



**Trade &
Investment**

Office of Liquor, Gaming & Racing

Responsible Gambling Fund Client Data Set

Annual Report 2012/13

An analysis of clients presenting for problem gambling and financial counselling services between 1 July 2012 and 30 June 2013

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Summary of Major Findings

Some of the major findings from this report are:

Client and session numbers

- 4,522 clients were recorded as having received counselling services between 1 July 2012 and 30 June 2013.
- 15,943 individual face-to-face gambling counselling sessions (14,272 problem gambling; 1,671 financial), 3,672 telephone counselling sessions (2,354 problem gambling; 1,318 financial), 412 couple/family counselling sessions (321 problem gambling; 91 financial), 140 group counselling sessions (139 problem gambling; 1 financial), and 243 on-line counselling sessions (29 problem gambling; 214 financial) were recorded as having been delivered between 1 July 2012 and 30 June 2013.
- The number of clients in 2012/13 increased by 2.4% from 2011/12, while the number of counselling sessions decreased by 0.8%. Breakdowns for each data item in the CDS are broadly similar to those seen in previous CDS reports.
- The session to client ratio was 4.5 across NSW.
- The percentage of financial counselling clients who received only one financial counselling session (45.6%) was much greater than the percentage of problem gambling counselling clients who received only one problem gambling counselling session (29.5%).

Session duration and location

- Across all services, the mean individual face-to-face counselling session duration was 68.1 minutes, the mean telephone counselling session duration was 31.2 minutes, the mean couple/family counselling session duration was 71.9 minutes, and the mean group counselling session duration was 101.4 minutes.
- At least two counselling sessions were conducted in 168 individual service locations, in 131 suburbs, across NSW.

Client demographics

- 62.7% of the clients were male and 37.3% were female.
- The mean age for female clients (46.3 yrs) was greater than that for male clients (40.1 yrs).

- 40.0% of clients were married (registered or de facto), 33.9% were never married, 13.1% were divorced, 11.1% were separated, and 2.0% were widowed.
- 36.9% of clients reported having dependent children.
- 21.1% of clients reported living alone and 78.9% reported living with others.
- 74.5% of clients identified themselves as a person with a gambling problem, 10.8% identified themselves as the partner/ex-partner of a problem gambler, 7.1% identified themselves as a family member (other than partner), and 5.0% identified themselves as a financial counselling client (not related to problem gambling). Problem gamblers were more commonly male (71.8%), whereas partners/ex-partners and family members were more commonly female (71.7%).

CALD and indigenous clients

- Of those clients identifying their country of birth, 71.7% stated that they were born in Australia. Other than Australia, the most common countries of birth were New Zealand (3.2%), Vietnam (2.7%), England (2.5%), and Lebanon (2.3%).
- 20.8% of clients reported that they spoke a language other than English at home. Of these clients, the most common languages reported were Arabic (23.9%), Vietnamese (12.9%), Italian (6.4%), Greek (5.9%), and Cantonese (5.4%). Among clients who reported speaking a language other than English at home, 31.4% 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 (15.0%) than among clients who speak English only at home (2.9%).
- 5.8% of clients identified themselves as indigenous. The highest percentages of indigenous clients were recorded by services in the Western NSW (25.6%) and New England/North West (21.8%) regions.
- Among indigenous problem gamblers, 82.7% identified gaming machines as the principal gambling activity, and 13.7% identified horse/dog races.

