



**Trade &
Investment**

Office of Liquor, Gaming & Racing

Responsible Gambling Fund Client Data Set

Annual Report 2011/12

An analysis of clients presenting for problem gambling and financial counselling services between 1 July 2011 and 30 June 2012

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Summary of Major Findings

Some of the major findings from this report are:

Client and session numbers

- 4,414 clients were recorded as having received counselling services between 1 July 2011 and 30 June 2012.
- 16,143 individual face-to-face gambling counselling sessions (14,590 problem gambling; 1,553 financial), 3,658 telephone counselling sessions (2,704 problem gambling; 954 financial), 457 couple/family counselling sessions (375 problem gambling; 82 financial), 156 group counselling sessions (155 problem gambling; 1 financial), and 152 on-line counselling sessions (43 problem gambling; 109 financial) were recorded as having been delivered between 1 July 2011 and 30 June 2012.
- The number of clients in 2011/12 increased by 4.2% from 2010/11, and the number of counselling sessions increased by 3.8%. 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 (46.8%) was much greater than the percentage of problem gambling counselling clients who received only one problem gambling counselling session (29.4%).

Session duration and location

- Across all services, the mean individual face-to-face counselling session duration was 67.2 minutes, the mean telephone counselling session duration was 31.2 minutes, the mean couple/family counselling session duration was 73.9 minutes, and the mean group counselling session duration was 116.3 minutes.
- At least two counselling sessions were conducted in 192 individual service locations, in 158 suburbs, across NSW.

Client demographics

- 60.8% of the clients were male and 39.2% were female.
- The mean age for female clients (46.1 yrs) was greater than that for male clients (40.1 yrs).

- 42.0% of clients were married (registered or de facto), 31.6% were never married, 12.8% were divorced, 11.2% were separated, and 2.4% were widowed.
- 38.6% of clients reported having dependent children.
- 20.0% of clients reported living alone and 80.0% reported living with others.
- 75.2% of clients identified themselves as a person with a gambling problem, 10.8% identified themselves as the partner/ex-partner of a problem gambler, 7.0% identified themselves as a family member (other than partner), and 4.8% identified themselves as a financial counselling client (not related to problem gambling). Problem gamblers were more commonly male (69.8%), whereas partners/ex-partners and family members were more commonly female (74.5%).

CALD and indigenous clients

- Of those clients identifying their country of birth, 70.4% stated that they were born in Australia. Other than Australia, the most common countries of birth were Vietnam (3.6%), New Zealand (2.8%), England (2.2%), and Lebanon (2.0%).
- 21.6% of clients reported that they spoke a language other than English at home. Of these clients, the most common languages reported were Arabic (18.4%), Vietnamese (15.3%), Italian (7.5%), Cantonese (6.1%), and Greek (5.6%). Among clients who reported speaking a language other than English at home, 35.5% 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 (15.4%) than among clients who speak English only at home (2.9%).
- 4.6% of clients identified themselves as indigenous. The highest percentages of indigenous clients were recorded by services in the New England/North West (21.4%) and Western NSW (16.8%) regions.
- Among indigenous problem gamblers, 87.3% identified gaming machines as the principal gambling activity, and 9.7% identified horse/dog races.

Type and location of gambling

- 63.1% 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 (46.2%) and hotel/pub (36.0%). Among female problem gamblers, 69.7% reported club as the preferred gambling venue, 24.5% hotel/pub, and 3.5% casino. Among male problem gamblers, 41.1% reported hotel/pub as the preferred gambling venue, 36.0% club, 11.1% TAB, and 6.5% casino.
- The Coastal Sydney region had the lowest percentage of problem gamblers whose preferred gambling venue was club (31.5%).
- Of those problem gamblers specifying a principal gambling activity, 78.3% specified gaming machines. Among males, 71.7% reported gaming machines, 20.3% some form of racing or sports betting, and 4.4% casino table games. Among females, 93.5% reported gaming machines and 2.7% casino table games.
- Across NSW, 85.4% of problem gamblers reported gaming machines as either the principal or a secondary gambling activity.
- Across all problem gamblers, 96.0% preferred to access gambling in person, 0.6% via the telephone, and 3.4% via the internet. Among female problem gamblers, 99.4% preferred to access gambling in person and 0.6% via the internet. Among male problem gamblers, 94.5% preferred to access gambling in person, 0.8% via the telephone, and 4.6% via the internet.
- Across all problem gamblers, the most commonly recorded length of time since first experiencing problems with gambling was over 15 years (22.1%), and the least commonly reported was less than 1 year (5.4%). Male problem gamblers (23.9%) were more likely than female problems gamblers (17.9%) to report the length of time since first experiencing problems with gambling as being more than 15 years.

Most recent referral source

- Gambling Helpline was the most commonly reported “most recent referral source” (reported by 19.7% of clients).

Income and expenditure

- 47.9% of problem gamblers reported their principal source of income as being full-time employment, 19.5% pension (e.g. aged, disability), 13.7% temporary benefit (e.g. unemployment), and 13.0% part-time employment.
- 43.4% of problem gamblers reported their weekly individual income (net) as being less than \$500. A higher percentage of females (54.8%) than males (38.4%) reported their weekly individual income (net) as being less than \$500.

- 70.2% of problem gamblers reported their weekly gambling losses as being \$200 or more. A higher percentage of males (72.0%) than females (66.0%) reported their weekly gambling losses as being \$200 or more.

Mental health, substance abuse and legal history

- 36.5% of problem gamblers reported ever having been diagnosed with anxiety, 48.8% reported ever having been diagnosed with depression, 26.3% reported ever having had a problem with alcohol, 18.0% reported ever having had a problem with other drugs, 38.2% reported ever having had thoughts about committing suicide, 11.4% reported ever having had attempted suicide, and 18.0% reported ever having had committed an offence related to their gambling problem.

Refusal to consent to data collection

- Across all services, 15.1% of clients were reported as having refused to consent to data collection (compared with 14.0% for the 2010/11 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 2011 to 30 June 2012. 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 2011 and 30 June 2012 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 44 counselling services funded by the RGF during the 1 July 2011 to 30 June 2012 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 4,414 clients received counselling services between 1 July 2011 and 30 June 2012.

Table 1 displays the breakdown of client numbers by region. When the statewide service was excluded, the data showed that 58.5% 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 55.8% 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	266	6.0	N/A
North Coast	3	323	7.3	7.8
New England/North West	2	79	1.8	1.9
Illawarra	1	276	6.3	6.7
Hunter	4	241	5.5	5.8
Western NSW	2	167	3.8	4.0
Central Coast	3	240	5.4	5.8
South East	1	57	1.3	1.4
Riverina/Murray	3	339	7.7	8.2
Western Sydney	7	724	16.4	17.5
South West Sydney	6	450	10.2	10.8
Coastal Sydney	11	1252	28.4	30.2
NSW	44	4414	100.0	100.0

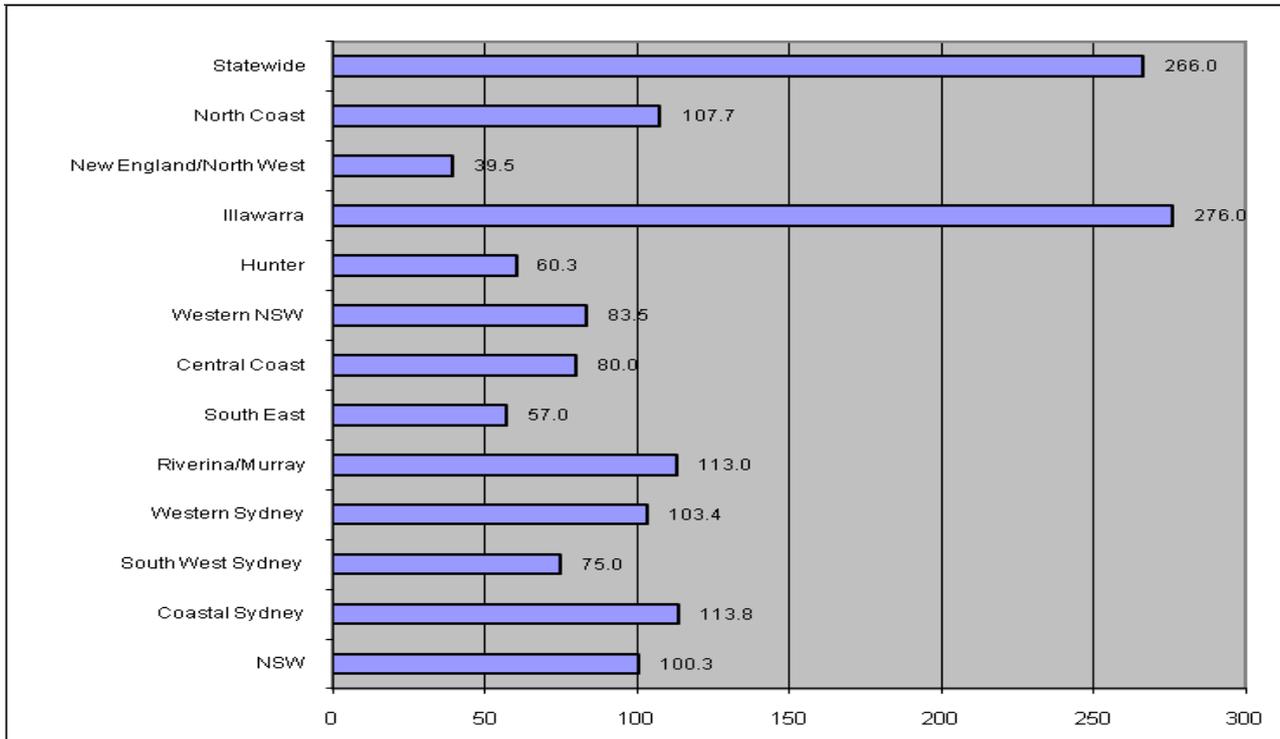
Table 2 displays the annual percentage change in clients and counselling sessions for the past five financial years. The number of clients in 2011/12 increased by 4.2% from 2010/11, and the number of counselling sessions increased by 3.8%.

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
2011/12	4,414	+4.2%	20,566	+3.8%
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%

Figure 1 displays the client to service ratio in each region. Across NSW, the client to service ratio was 100.3 clients per service. The highest client to service ratios were found in the Illawarra region (276.0 clients per service), the statewide service (266.0 clients per service), and the Coastal Sydney region (113.8 clients per service). The lowest client to service ratios were found in the New England/North West (39.5 clients per service), South East (57.0 clients per service), and Hunter (60.3 clients per service) regions.

Figure 1: The client to service ratio in each region



Session Numbers, Durations, and Locations

A total of 16,143 individual face-to-face counselling sessions (14,590 problem gambling; 1,553 financial), 3,658 telephone counselling sessions (2,704 problem gambling; 954 financial), 457 couple/family counselling sessions (375 problem gambling; 82 financial), 156 group counselling sessions (155 problem gambling; 1 financial), and 152 on-line counselling sessions (43 problem gambling; 109 financial) were recorded as having been delivered between 1 July 2011 and 30 June 2012. 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 (8.3 sessions per client). The lowest session to client ratio was found in the Western NSW region (2.8 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, 29.4% 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 (42.1%) and the Hunter region (40.7%), and lowest in the Western Sydney (24.2%) and Coastal Sydney (26.0%) 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	532	0	521	0	16	0	0	0	0	0	1069	0
North Coast	1047	111	181	6	32	6	7	0	11	0	1278	123
New England/ North West	229	46	11	48	18	0	36	0	0	0	294	94
Illawarra	665	168	65	110	8	0	0	0	5	5	743	283
Hunter	766	2	44	2	15	0	10	0	2	0	837	4
Western NSW	371	6	57	0	28	0	10	0	2	0	468	6
Central Coast	623	55	130	14	47	17	10	0	0	0	810	86
South East	412	0	60	0	3	0	0	0	0	0	475	0
Riverina/ Murray	368	280	150	365	11	24	0	1	0	1	529	671
Western Sydney	2604	172	525	2	123	2	71	0	10	0	3333	176
South West Sydney	1792	148	667	144	29	4	0	0	1	0	2489	296
Coastal Sydney	5181	565	293	263	45	29	11	0	12	103	5542	960
NSW	14590	1553	2704	954	375	82	155	1	43	109	17867	2699

Table 6 displays the number and percentage of clients in each region reporting only one financial counselling session. Across all services, 46.8% of clients who received financial counselling reported only one financial counselling session during the reporting period. This percentage was highest in the Western Sydney region (56.7%) and lowest in the Western NSW region (0.0%).

