type="checkbox"/>	Not stated / inadequately described

Tick ONE box only	PRINCIPAL SOURCE OF INCOME (only fill in if client is the problem gambler)
01 <input type="checkbox"/>	Full-time employment
02 <input type="checkbox"/>	Part-time employment
03 <input type="checkbox"/>	Temporary benefit (e.g. unemployment)
04 <input type="checkbox"/>	Pension (e.g. aged, disability)
05 <input type="checkbox"/>	Student allowance
06 <input type="checkbox"/>	Dependent on others
07 <input type="checkbox"/>	Retirement fund
08 <input type="checkbox"/>	No income
09 <input type="checkbox"/>	Other (specify) _____
10 <input type="checkbox"/>	Not stated / inadequately described

Tick ONE box only	WEEKLY INDIVIDUAL INCOME (NET) (only fill in if client is the problem gambler)		
01 <input type="checkbox"/>	Negative income	10 <input type="checkbox"/>	\$400-\$499
02 <input type="checkbox"/>	Nil income	11 <input type="checkbox"/>	\$500-\$599
03 <input type="checkbox"/>	\$1-\$39	12 <input type="checkbox"/>	\$600-\$699
04 <input type="checkbox"/>	\$40-\$79	13 <input type="checkbox"/>	\$700-\$799
05 <input type="checkbox"/>	\$80-\$119	14 <input type="checkbox"/>	\$800-\$999
06 <input type="checkbox"/>	\$120-\$159	15 <input type="checkbox"/>	\$1,000-\$1,499
07 <input type="checkbox"/>	\$160-\$199	16 <input type="checkbox"/>	\$1,500 or more
08 <input type="checkbox"/>	\$200-\$299	17 <input type="checkbox"/>	Not stated / inadequately described
09 <input type="checkbox"/>	\$300-\$399		

Tick ONE box only	WEEKLY GAMBLING LOSSES (only fill in if client is the problem gambler)		
01 <input type="checkbox"/>	Nil	09 <input type="checkbox"/>	\$400-\$499
02 <input type="checkbox"/>	\$1-\$39	10 <input type="checkbox"/>	\$500-\$599
03 <input type="checkbox"/>	\$40-\$79	11 <input type="checkbox"/>	\$600-\$699
04 <input type="checkbox"/>	\$80-\$119	12 <input type="checkbox"/>	\$700-\$799
05 <input type="checkbox"/>	\$120-\$159	13 <input type="checkbox"/>	\$800-\$999
06 <input type="checkbox"/>	\$160-\$199	14 <input type="checkbox"/>	\$1,000-\$1,499
07 <input type="checkbox"/>	\$200-\$299	15 <input type="checkbox"/>	\$1,500 or more
08 <input type="checkbox"/>	\$300-\$399	16 <input type="checkbox"/>	Not stated / inadequately described

Tick ONE box only for each	MENTAL HEALTH HISTORY (only fill in if client is the problem gambler)		
	Yes	No	Not stated/inadequately described
Anxiety			
Depression			
Alcohol			
Other drugs			
Suicide ideation			
Suicide attempt			

Tick ONE box only	LEGAL HISTORY (only fill in if client is the problem gambler)
01 <input type="checkbox"/>	No
02 <input type="checkbox"/>	Yes
09 <input type="checkbox"/>	Not stated / inadequately described

APPENDIX B

LIST OF SERVICES INCLUDED IN THE CLIENT DATA SET (JUL 2010 - JUN 2011)

Statewide

- Multicultural Problem Gambling Service

North Coast

- Lifeline North Coast
- Mission Australia - North Coast
- Northern Rivers Gambling Service (The Buttery)

New England/North West

- Anglicare Northern Inland
- Centacare New England/North West

Illawarra

- Mission Australia - Illawarra

Hunter

- Cessnock Family Support Service
- Mission Australia - Hunter
- Wesley Mission - Newcastle
- Woodrising Neighbourhood Centre

Western NSW

- Lifeline Broken Hill
- Lifeline Central West

Central Coast

- Central Coast Problem Gambling Service (Peninsula Community Centre)
- UnitingCare Unifam Counselling and Mediation Service
- Wesley Mission – Central Coast

South East

- Anglicare NSW Southern Tablelands

Riverina/Murray

- Mission Australia – Riverina
- St David's Care
- Wagga Wagga Family Support Service

Western Sydney

- Auburn Asian Welfare Centre
- Centacare Parramatta
- Lifeline Western Sydney
- Mt Druitt Community Health Centre
- St Vincent de Paul – Baulkham Hills
- University of Sydney - Lidcombe
- Wesley Mission – Penrith

South West Sydney

- Arab Council Australia
- Lifeline Western Sydney - Fairfield
- Mission Australia – South West Sydney
- Salvation Army - Fairfield
- Sydney South West Area Health Service
- University of Sydney - Campbelltown
- Vietnamese Community in Australia (NSW Chapter)

Coastal Sydney

- Co.As.It
- Greek Welfare Centre
- Hopestreet
- Northern Sydney Central Coast Area Health Service
- Lifeline Harbour to Hawkesbury
- Mission Australia - Sydney
- St Vincent's Hospital
- Sydney Women's Counselling Centre
- University of Sydney – Darlington
- Wesley Mission – City
- Wesley Mission – St George/Sutherland