Type and location of gambling

- 64.2% 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 (46.7%) and hotel/pub (34.5%). Among female problem gamblers, 70.7% reported club as the preferred gambling venue, 23.5% hotel/pub, and 2.6% casino. Among male problem gamblers, 39.0% reported hotel/pub as the preferred gambling venue, 37.0% club, 11.6% TAB, and 6.8% casino.
- The Coastal Sydney region had the lowest percentage of problem gamblers whose preferred gambling venue was club (34.4%).
- Of those problem gamblers specifying a principal gambling activity, 77.4% specified gaming machines. Among males, 70.5% reported gaming machines, 22.4% some form of racing or sports betting, and 4.2% casino table games. Among females, 94.7% reported gaming machines and 2.0% casino table games.
- Across NSW, 84.9% of problem gamblers reported gaming machines as either the principal or a secondary gambling activity.
- Across all problem gamblers, 94.8% preferred to access gambling in person, 0.6% via the telephone, and 4.6% via the internet. Among female problem gamblers, 98.2% preferred to access gambling in person and 1.8% via the internet. Among male problem gamblers, 93.5% preferred to access gambling in person, 0.8% via the telephone, and 5.7% via the internet.
- Across all problem gamblers, the most commonly recorded length of time since first experiencing problems with gambling was over 15 years (24.1%), and the least commonly reported was less than 1 year (4.5%). Male problem gamblers (25.6%) were more likely than female problems gamblers (20.3%) to report the length of time since first experiencing problems with gambling as being more than 15 years.

Most recent referral source

- Another agency was the most commonly reported “most recent referral source” (reported by 19.0% of clients).

Income and expenditure

- 49.1% of problem gamblers reported their principal source of income as being full-time employment, 17.9% pension (e.g. aged, disability), 14.7% temporary benefit (e.g. unemployment), and 12.1% part-time employment.
- 42.5% of problem gamblers reported their weekly individual income (net) as being less than \$500. A higher percentage of females (55.5%) than males (37.4%) reported their weekly individual income (net) as being less than \$500.

- 71.1% of problem gamblers reported their weekly gambling losses as being \$200 or more. A higher percentage of males (73.5%) than females (64.9%) reported their weekly gambling losses as being \$200 or more.

Mental health, substance abuse and legal history

- 36.9% of problem gamblers reported ever having been diagnosed with anxiety, 48.2% reported ever having been diagnosed with depression, 27.3% reported ever having had a problem with alcohol, 17.8% reported ever having had a problem with other drugs, 38.5% reported ever having had thoughts about committing suicide, 11.1% reported ever having had attempted suicide, and 15.9% reported ever having had committed an offence related to their gambling problem.

Refusal to consent to data collection

- Across all services, 14.2% of clients were reported as having refused to consent to data collection (compared with 15.1% for the 2011/12 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 2012 to 30 June 2013. 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 2012 and 30 June 2013 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 2012 to 30 June 2013 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 4,522 clients received counselling services between 1 July 2012 and 30 June 2013.

Table 1 displays the breakdown of client numbers by region. When the statewide service was excluded, the data showed that 59.8% 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	203	4.5	N/A
North Coast	3	285	6.3	6.6
New England/North West	2	81	1.8	1.9
Illawarra	1	254	5.6	5.9
Hunter	4	267	5.9	6.2
Western NSW	2	147	3.3	3.4
Central Coast	3	241	5.3	5.6
South East	1	57	1.3	1.3
Riverina/Murray	3	403	8.9	9.3
Western Sydney	7	677	15.0	15.7
South West Sydney	6	454	10.0	10.5
Coastal Sydney	11	1453	32.1	33.6
NSW	44	4522	100.0	100.0