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	266	1069	4.0
North Coast	323	1401	4.3
New England/ North West	79	388	4.9
Illawarra	276	1026	3.7
Hunter	241	841	3.5
Western NSW	167	474	2.8
Central Coast	240	896	3.7
South East	57	475	8.3
Riverina/Murray	339	1200	3.5
Western Sydney	724	3509	4.8
South West Sydney	450	2785	6.2
Coastal Sydney	1252	6502	5.2
NSW	4414	20566	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	266	112	42.1
North Coast	266	76	28.6
New England/North West	69	19	27.5
Illawarra	185	65	35.1
Hunter	241	98	40.7
Western NSW	167	56	33.5
Central Coast	195	60	30.8
South East	57	16	28.1
Riverina/Murray	132	42	31.8
Western Sydney	664	161	24.2
South West Sydney	400	107	26.8
Coastal Sydney	1064	277	26.0
NSW	3706	1089	29.4

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	64	28	43.8
New England/North West	10	1	10.0
Illawarra	107	52	48.6
Hunter	2	1	50.0
Western NSW	3	0	0.0
Central Coast	48	19	39.6
South East	0	0	N/A
Riverina/Murray	227	121	53.3
Western Sydney	90	51	56.7
South West Sydney	67	25	37.3
Coastal Sydney	259	112	43.2
NSW	877	410	46.8

As can be seen in Tables 5 and 6, the percentage of financial counselling clients who received only one financial counselling session (46.8%) was higher than the percentage of problem gambling counselling clients who received only one problem gambling counselling session (29.4%).

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 67.2 minutes. The highest mean individual face-to-face session durations were found in the Illawarra (83.0 mins) and North Coast (75.8 mins) regions. The lowest mean individual face-to-face session durations were found in the South West Sydney (59.5 mins) and Western NSW (61.9 mins) regions.

Figure 3 displays the mean telephone counselling session duration for each region. Across all services, the mean telephone counselling session duration was 31.2 minutes. The highest mean telephone counselling session durations were found in the South East (55.0 mins) and Hunter (43.4 mins) regions. The lowest mean telephone counselling session duration was found in the Riverina/Murray (25.1 mins) and South West Sydney (26.5 mins) regions.

As might be expected, the mean individual face-to-face counselling session duration across all services (67.2 mins) is much higher than the mean telephone counselling session duration across all services (31.2 mins). The mean individual face-to-face counselling session duration is higher for financial counselling sessions (76.7 mins) than for problem gambling counselling sessions (66.1 mins), while the mean telephone counselling session duration is lower for financial counselling sessions (26.1 mins) than for problem gambling counselling sessions (33.0 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 73.9 minutes. The highest mean couple/family counselling session durations were found in the North Coast (90.4 mins) and Illawarra (86.3 mins) regions. The lowest mean couple/family counselling session durations were found in the Riverina/Murray (44.1 mins) and New England/North West (62.5 mins) regions.

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

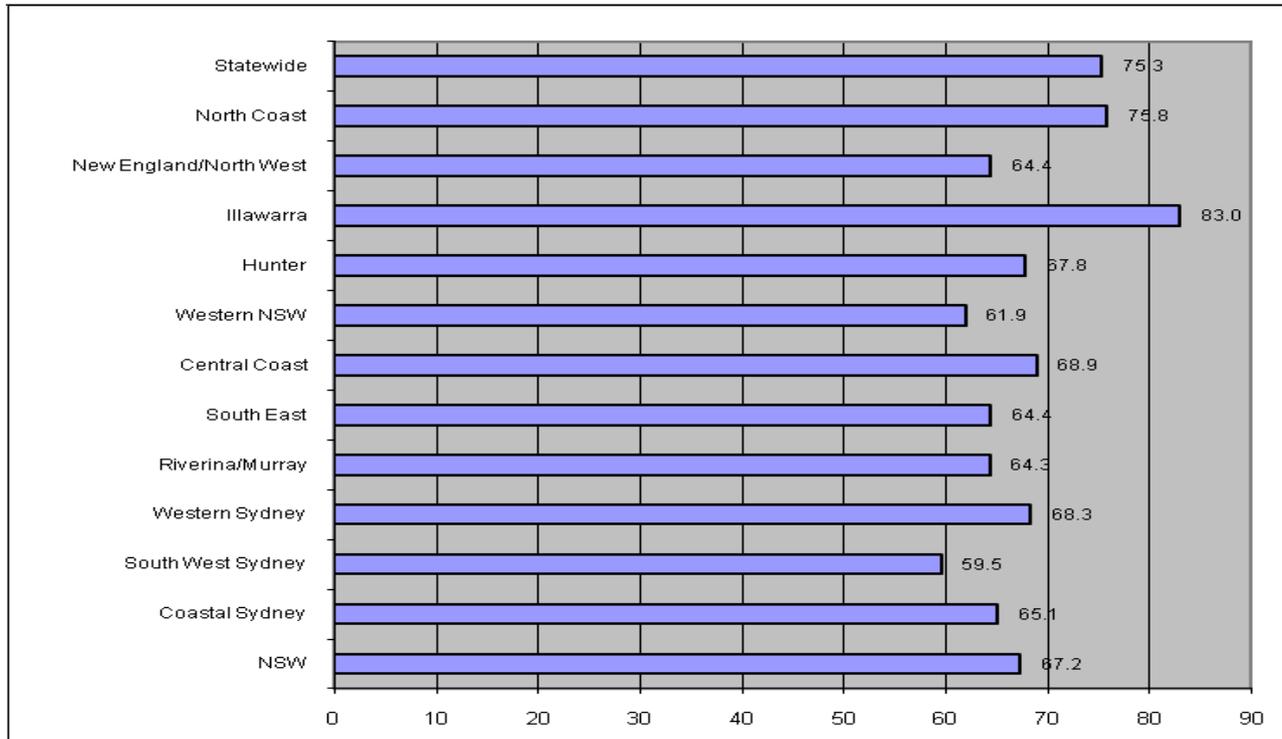


Figure 3: The mean telephone counselling session duration (mins) in each region

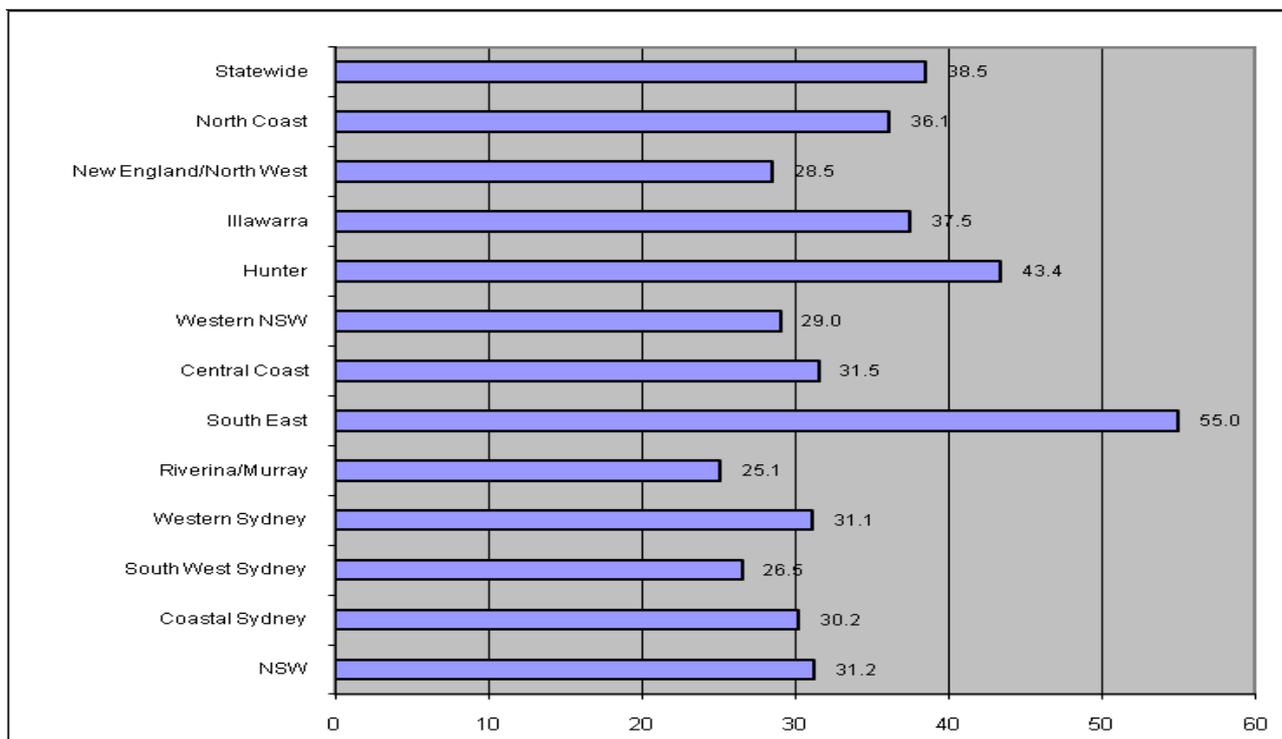


Figure 4: The mean couple/family counselling session duration (mins) in each region

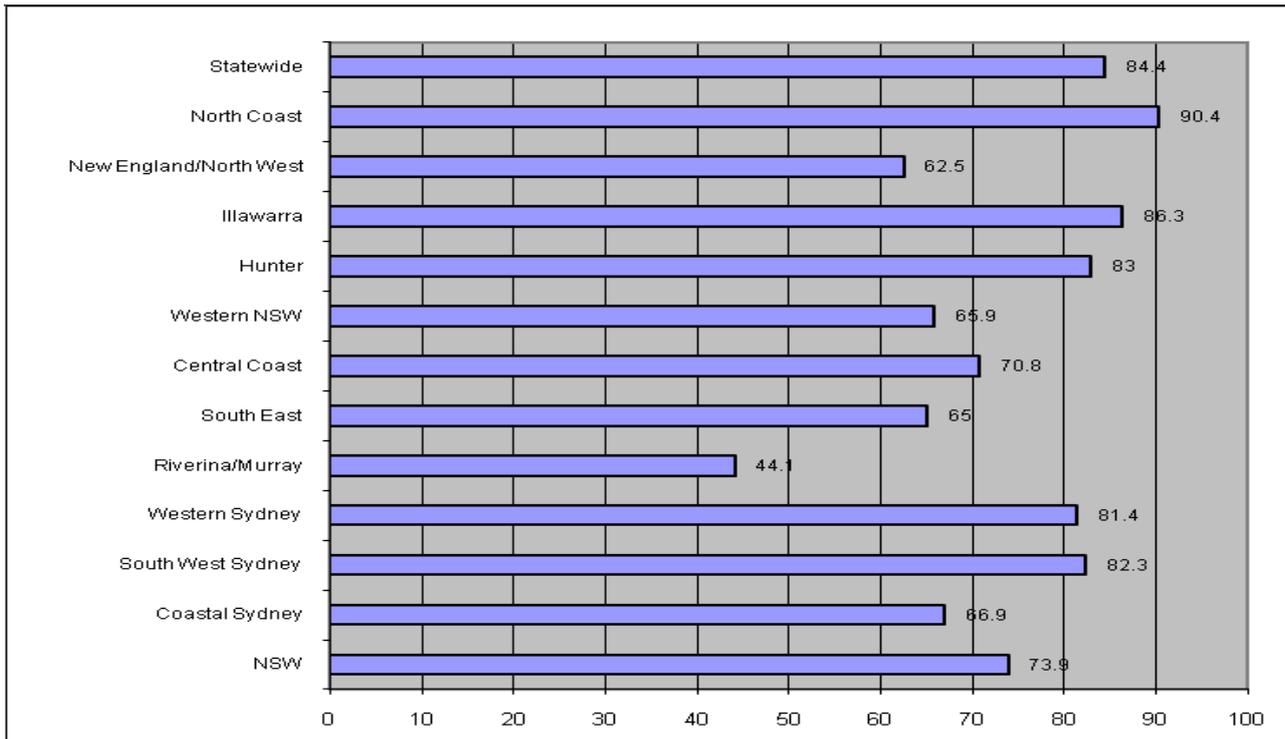


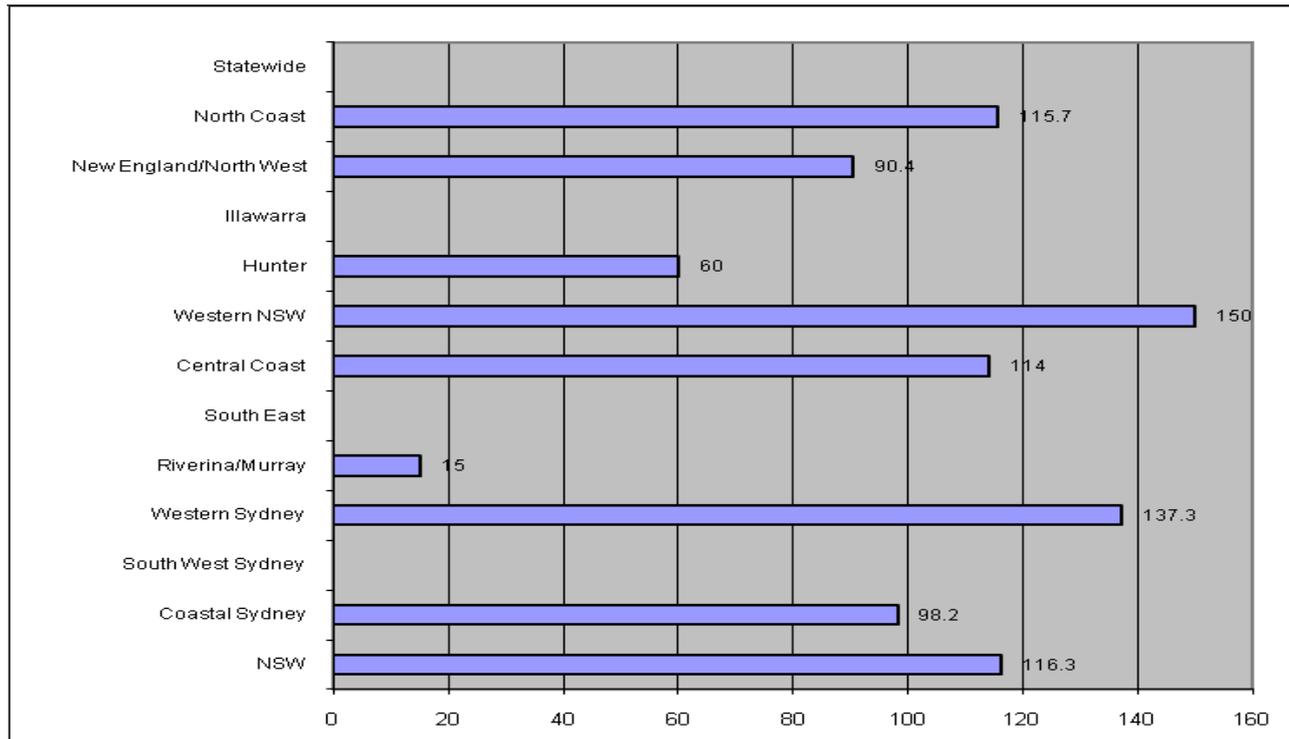
Figure 5 displays the mean group counselling session duration for each region. Across all services, the mean group counselling session duration was 116.3 minutes. Excluding Riverina/Murray where there was only one group session, the highest mean group counselling session duration was found in the Western NSW region (150.0 mins), and the lowest mean group counselling session duration was found in the Hunter region (60.0 mins). With the exception of the Hunter and Riverina/Murray regions, 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 457 couple/family counselling sessions delivered across NSW, 98.2% contained 2 clients and 1.8% contained 3-4 clients.

Of the 156 group counselling sessions delivered across NSW, 28.8% contained 2-3 clients, 59.6% contained 4-6 clients, and 11.5% contained 7-13 clients.

Table 7 displays the number of counselling sessions conducted in the 20 most frequently reported counselling locations. Counselling sessions were conducted in 187 suburbs across NSW. At least two counselling sessions were conducted in 158 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 (31) and services in the Western NSW region (24) conducted counselling in the largest number of suburbs. Services in the New England/North West (6), Central Coast (9), and South West Sydney (9) 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	1467
2	Parramatta	895
3	Kingswood	880
4	Sydney	828
5	Bankstown	659
6	Liverpool	635
7	Darlington	593
8	St Leonards	490
9	Campsie	442
10	Gordon	405
11	Blacktown	376
12	Mount Druitt	376
13	Sutherland	366
14	Albury	344
15	Coffs Harbour	340
16	Wollongong	335
17	Lidcombe	325
18	Glebe	277
19	Goulburn	262
20	Gosford	257

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	31
North Coast	22
New England/North West	6
Illawarra	11
Hunter	20
Western NSW	24
Central Coast	9
South East	11
Riverina/Murray	11
Western Sydney	22
South West Sydney	9
Coastal Sydney	33

Counselling sessions were conducted in a total of 234 individual service locations across NSW. At least two counselling sessions were conducted in 192 individual service locations, and at least 100 counselling sessions were conducted in 48 individual service locations.

Sex

Responses for this variable were obtained for 84.9% 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, 60.8% were male and 39.2% were female. The percentage of males was higher in regions such as Coastal Sydney (69.6%), South West Sydney (67.1%), and New England/North West (63.2%). The percentage of females was higher in regions such as Riverina/Murray (51.0%), South East (48.1%), and North Coast (47.0%).

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

Region	Males		Females	
	Number	%	Number	%
Statewide	41	54.7	34	45.3
North Coast	159	53.0	141	47.0
New England/North West	36	63.2	21	36.8
Illawarra	145	54.3	122	45.7
Hunter	106	54.9	87	45.1
Western NSW	84	58.7	59	41.3
Central Coast	117	54.7	97	45.3
South East	27	51.9	25	48.1
Riverina/Murray	164	49.0	171	51.0
Western Sydney	378	59.8	254	40.2
South West Sydney	255	67.1	125	32.9
Coastal Sydney	766	69.6	334	30.4
NSW	2278	60.8	1470	39.2

Age

Responses for this variable were obtained for 83.1% of all clients, and 97.9% 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 2011 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 (46.1 yrs) was greater than that for male clients (40.1 yrs). This pattern was found in every region of the state. Of those clients aged 18-34, 73.1% were male. Of those clients aged 50-64 yrs, 51.7% were female.

The mean age of clients from regions such as Western NSW (40.8 yrs), New England/North West (40.9 yrs), and Hunter (41.6 yrs) was lower than for clients from regions such as South East (45.7 yrs), North Coast (44.2 yrs), and Central Coast (43.6 yrs).

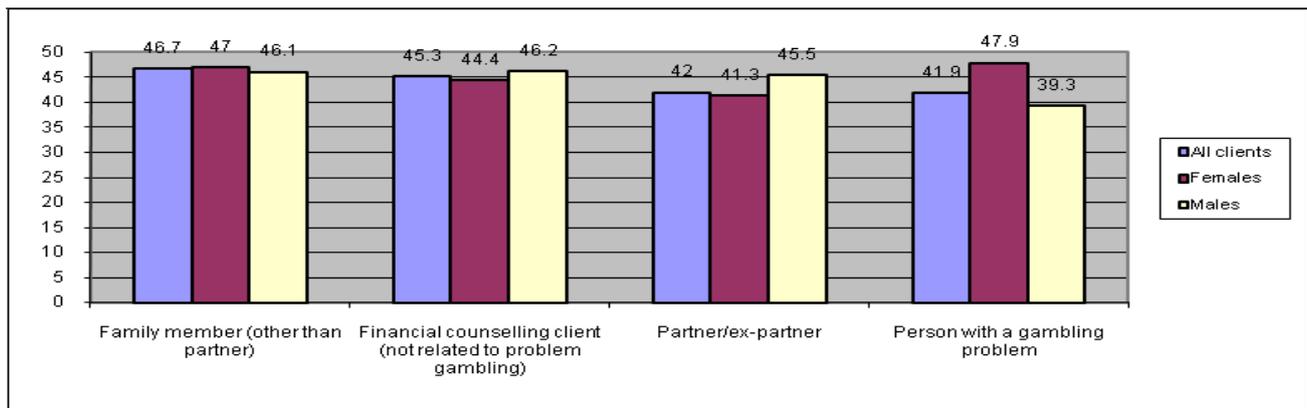
Figure 6 displays the breakdown of mean age by sex and client status. Among males, partners/ex-partners (45.5 yrs) and family members (46.1 yrs) tended to be older than problem gamblers (39.3 yrs). Among females, partners/ex-partners (41.3 yrs) tended to be younger than problem gamblers (47.9 yrs) and family members (47.0 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	40.3	44.3	42.1
North Coast	41.8	46.9	44.2
New England/North West	39.3	43.7	40.9
Illawarra	40.7	46.4	43.3
Hunter	37.6	46.4	41.6
Western NSW	37.8	45.1	40.8
Central Coast	40.9	47.3	43.6
South East	43.0	48.5	45.7
Riverina/Murray	42.0	43.5	42.8
Western Sydney	39.2	46.0	41.9
South West Sydney	42.7	44.4	43.2
Coastal Sydney	39.3	47.8	41.9
NSW	40.1	46.1	42.5

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

Age	Males		Females	
	Number	%	Number	%
<18 years	7	70.0	3	30.0
18-34 years	860	73.1	316	26.9
35-49 years	872	61.2	554	38.8
50-64 years	423	48.3	452	51.7
65+ years	74	40.9	107	59.1

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

Suburb of Residence

Responses for this variable were obtained for 84.7% of all clients, and 99.8% of consenting clients.

Table 12 displays the 21 most commonly reported suburbs of residence for all clients during the reporting period (in descending order), and the 21 most commonly reported suburbs of residence for clients identifying themselves as problem gamblers (in descending order). Six clients reported “no fixed address” as their place of residence, and all of these clients were problem gamblers.