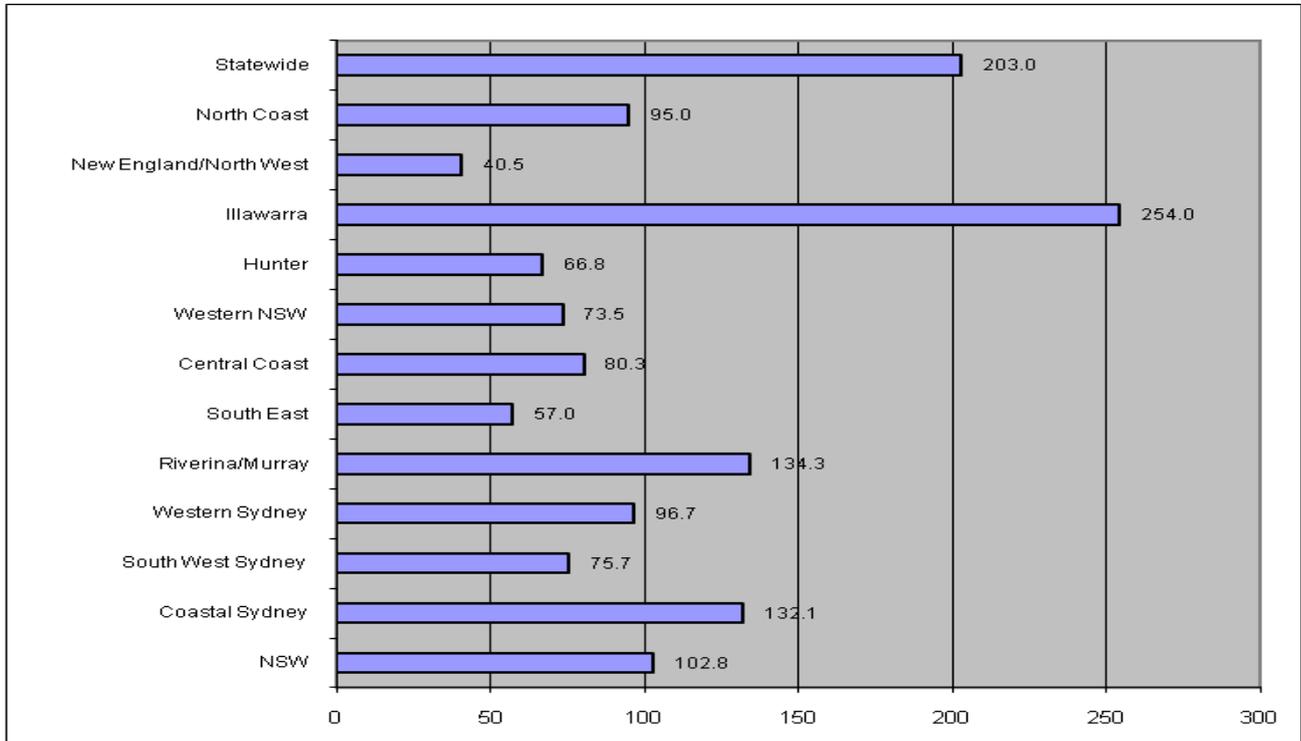
Table 2 displays the annual percentage change in clients and counselling sessions for the past five financial years. The number of clients in 2012/13 increased by 2.4% from 2011/12, while the number of counselling sessions decreased by 0.8%.

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
2012/13	4,522	+2.4%	20,410	-0.8%
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%

Figure 1 displays the client to service ratio in each region. Across NSW, the client to service ratio was 102.8 clients per service. The highest client to service ratios were found in the Illawarra region (254.0 clients per service), the statewide service (203.0 clients per service), and the Riverina/Murray region (134.3 clients per service). The lowest client to service ratios were found in the New England/North West (40.5 clients per service), South East (57.0 clients per service), and Hunter (66.8 clients per service) regions.

Figure 1: The client to service ratio in each region



Session Numbers, Durations, and Locations

A total of 15,943 individual face-to-face counselling sessions (14,272 problem gambling; 1,671 financial), 3,672 telephone counselling sessions (2,354 problem gambling; 1,318 financial), 412 couple/family counselling sessions (321 problem gambling; 91 financial), 140 group counselling sessions (139 problem gambling; 1 financial), and 243 on-line counselling sessions (29 problem gambling; 214 financial) were recorded as having been delivered between 1 July 2012 and 30 June 2013. 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 4.5 sessions per client. The highest session to client ratio was found in the New England/North West region (5.4 sessions per client). The lowest session to client ratio was found in the Western NSW region (3.0 sessions per client).