Table 12: The 21 most commonly reported suburbs of residence for all clients, and the 21 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	Wagga Wagga	72	1	Wagga Wagga	31
2	Albury	61	2	Albury	29
3	Coffs Harbour	49	3	Bankstown	24
4	Lavington	39	4	Blacktown	24
5	Blacktown	33	5	Broken Hill	23
6	Dubbo	31	6	Mount Druitt	23
7	Bankstown	30	7	Surry Hills	23
8	Nowra	29	8	Cabramatta	22
9	Port Macquarie	28	9	Marrickville	22
10	Broken Hill	27	10	Penrith	22
11	Mount Druitt	27	11	Port Macquarie	22
12	Penrith	26	12	Dubbo	21
13	Punchbowl	26	13	Nowra	20
14	Surry Hills	26	14	Punchbowl	20
15	Cabramatta	25	15	Newtown	19
16	Marrickville	25	16	Goulburn	17
17	Tumut	23	17	Parramatta	17
18	Wodonga	22	18	Campsie	16
19	Armidale	20	19	Hornsby	16
20	Castle Hill	20	20	Umina Beach	16
21	Newtown	20	21	Wollongong	16

Country of Birth

Responses for this variable were obtained for 84.7% of all clients, and 99.7% of consenting clients.

Table 13 displays the 20 most frequently reported countries of birth across all clients. Of those clients identifying their country of birth, 70.4% stated that they were born in Australia. Other than Australia, the most common countries of birth were Vietnam (3.6%), New Zealand (2.8%), England (2.2%), and Lebanon (2.0%).

Of those clients identifying their country of birth as a country other than Australia, 251 (22.7%) were born in a country where the main language is English (England, Scotland, Wales, Ireland, Northern Ireland, New Zealand, Canada, U.S.A.), and 856 (77.3%) were born in a country where the main language is other than English.

Table 13: The number and percentage of clients born in the 20 most frequently reported countries of birth

Rank	Country of birth	Number of clients	Percentage of clients
1	Australia	2631	70.4
2	Vietnam	136	3.6
3	New Zealand	105	2.8
4	England	84	2.2
5	Lebanon	73	2.0
6	China (excludes SARs* and Taiwan Province)	59	1.6
7	Philippines	54	1.4
8	Italy	31	0.8
9	Egypt	29	0.8
10	India	29	0.8
11	South Korea	25	0.7
12	Greece	24	0.6
13	Ireland	24	0.6
14	Fiji	17	0.5
15	Indonesia	17	0.5
16	Iraq	17	0.5
17	Turkey	17	0.5
18	Croatia	16	0.4
19	South Africa	16	0.4
20	Thailand	15	0.4

* SAR = Special Administrative Region

Main Language other than English Spoken at Home

Responses for this variable were obtained for 83.7% of all clients, and 98.6% of consenting clients.

Table 14 displays the 20 most frequently reported main languages other than English spoken at home across all clients. A total of 797 clients (21.6%) reported that they spoke a language other than English at home. Of these clients, the most common languages reported were Arabic (18.4%), Vietnamese (15.3%), Italian (7.5%), Cantonese (6.1%), and Greek (5.6%). Among clients who reported speaking a language other than English at home, 35.5% spoke a Chinese or Southeast Asian language.

Table 14: The number and percentage of clients reporting the 20 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	147	18.4
2	Vietnamese	122	15.3
3	Italian	60	7.5
4	Cantonese	49	6.1
5	Greek	45	5.6
6	Spanish	32	4.0
7	Tagalog	29	3.6
8	Mandarin	27	3.4
9	Korean	23	2.9
10	Turkish	19	2.4
11	Hindi	17	2.1
12	Chinese, nec*	16	2.0
13	Serbian	13	1.6
14	Croatian	11	1.4
15	French	11	1.4
16	Macedonian	11	1.4
17	Thai	11	1.4
18	Polish	9	1.1
19	Indonesian	8	1.0
20	Tongan	8	1.0

* 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 (15.4%) than among clients who speak English only at home (2.9%). It is interesting to note that 65.9% 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 (24.0%) than among clients who speak English only at home (39.4%).

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	15.4
Club	45.1	50.3
Home	3.1	2.5
Hotel/pub	39.4	24.0
Newsagent	0.7	0.8
On course (racing & sports betting)	0.5	0.0
TAB	8.0	6.9
Work	0.2	0.0
Other	0.0	0.0

Spoken English Proficiency

Responses for this variable were obtained for 84.7% of all clients, and 99.8% of consenting clients.

Table 16 displays the breakdown for spoken English proficiency by region. A total of 190 clients (22.6%) 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”. Of these clients, 96.3% 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 regions where only one or two non-English speaking client were 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 (54.8%) and in the South West Sydney region (38.0%).

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	13	20	33	7	54.8
North Coast	293	4	1	1	0	16.7
New England/ North West	55	2	0	0	0	0.0
Illawarra	229	24	12	2	0	5.3
Hunter	183	6	2	1	0	11.1
Western NSW	139	4	0	0	0	0.0
Central Coast	208	6	0	0	0	0.0
South East	50	0	0	2	0	100.0
Riverina/Murray	327	4	3	1	0	12.5
Western Sydney	458	90	49	26	3	17.3
South West Sydney	135	67	85	91	2	38.0
Coastal Sydney	819	191	69	19	2	7.5
NSW	2898	411	241	176	14	22.6

Indigenous Status

Responses for this variable were obtained for 83.6% of all clients, and 98.5% of consenting clients.

Table 17 displays the breakdown for indigenous status by region and gender. Of those clients who indicated their indigenous status, 169 (4.6%) reported that they were indigenous. The highest percentages of indigenous clients were recorded by services in the New England/North West (21.4%) and Western NSW (16.8%) regions.

The percentage of indigenous clients who are female (45.6%) was slightly higher than the percentage of all clients who are female (39.2%). Of those regions with at least 10 indigenous clients, the highest percentages of indigenous clients who are female were found in the New England/North West (58.3%), Western Sydney (53.8%), and Riverina/Murray (53.1%) 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	74	0	0.0	0	0
North Coast	278	18	6.1	12	6
New England/ North West	44	12	21.4	5	7
Illawarra	245	18	6.8	14	4
Hunter	178	6	3.3	2	4
Western NSW	119	24	16.8	12	12
Central Coast	200	13	6.1	8	5
South East	50	2	3.8	0	2
Riverina/Murray	301	32	9.6	15	17
Western Sydney	604	13	2.1	6	7
South West Sydney	367	7	1.9	3	4
Coastal Sydney	1063	24	2.2	15	9
NSW	3523	169	4.6	92	77

With regard to client status, 79.9% of indigenous clients identified themselves as a person with a gambling problem, and 9.5% identified themselves as a partner/ex-partner or family member of a problem gambler.

Among indigenous problem gamblers, 51.2% identified hotel/pub as the preferred gambling venue, and 40.0% identified club.

Among indigenous problem gamblers, 87.3% identified gaming machines as the principal gambling activity, and 9.7% 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 84.9% of all clients, and 100.0% of consenting clients.

Table 18 displays the breakdown of client status by sex. With regard to client status, 75.2% of clients identified themselves as a person with a gambling problem, 10.8% identified themselves as the partner/ex-partner of a problem gambler, 7.0% identified themselves as a family member (other than partner), and 4.8% identified themselves as a financial counselling client (not related to problem gambling). Clients identifying themselves as problem gamblers were more commonly male (69.8%), whereas clients identifying

themselves as a partner/ex-partner or family member of a problem gambler were more commonly female (74.5%).

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	1966	69.8	852	30.2	2818	75.2
Partner/ex-partner	71	17.6	332	82.4	403	10.8
Family member (other than partner)	99	37.6	164	62.4	263	7.0
Friend	36	63.2	21	36.8	57	1.5
Colleague or employer	1	50.0	1	50.0	2	0.1
Financial counselling client (not related to problem gambling)	86	48.0	93	52.0	179	4.8
Other	18	72.0	7	28.0	25	0.7

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 Coastal Sydney (87.0%) and Western NSW (83.2%) regions. The highest percentages of clients who identified themselves as partners/ex-partners of problem gamblers were found in the New England/North West (17.5%) and Riverina/Murray (17.4%) regions. Interestingly, 40.4% 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	49	65.3	13	17.3	13	17.3	0	0.0	0	0.0
North Coast	201	67.0	52	17.3	28	9.3	2	0.7	17	5.7
New England/ North West	42	73.7	10	17.5	3	5.3	2	3.5	0	0.0
Illawarra	189	70.8	39	14.6	32	12.0	4	1.5	3	1.1
Hunter	158	81.9	18	9.3	15	7.8	2	1.0	0	0.0
Western NSW	119	83.2	19	13.3	5	3.5	0	0.0	0	0.0
Central Coast	143	66.8	17	7.9	9	4.2	1	0.5	43	20.1
South East	43	82.7	6	11.5	3	5.8	0	0.0	0	0.0
Riverina/ Murray	143	42.8	58	17.4	58	17.4	23	6.9	52	15.6
Western Sydney	495	78.4	69	10.9	40	6.3	11	1.7	1	0.2
South West Sydney	279	73.4	26	6.8	19	5.0	0	0.0	52	13.7
Coastal Sydney	957	87.0	76	6.9	38	3.5	12	1.1	11	1.0
NSW	2818	75.2	403	10.8	263	7.0	57	1.5	179	4.8

Preferred Gambling Suburb

Responses for this variable were obtained for 96.2% of all clients who identified themselves as a person with a gambling problem. A further 2.6% reported "no preference".

Table 20 displays the 21 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 63.1% 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 (94.1%), New England/North West (88.1%), and South East (88.1%) regions, and lowest in the Illawarra (49.5%) and South West Sydney (51.1%) 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 21 most frequently reported preferred gambling suburbs

Rank	Preferred gambling suburb	Number of clients	Rank	Preferred gambling suburb	Number of clients
1	Sydney	188	11	Liverpool	25
2	Pyrmont	60	12	Nowra	24
3	Albury	52	13	Broken Hill	23
4	Wollongong	47	14	Hornsby	23
5	Penrith	45	15	Port Macquarie	23
6	Wagga Wagga	40	16	St Marys	23
7	Bankstown	37	17	Campbelltown	22
8	Blacktown	37	18	Gosford	22
9	Parramatta	36	19	Rooty Hill	22
10	Cabramatta	26	20	Dubbo	21
			21	Mount Druitt	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	30	61.2
North Coast	145	72.1
New England/North West	37	88.1
Illawarra	91	49.5
Hunter	117	77.0
Western NSW	112	94.1
Central Coast	76	53.5
South East	37	88.1
Riverina/Murray	104	72.7
Western Sydney	278	62.3
South West Sydney	137	51.1
Coastal Sydney	545	59.1
NSW	1709	63.1

Preferred Gambling Venue

Responses for this variable were obtained for 95.9% of all clients who identified themselves as a person with a gambling problem. A further 2.8% 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 (46.2%) and hotel/pub (36.0%). In addition, 7.8% of problem gamblers reported TAB as the preferred gambling venue, and 5.6% reported casino. Among female problem gamblers, 69.7% reported club as the preferred gambling venue, 24.5% hotel/pub, and 3.5% casino. Among male problem gamblers, 41.1% reported hotel/pub as the preferred gambling venue, 36.0% club, 11.1% TAB, and 6.5% 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	123	6.5	29	3.5
TAB	208	11.1	4	0.5
On course (racing & sports betting)	11	0.6	0	0.0
Club	676	36.0	574	69.7
Hotel/pub	772	41.1	202	24.5
Newsagent	10	0.5	9	1.1
Home	75	4.0	5	0.6
Work	5	0.3	0	0.0
Other	0	0.0	0	0.0
Total	1880	100.0	823	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 (81.4%), Illawarra (64.1%), and South West Sydney (63.0%). The regions with the highest percentage of problem gamblers reporting hotel/pub as the preferred gambling venue were Hunter (48.6%), Western NSW (45.1%), and Coastal Sydney (43.8%). Interestingly, the Coastal Sydney region had the lowest percentage of problem gamblers whose preferred gambling venue was club (31.5%).

Casino was the preferred gambling venue for 21.3% of problem gambling clients of the statewide service, and 10.0% 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 Central Coast (12.9%) and New England/North West (12.8%) 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	10	2	0	21	11	1	2	0	0
North Coast	4	10	0	106	63	1	9	0	0
New England/ North West	1	5	0	19	12	1	1	0	0
Illawarra	2	14	0	118	46	0	4	0	0
Hunter	1	9	1	58	70	0	5	0	0
Western NSW	0	1	0	58	51	1	2	0	0
Central Coast	3	18	1	73	37	0	7	1	0
South East	0	0	0	35	8	0	0	0	0
Riverina/Murray	0	9	0	68	45	3	1	0	0
Western Sydney	26	34	2	230	164	0	13	1	0
South West Sydney	27	10	0	170	58	0	5	0	0
Coastal Sydney	78	100	7	294	409	12	31	3	0
NSW	152	212	11	1250	974	19	80	5	0

Principal Gambling Activity

Responses for this variable were obtained for 99.4% 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, 78.3% specified gaming machines. Among males, 71.7% reported gaming machines as the principal gambling activity, 20.3% reported some form of racing or sports betting, and 4.4% reported casino table games. Among females, 93.5% reported gaming machines as the principal gambling activity and 2.7% 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 (90.7%), Western NSW (89.0%), and Illawarra (83.4%) regions. The lowest percentages of problem gamblers reporting gaming machines as the principal gambling activity were found in the New England/North West (59.5%) and Coastal Sydney (71.8%) regions, and in the statewide service (73.5%).

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	1400	71.7	793	93.5
Horse/dog races	293	15.0	5	0.6
Sports betting	96	4.9	1	0.1
Card games	38	1.9	8	0.9
Casino table games	85	4.4	23	2.7
Lottery products	12	0.6	11	1.3
Keno	7	0.4	4	0.5
Bingo	1	0.1	2	0.2
TAB/phonetab (racing & sports betting)*	6	0.3	0	0.0
On course (racing & sports betting)*	1	0.1	0	0.0
Internet (gaming, racing & sports betting)*	1	0.1	0	0.0
Other	13	0.7	1	0.1
Total	1953	100.0	848	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

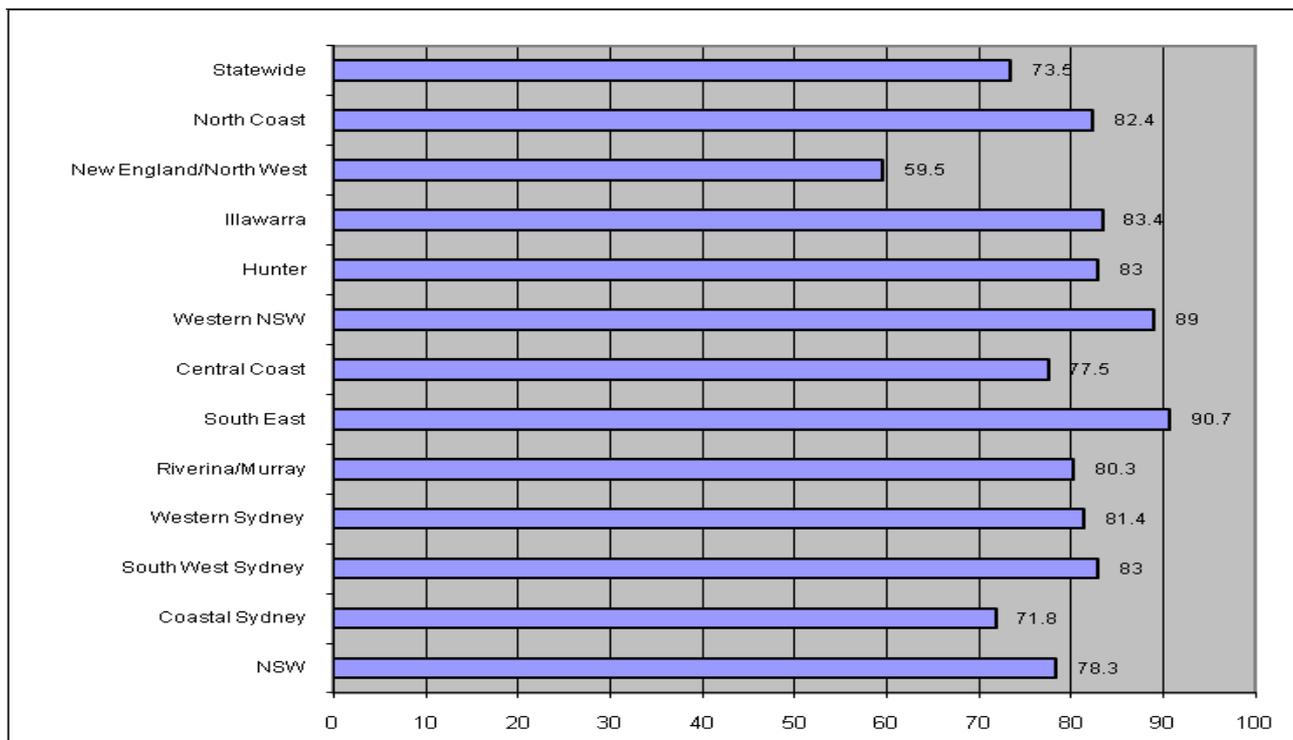


Table 25: The number of problem gamblers in each region who reported each principal gambling activity

Region	Gaming machines	Horse/dog races	Sports betting	Card games	Casino table games	Lottery products	Keno	Bingo
Statewide	36	2	1	2	6	1	0	1
North Coast	164	24	2	2	2	1	1	0
New England/ North West	25	11	0	1	0	1	3	0
Illawarra	156	15	8	1	4	0	1	2
Hunter	127	20	5	0	1	0	0	0
Western NSW	105	10	1	1	0	1	0	0
Central Coast	110	22	4	1	0	0	1	0
South East	39	4	0	0	0	0	0	0
Riverina/ Murray	114	18	2	3	1	4	0	0
Western Sydney	402	38	21	13	12	2	0	0
South West Sydney	229	10	3	4	27	0	1	0
Coastal Sydney	686	124	50	18	55	13	4	0
NSW	2193	298	97	46	108	23	11	3

Other Gambling Activities

Responses for this variable were obtained for 96.1% 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), 57.2% reported that they engaged in no gambling activities other than their principal gambling activity.

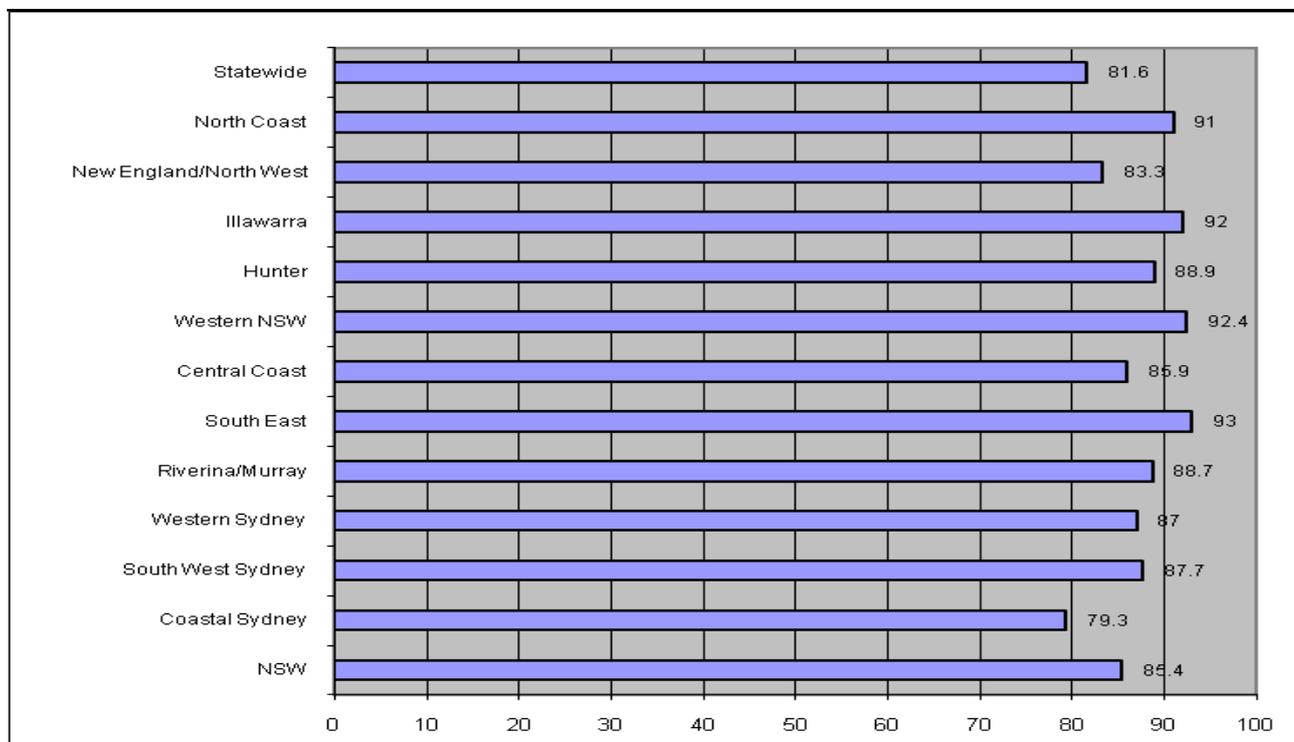
Of those gamblers who reported gaming machines as their principal gambling activity (and for whom a response for “Other Gambling Activities” was recorded), 60.0% reported no other gambling activities, 14.7% reported horse/dog races, 11.5% reported lottery products, and 8.4% reported keno.

Of those who reported horse/dog races as their principal gambling activity (and for whom a response for “Other Gambling Activities” was recorded), 36.2% reported no other gambling activities, 33.9% reported gaming machines, 31.2% reported sports betting, and 8.7% reported casino table games.

Of those who reported casino table games as their principal gambling activity (and for whom a response for “Other Gambling Activities” was recorded), 47.2% reported no other gambling activities, 37.0% reported gaming machines, 15.7% reported card games, and 12.0% reported sports betting.

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, 85.4% of problem gamblers reported gaming machines as either the principal or a secondary gambling activity. This percentage was highest in the South East (93.0%), Western NSW (92.4%), and Illawarra (92.0%) regions, and lowest in the Coastal Sydney region (79.3%), in the statewide service (81.6%), and in the New England/North West region (83.3%).

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 96.3% of all clients who identified themselves as a person with a gambling problem. A further 0.3% reported “no preference”.

Table 26 displays the breakdown of preferred means of accessing gambling by sex. Across all problem gamblers, 96.0% preferred to access gambling in person, 0.6% via the telephone, and 3.4% via the internet. Among female problem gamblers, 99.4% preferred to access gambling in person and 0.6% via the internet. Among male problem gamblers, 94.5% preferred to access gambling in person, 0.8% via the telephone, and 4.6% 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	1799	94.5	805	99.4
Telephone	15	0.8	0	0.0
Internet	88	4.6	5	0.6
Other	1	0.1	0	0.0
Total	1903	100.0	810	100.0

Of those who reported internet as their preferred means of accessing gambling, 74.1% reported home as their preferred venue for gambling.

Of those who reported internet as their preferred means of accessing gambling, 40.2% reported sports betting as their principal gambling activity and 25.0% reported horse/dog races.

Of those who reported telephone as their preferred means of accessing gambling, 40.0% reported TAB as their preferred venue for gambling and 40.0% reported home.

Of those who reported telephone as their preferred means of accessing gambling, 60.0% reported horse/dog races as their principal gambling activity and 33.3% reported sports betting.

Length of Time Since Client First Experienced Problems with Gambling

Responses for this variable were obtained for 93.7% 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 (22.1%), and the least commonly reported was less than 1 year (5.4%). Male problem gamblers (23.9%) were more likely than female problems gamblers (17.9%) to report the length of time since first experiencing problems with gambling as being more than 15 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	110	5.9	33	4.2
1 to 2 years	183	9.9	81	10.3
Over 2 years to 5 years	391	21.1	170	21.5
Over 5 years to 7 years	207	11.2	96	12.2
Over 7 years to 10 years	244	13.2	111	14.1
Over 10 years to 15 years	274	14.8	157	19.9
Over 15 years	442	23.9	141	17.9
Total	1851	100.0	789	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 South East (81.4%), North Coast (76.2%), and Riverina/Murray (70.7%) 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 statewide service (52.4%), and in the South West Sydney (57.5%) and Hunter (59.6%) regions.

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	22	52.4
North Coast	147	76.2
New England/ North West	22	62.9
Illawarra	120	64.9
Hunter	87	59.6
Western NSW	75	67.0
Central Coast	83	59.7
South East	35	81.4
Riverina/Murray	87	70.7
Western Sydney	296	63.8
South West Sydney	153	57.5
Coastal Sydney	545	61.1
NSW	1672	63.3

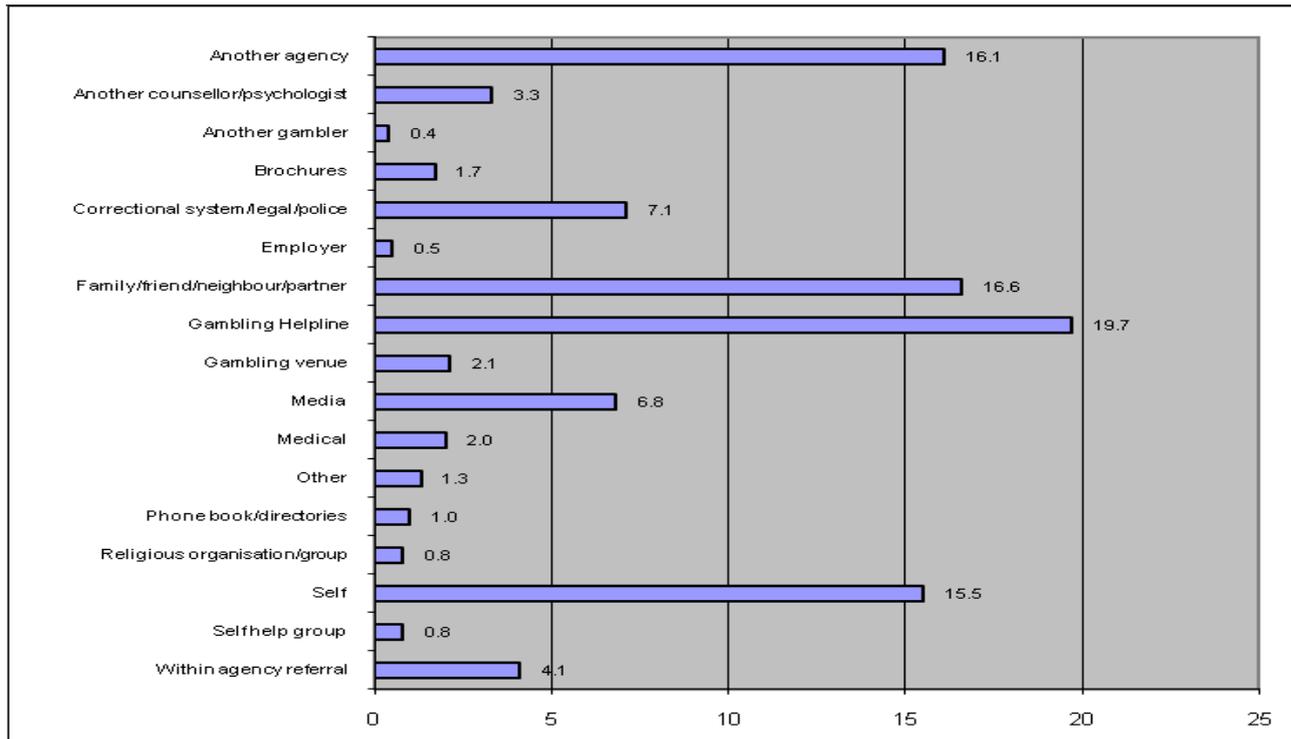
Most Recent Referral Source

Responses for this variable were obtained for 84.2% of all clients, and 99.1% 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, 19.7% reported Gambling Helpline as the most recent referral source, 16.6% reported family/friend/neighbour/partner, and 16.1% reported another agency.

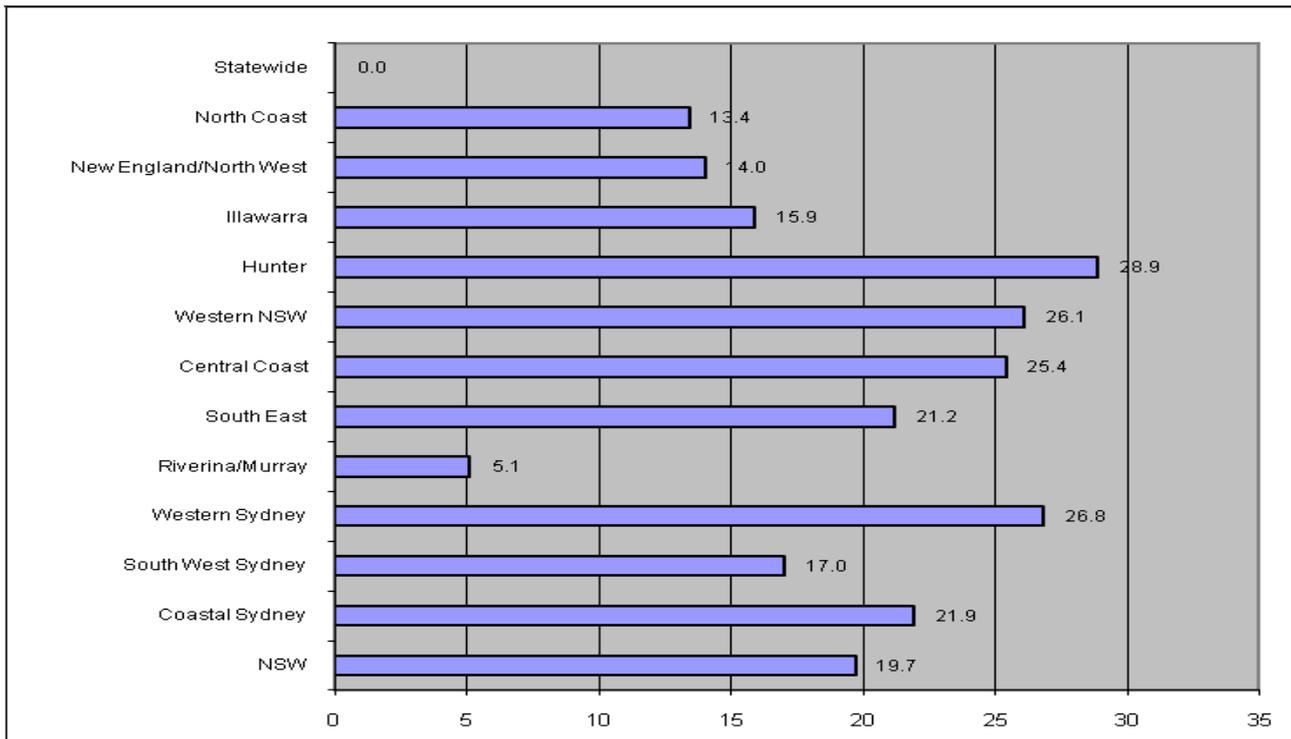
Table 29 displays the breakdown for most recent referral source by sex. Higher percentages of males were found for referral sources such as correctional system/legal/police (74.5% male), employer (70.0% male), and media (68.1% male). The only referral source for which the percentage of females exceeded that for males was phone book/directories (51.3% 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 Hunter (28.9%) and Western Sydney (26.8%) regions, and lowest in the statewide service (0.0%) and in the Riverina/Murray region (5.1%).

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	330	55.1	269	44.9	599
Another counsellor/psychologist	80	64.5	44	35.5	124
Another gambler	10	66.7	5	33.3	15
Brochures	38	58.5	27	41.5	65
Correctional system/legal/police	196	74.5	67	25.5	263
Employer	14	70.0	6	30.0	20
Family/friend/neighbour/partner	393	63.6	225	36.4	618
Gambling Helpline	452	61.7	281	38.3	733
Gambling venue (staff/notice)	44	56.4	34	43.6	78
Media (radio/TV/newspapers/internet)	173	68.1	81	31.9	254
Medical	48	65.8	25	34.2	73
Other	28	56.0	22	44.0	50
Phone book/directories	19	48.7	20	51.3	39
Religious organisation/group	18	64.3	10	35.7	28
Self	319	55.5	256	44.5	575
Self help group	14	50.0	14	50.0	28
Within agency referral	83	54.2	70	45.8	153

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

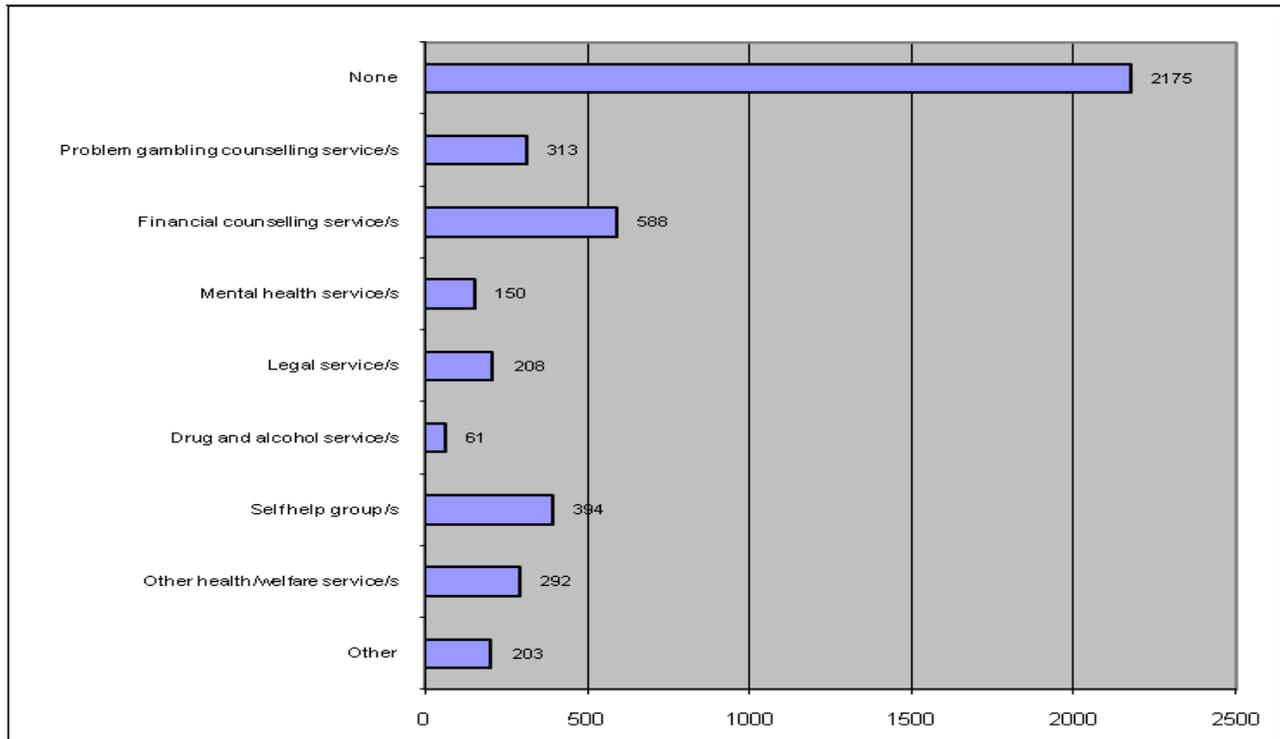


Referrals to Other Service Providers

Responses for this variable were obtained for 84.9 % 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, 58.0% 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 (15.7%), self help groups (10.5%), and problem gambling counselling services (8.4%). The least common types of service to which clients were referred were drug and alcohol services (1.6%) and mental health services (4.0%).

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

Marital Status

Responses for this variable were obtained for 83.1% of all clients, and 97.8% of all consenting clients.

Table 30 displays the breakdown of marital status by sex. Across all clients, 42.0% were married (registered or de facto), 31.6% were never married, 12.8% were divorced, 11.2% were separated, and 2.4% 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	210	9.4	259	18.0
Married (registered and de facto)	911	40.8	629	43.8
Never married	878	39.4	280	19.5
Separated	215	9.6	195	13.6
Widowed	17	0.8	72	5.0
Total	2231	100.0	1435	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 Illawarra (34.0%) and Riverina/Murray (32.7%). The regions

with the highest percentage of clients who were married (registered or de facto) were the statewide service (49.3%), Central Coast (49.1%), and Hunter (48.1%). The regions with the lowest percentage of clients who were married (registered or de facto) were New England/North West (32.1%), Illawarra (34.0%), and Riverina/Murray (36.1%). The regions with the highest percentage of clients who had never been married were Coastal Sydney (41.6%), New England/North West (37.7%), and South East (34.0%). The regions with the lowest percentage of clients who had never been married were the statewide service (17.8%), South West Sydney (22.6%), and Central Coast (24.1%).

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	6	8.2	36	49.3	13	17.8	14	19.2	4	5.5
North Coast	44	15.0	127	43.2	85	28.9	30	10.2	8	2.7
New England/ North West	5	9.4	17	32.1	20	37.7	9	17.0	2	3.8
Illawarra	44	16.8	89	34.0	72	27.5	45	17.2	12	4.6
Hunter	27	14.8	88	48.1	51	27.9	12	6.6	5	2.7
Western NSW	12	8.4	78	54.5	35	24.5	18	12.6	0	0.0
Central Coast	32	15.1	104	49.1	51	24.1	20	9.4	5	2.4
South East	7	14.0	23	46.0	17	34.0	2	4.0	1	2.0
Riverina/Murray	42	12.7	119	36.1	93	28.2	66	20.0	10	3.0
Western Sydney	77	12.4	278	44.7	191	30.7	61	9.8	15	2.4
South West Sydney	63	16.9	171	46.0	84	22.6	43	11.6	11	3.0
Coastal Sydney	110	10.3	410	38.2	446	41.6	90	8.4	16	1.5
NSW	469	12.8	1540	42.0	1158	31.6	410	11.2	89	2.4

Dependent Children

Responses for this variable were obtained for 83.4% of all clients, and 98.3% of all consenting clients.

Table 32 displays the breakdown of dependent children by sex. Across all clients, 38.6% reported having dependent children. Among female clients, 43.0% reported having dependent children. Among male clients, 35.8% reported having dependent children. Of those clients reporting dependent children, 39.3% reported one dependent child, 36.3% reported two dependent children, 16.1% reported three dependent children, and 8.4% 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	801	35.8	622	43.0
No	1434	64.2	826	57.0
Total	2235	100.0	1448	100.0

Among male problem gamblers, 36.2% reported having dependent children. Among female problem gamblers, 35.6% reported having dependent children. Among male partners/ex-partners, 51.5% reported having dependent children. Among female partners/ex-partners, 64.0% 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 (49.8%) and South West Sydney (48.2%). The regions with the lowest percentage of clients with dependent children were Coastal Sydney (28.7%) and the statewide service (29.2%).

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

Region	Yes		No	
	Number	%	Number	%
Statewide	19	29.2	46	70.8
North Coast	129	43.7	166	56.3
New England/ North West	22	40.0	33	60.0
Illawarra	108	40.8	157	59.2
Hunter	77	40.7	112	59.3
Western NSW	48	34.0	93	66.0
Central Coast	106	49.8	107	50.2
South East	16	30.8	36	69.2
Riverina/Murray	135	40.3	200	59.7
Western Sydney	275	44.0	350	56.0
South West Sydney	179	48.2	192	51.8
Coastal Sydney	309	28.7	768	71.3
NSW	1423	38.6	2260	61.4

Living Arrangements

Responses for this variable were obtained for 83.3% of all clients, and 98.1% of all consenting clients.

Table 34 displays the breakdown of living arrangements by sex. Across all clients, 20.0% reported living alone and 80.0% reported living with others. Among female clients, 21.0% reported living alone and 79.0% reported living with others. Among male clients, 19.4% reported living alone and 80.6% 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	433	19.4	304	21.0
Lives with others	1795	80.6	1146	79.0
Total	2228	100.0	1450	100.0

Among male problem gamblers, 18.7% reported living alone. Among female problem gamblers, 27.3% reported living alone. Among male partners/ex-partners, 17.1% reported living alone. Among female partners/ex-partners, 8.2% 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 New England/North West (32.1%), Riverina/Murray (28.1%), and South East (28.0%). The regions with the highest percentage of clients who live with others were South West Sydney (86.6%), Western Sydney (85.2%), and the statewide service (85.1%).

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	14.9	63	85.1
North Coast	72	24.4	223	75.6
New England/ North West	17	32.1	36	67.9
Illawarra	65	24.5	200	75.5
Hunter	40	21.4	147	78.6
Western NSW	29	20.4	113	79.6
Central Coast	42	19.7	171	80.3
South East	14	28.0	36	72.0
Riverina/Murray	94	28.1	241	71.9
Western Sydney	92	14.8	530	85.2
South West Sydney	50	13.4	322	86.6
Coastal Sydney	211	19.7	859	80.3
NSW	737	20.0	2941	80.0

Principal Source of Income

Responses for this variable were obtained for 96.8% of all consenting problem gamblers.

Table 36 displays the breakdown of principal source of income by sex. Across all problem gamblers, 47.9% reported their principal source of income as being full-time employment, 19.5% pension (e.g. aged, disability), 13.7% temporary benefit (e.g. unemployment), and 13.0% part-time employment. A higher percentage of male than female problem gamblers reported their principal source of income as being full-time employment (55.6% vs 29.9%) or temporary benefit (14.4% vs 12.1%). A higher percentage of female than male problem gamblers reported their principal source of income as being pension (29.7% vs 15.1%) or part-time employment (19.3% vs 10.3%).

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	1061	55.6	245	29.9
Part-time employment	196	10.3	158	19.3
Temporary benefit (e.g. unemployment)	275	14.4	99	12.1
Pension (e.g. aged, disability)	289	15.1	243	29.7
Student allowance	12	0.6	8	1.0
Dependent on others	13	0.7	30	3.7
Retirement fund	5	0.3	11	1.3
No income	37	1.9	15	1.8
Other (specify)	20	1.0	10	1.2
Total	1908	100.0	819	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 (27.1%), South East (19.0%), and Riverina/Murray (16.4%) regions. The highest percentages of problem gamblers reporting their principal source of income as being pension were found in the Illawarra (32.4%), North Coast (30.9%), and New England/North West (30.8%) 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	21	47.7	7	15.9	7	15.9	3	6.8	6	13.6
North Coast	65	33.5	26	13.4	29	14.9	60	30.9	14	7.2
New England/ North West	13	33.3	7	17.9	6	15.4	12	30.8	1	2.6
Illawarra	58	30.9	27	14.4	29	15.4	61	32.4	13	6.9
Hunter	66	43.4	17	11.2	14	9.2	46	30.3	9	5.9
Western NSW	65	55.1	13	11.0	9	7.6	28	23.7	3	2.5
Central Coast	59	41.5	26	18.3	19	13.4	29	20.4	9	6.3
South East	15	35.7	3	7.1	8	19.0	12	28.6	4	9.5
Riverina/Murray	47	35.1	12	9.0	22	16.4	40	29.9	13	9.7
Western Sydney	266	55.3	58	12.1	65	13.5	65	13.5	27	5.6
South West Sydney	108	39.6	36	13.2	74	27.1	41	15.0	14	5.1
Coastal Sydney	523	56.8	122	13.3	92	10.0	135	14.7	48	5.2
NSW	1306	47.9	354	13.0	374	13.7	532	19.5	161	5.9

Weekly Individual Income (net)

Responses for this variable were obtained for 75.1% of all consenting problem gamblers.

Table 38 displays the breakdown of weekly individual income (net) by sex. Across all problem gamblers, 43.4% reported their weekly individual income (net) as being less than \$500. A higher percentage of females (54.8%) than males (38.4%) reported their weekly individual income (net) as being less than \$500. A much higher percentage of males (29.5%) than females (11.1%) 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 Riverina/Murray (61.5%) and Illawarra (60.1%) regions, and in the statewide service (56.5%). The lowest percentages of clients reporting their weekly individual income (net) as being less than \$500 were found in the Western Sydney (32.0%), Western NSW (34.8%), and Coastal Sydney (35.4%) 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	4	0.3	5	0.8
Nil income	36	2.4	18	2.8
\$1-\$39	0	0.0	2	0.3
\$40-\$79	3	0.2	2	0.3
\$80-\$119	15	1.0	2	0.3
\$120-\$159	13	0.9	5	0.8
\$160-\$199	36	2.4	11	1.7
\$200-\$299	206	14.0	109	17.0
\$300-\$399	165	11.2	118	18.4
\$400-\$499	89	6.0	79	12.3
\$500-\$599	88	6.0	56	8.8
\$600-\$699	107	7.3	47	7.3
\$700-\$799	113	7.7	46	7.2
\$800-\$999	165	11.2	69	10.8
\$1000-\$1499	260	17.6	51	8.0
\$1500+	175	11.9	20	3.1

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	13	56.5
North Coast	85	53.8
New England/ North West	18	56.3
Illawarra	92	60.1
Hunter	67	53.6
Western NSW	40	34.8
Central Coast	52	43.0
South East	21	53.8
Riverina/Murray	64	61.5
Western Sydney	101	32.0
South West Sydney	120	50.4
Coastal Sydney	247	35.4
NSW	918	43.4

Weekly Gambling Losses

Responses for this variable were obtained for 80.2% of all consenting problem gamblers.

Table 40 displays the breakdown of weekly gambling losses by sex. Across all problem gamblers, 70.2% reported their weekly gambling losses as being \$200 or more. A higher percentage of males (72.0%) than females (66.0%) 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	56	3.5	23	3.4
\$1-\$39	26	1.6	2	0.3
\$40-\$79	74	4.7	34	5.0
\$80-\$119	121	7.7	68	10.0
\$120-\$159	86	5.4	49	7.2
\$160-\$199	79	5.0	56	8.2
\$200-\$299	232	14.7	99	14.5
\$300-\$399	146	9.3	82	12.0
\$400-\$499	115	7.3	49	7.2
\$500-\$599	126	8.0	60	8.8
\$600-\$699	63	4.0	29	4.2
\$700-\$799	61	3.9	23	3.4
\$800-\$999	104	6.6	33	4.8
\$1000-\$1499	157	9.9	42	6.1
\$1500+	132	8.4	34	5.0

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 statewide service (89.3%) and the South East region (82.5%). The lowest percentages of clients reporting their weekly gambling losses as being \$200 or greater were found in the Riverina/Murray (53.2%), Central Coast (58.3%), and New England/North West (58.3%) 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	25	89.3
North Coast	110	67.9
New England/ North West	21	58.3
Illawarra	95	62.5
Hunter	86	62.8
Western NSW	76	67.9
Central Coast	70	58.3
South East	33	82.5
Riverina/Murray	59	53.2
Western Sydney	260	76.2
South West Sydney	163	67.6
Coastal Sydney	589	75.4
NSW	1587	70.2

Anxiety

Responses for this variable were obtained for 90.9% of all consenting problem gamblers.

Table 42 displays the breakdown of anxiety status by sex. Across all problem gamblers, 36.5% reported ever having been diagnosed with anxiety. A higher percentage of females (50.9%) than males (30.5%) 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	550	30.5	386	50.9
No	1252	69.5	373	49.1

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 statewide service (68.8%), and in the New England/North West (59.0%), and Illawarra (58.6%) regions. The lowest percentages of problem gamblers ever having been diagnosed with anxiety were found in the Western Sydney (27.0%), Coastal Sydney (27.9%), and South West Sydney (30.4%) regions.

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

Region	Yes		No	
	Number	%	Number	%
Statewide	33	68.8	15	31.2
North Coast	106	55.8	84	44.2
New England/ North West	23	59.0	16	41.0
Illawarra	89	58.6	63	41.4
Hunter	65	44.8	80	55.2
Western NSW	49	41.9	68	58.1
Central Coast	59	45.4	71	54.6
South East	25	58.1	18	41.9
Riverina/Murray	43	38.4	69	61.6
Western Sydney	120	27.0	325	73.0
South West Sydney	76	30.4	174	69.6
Coastal Sydney	248	27.9	642	72.1
NSW	936	36.5	1625	63.5

Depression

Responses for this variable were obtained for 91.8% of all consenting problem gamblers.

Table 44 displays the breakdown of depression status by sex. Across all problem gamblers, 48.8% reported ever having been diagnosed with depression. A higher percentage of females (63.1%) than males (42.8%) 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	778	42.8	485	63.1
No	1040	57.2	284	36.9

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 South East (69.8%), New England/North West (69.2%), and Illawarra (68.8%) regions. The lowest percentages of problem gamblers ever having been diagnosed with depression were found in the Western Sydney (37.6%), Coastal Sydney (41.9%), and South West Sydney (44.9%) regions.

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

Region	Yes		No	
	Number	%	Number	%
Statewide	29	60.4	19	39.6
North Coast	124	63.6	71	36.4
New England/ North West	27	69.2	12	30.8
Illawarra	108	68.8	49	31.2
Hunter	89	59.7	60	40.3
Western NSW	55	47.4	61	52.6
Central Coast	77	57.5	57	42.5
South East	30	69.8	13	30.2
Riverina/Murray	69	60.5	45	39.5
Western Sydney	168	37.6	279	62.4
South West Sydney	114	44.9	140	55.1
Coastal Sydney	373	41.9	518	58.1
NSW	1263	48.8	1324	51.2

Alcohol

Responses for this variable were obtained for 91.1% of all consenting problem gamblers.

Table 46 displays the breakdown of alcohol problem status by sex. Across all problem gamblers, 26.3% reported ever having had a problem with alcohol. A higher percentage of males (28.7%) than females (20.5%) 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	517	28.7	157	20.5
No	1286	71.3	607	79.5

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 (59.5%), Illawarra (38.4%), and North Coast (35.6%) regions. The lowest percentages of problem gamblers ever having had a problem with alcohol were found in the South West Sydney (17.7%) and Western NSW (19.8%) regions.

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

Region	Yes		No	
	Number	%	Number	%
Statewide	9	20.0	36	80.0
North Coast	69	35.6	125	64.4
New England/ North West	13	32.5	27	67.5
Illawarra	56	38.4	90	61.6
Hunter	45	30.6	102	69.4
Western NSW	22	19.8	89	80.2
Central Coast	39	30.2	90	69.8
South East	25	59.5	17	40.5
Riverina/Murray	36	31.6	78	68.4
Western Sydney	107	22.9	360	77.1
South West Sydney	45	17.7	209	82.3
Coastal Sydney	208	23.7	670	76.3
NSW	674	26.3	1893	73.7

Other Drugs

Responses for this variable were obtained for 91.3% of all consenting problem gamblers.

Table 48 displays the breakdown of other drug problem status by sex. Across all problem gamblers, 18.0% reported ever having had a problem with other drugs. A higher percentage of males (21.3%) than females (10.2%) 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	386	21.3	78	10.2
No	1425	78.7	685	89.8

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 (29.7%), Illawarra (28.0%), and Riverina/Murray (21.4%) regions. The lowest percentages of problem gamblers ever having had a problem with other drugs were found in the Western NSW (6.3%) and South West Sydney (10.6%) 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	7	15.6	38	84.4
North Coast	57	29.7	135	70.3
New England/ North West	8	19.5	33	80.5
Illawarra	40	28.0	103	72.0
Hunter	28	19.6	115	80.4
Western NSW	7	6.3	104	93.7
Central Coast	21	16.0	110	84.0
South East	6	14.3	36	85.7
Riverina/Murray	24	21.4	88	78.6
Western Sydney	83	17.9	381	82.1
South West Sydney	27	10.6	227	89.4
Coastal Sydney	156	17.4	740	82.6
NSW	464	18.0	2110	82.0

Thoughts About Committing Suicide

Responses for this variable were obtained for 91.8% of all consenting problem gamblers.

Table 50 displays the breakdown of suicide ideation status by sex. Across all problem gamblers, 38.2% reported ever having had thoughts about committing suicide. A higher percentage of females (44.5%) than males (35.5%) 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	645	35.5	342	44.5
No	1172	64.5	427	55.5

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 (62.5%) and North Coast (55.0%) regions. The lowest percentages of problem gamblers ever having had thoughts about committing suicide were found in the statewide service (17.0%) and in the Western NSW region (17.0%).

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

Region	Yes		No	
	Number	%	Number	%
Statewide	8	17.0	39	83.0
North Coast	105	55.0	86	45.0
New England/ North West	17	42.5	23	57.5
Illawarra	79	54.9	65	45.1
Hunter	70	47.9	76	52.1
Western NSW	19	17.0	93	83.0
Central Coast	39	32.0	83	68.0
South East	25	62.5	15	37.5
Riverina/Murray	51	45.1	62	54.9
Western Sydney	167	35.4	305	64.6
South West Sydney	69	26.4	192	73.6
Coastal Sydney	338	37.6	560	62.4
NSW	987	38.2	1599	61.8

Attempted Suicide

Responses for this variable were obtained for 91.2% of all consenting problem gamblers.

Table 52 displays the breakdown of attempted suicide status by sex. Across all problem gamblers, 11.4% reported ever having had attempted suicide. A higher percentage of females (16.2%) than males (9.3%) 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	168	9.3	124	16.2
No	1639	90.7	640	83.8

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 South East (25.6%), New England/North West (22.5%), and Illawarra (20.6%) regions. The lowest percentages of problem gamblers ever having had attempted suicide were found in the statewide service (4.4%), and in the Western NSW (7.1%) and Western Sydney (8.2%) 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	2	4.4	43	95.6
North Coast	34	17.9	156	82.1
New England/ North West	9	22.5	31	77.5
Illawarra	29	20.6	112	79.4
Hunter	28	19.4	116	80.6
Western NSW	8	7.1	105	92.9
Central Coast	13	10.2	114	89.8
South East	10	25.6	29	74.4
Riverina/Murray	14	12.5	98	87.5
Western Sydney	38	8.2	427	91.8
South West Sydney	28	10.8	232	89.2
Coastal Sydney	79	8.8	816	91.2
NSW	292	11.4	2279	88.6

Committed an Offence Related to Gambling

Responses for this variable were obtained for 90.6% of all consenting problem gamblers.

Table 54 displays the breakdown of offence related to gambling problems status by sex. Across all problem gamblers, 18.0% reported ever having had committed an offence related to their gambling problem. A slightly higher percentage of females (18.6%) than males (17.8%) 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	316	17.8	144	18.6
No	1461	82.2	632	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 (32.2%) and New England/North West (27.0%) regions. The lowest percentages of problem gamblers ever having had committed an offence related to their gambling problem were found in the statewide service (6.3%) and in the Western NSW region (9.6%).

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	3	6.3	45	93.7
North Coast	44	22.8	149	77.2
New England/ North West	10	27.0	27	73.0
Illawarra	37	23.0	124	77.0
Hunter	31	22.5	107	77.5
Western NSW	11	9.6	103	90.4
Central Coast	19	14.8	109	85.2
South East	9	21.4	33	78.6
Riverina/Murray	16	14.5	94	85.5
Western Sydney	85	18.1	384	81.9
South West Sydney	84	32.2	177	67.8
Coastal Sydney	111	13.0	741	87.0
NSW	460	18.0	2093	82.0

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, 97.7% of services reported at least one no show session. A total of 1,409 no show sessions were reported across all services in NSW. Of these no show sessions, 24.1% 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, 6.4% of available sessions were reported as no show sessions. The highest no show percentages were found in the Illawarra (11.9%) and Central Coast (8.0%) 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	2	1069	0.2
North Coast	102	1401	6.8
New England/North West	24	388	5.8
Illawarra	139	1026	11.9
Hunter	47	841	5.3
Western NSW	29	474	5.8
Central Coast	78	896	8.0
South East	10	475	2.1
Riverina/Murray	35	1200	2.8
Western Sydney	244	3509	6.5
South West Sydney	173	2785	5.8
Coastal Sydney	526	6502	7.5
NSW	1409	20566	6.4

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, 97.7% of services reported at least one cancelled session. A total of 3,182 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	272
New England/North West	25
Illawarra	172
Hunter	58
Western NSW	42
Central Coast	136
South East	7
Riverina/Murray	107
Western Sydney	690
South West Sydney	257
Coastal Sydney	1416
NSW	3182

Refusals to Consent to Data Collection

During the reporting period, 88.6% of services reported at least one client refusing to consent to data collection. A total of 666 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, 15.1% of clients were reported as having refused to consent to data collection (compared with 14.0% for the 2010/11 reporting period). The highest refusal percentages were found in the statewide service (71.8%), and in the New England/North West (27.8%) and Hunter (19.9%) 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	191	75	71.8
North Coast	23	300	7.1
New England/North West	22	57	27.8
Illawarra	9	267	3.3
Hunter	48	193	19.9
Western NSW	24	143	14.4
Central Coast	26	214	10.8
South East	5	52	8.8
Riverina/Murray	4	335	1.2
Western Sydney	92	632	12.7
South West Sydney	70	380	15.6
Coastal Sydney	152	1100	12.1
NSW	666	3748	15.1

APPENDIX A

CDS INDIVIDUAL CLIENT RECORD FORM (JUL 2011 - JUN 2012)

RGF PROBLEM GAMBLING COUNSELLING CLIENT DATA SET

INDIVIDUAL CLIENT RECORD

AGENCY IDENTIFIER:

CLIENT IDENTIFIER:

CLIENT CONSENT: Yes No

DATE OF BIRTH: //

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 2011 - JUN 2012)

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

- Mission Australia – Hunter
- Samaritans Foundation
- 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
- 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