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

highest in the Hunter (42.7%) and Central Coast (33.3%) regions, and lowest in the South East (21.1%) and South West Sydney (26.5%) 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	401	0	604	0	10	0	0	0	0	0	1015	0
North Coast	995	100	140	11	15	5	0	0	1	0	1151	116
New England/ North West	236	49	14	97	8	0	37	0	0	0	295	146
Illawarra	513	202	26	65	13	0	0	0	0	1	552	268
Hunter	831	7	34	0	17	0	31	0	1	0	914	7
Western NSW	327	20	75	0	8	0	10	0	0	0	420	20
Central Coast	626	87	78	38	43	28	1	0	0	0	748	153
South East	238	0	45	0	0	0	0	0	0	0	283	0
Riverina/ Murray	462	347	243	648	4	43	0	1	0	4	709	1043
Western Sydney	2542	77	394	3	92	0	35	0	8	0	3071	80
South West Sydney	1506	128	266	100	51	6	5	0	0	3	1828	237
Coastal Sydney	5595	654	435	356	60	9	20	0	19	206	6129	1225
NSW	14272	1671	2354	1318	321	91	139	1	29	214	17115	3295

Table 6 displays the number and percentage of clients in each region reporting only one financial counselling session. Across all services, 45.6% of clients who received financial counselling reported only one financial counselling session during the reporting period. This percentage was highest in the South West Sydney region (57.1%) and lowest in the New England/North West region (5.9%).

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	203	1015	5.0
North Coast	285	1267	4.4
New England/ North West	81	441	5.4
Illawarra	254	820	3.2
Hunter	267	921	3.4
Western NSW	147	440	3.0
Central Coast	241	901	3.7
South East	57	283	5.0
Riverina/Murray	403	1752	4.3
Western Sydney	677	3151	4.7
South West Sydney	454	2065	4.5
Coastal Sydney	1453	7354	5.1
NSW	4522	20410	4.5

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	203	63	31.0
North Coast	234	77	32.9
New England/North West	65	19	29.2
Illawarra	129	40	31.0
Hunter	267	114	42.7
Western NSW	146	44	30.1
Central Coast	186	62	33.3
South East	57	12	21.1
Riverina/Murray	170	47	27.6
Western Sydney	644	177	27.5
South West Sydney	374	99	26.5
Coastal Sydney	1221	338	27.7
NSW	3696	1092	29.5

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

Region	Number of clients reporting financial counselling sessions	Number of clients reporting only one financial counselling session	Percentage of clients reporting only one financial counselling session
Statewide	0	0	N/A
North Coast	56	24	42.9
New England/North West	17	1	5.9
Illawarra	136	73	53.7
Hunter	2	1	50.0
Western NSW	9	3	33.3
Central Coast	55	24	43.6
South East	0	0	N/A
Riverina/Murray	265	123	46.4
Western Sydney	46	25	54.3
South West Sydney	98	56	57.1
Coastal Sydney	303	120	39.6
NSW	987	450	45.6

As can be seen in Tables 5 and 6, the percentage of financial counselling clients who received only one financial counselling session (45.6%) was higher than the percentage of problem gambling counselling clients who received only one problem gambling counselling session (29.5%).

Figure 2 displays the mean individual face-to-face counselling session duration for each region. Across all services, the mean individual face-to-face session duration was 68.1 minutes. The highest mean individual face-to-face session durations were found in the Illawarra region (88.0 mins) and in the statewide service (77.2 mins). The lowest mean individual face-to-face session durations were found in the Western NSW (56.2 mins) and South East (62.0 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 region (52.3 mins) and in the statewide service (42.7 mins). The lowest mean telephone counselling session duration was found in the Riverina/Murray (22.6 mins) and Western NSW (24.2 mins) regions.

As might be expected, the mean individual face-to-face counselling session duration across all services (68.1 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 (76.0 mins) than for problem gambling counselling sessions (67.1 mins), while the mean telephone counselling session duration is lower for financial counselling sessions (25.4 mins) than for problem gambling counselling sessions (34.4 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 71.9 minutes. The highest mean couple/family counselling session durations were found in the Illawarra (92.3 mins) and Hunter (87.4 mins) regions. The lowest mean couple/family counselling session durations were found in the Riverina/Murray (26.8 mins) and New England/North West (65.6 mins) regions.

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

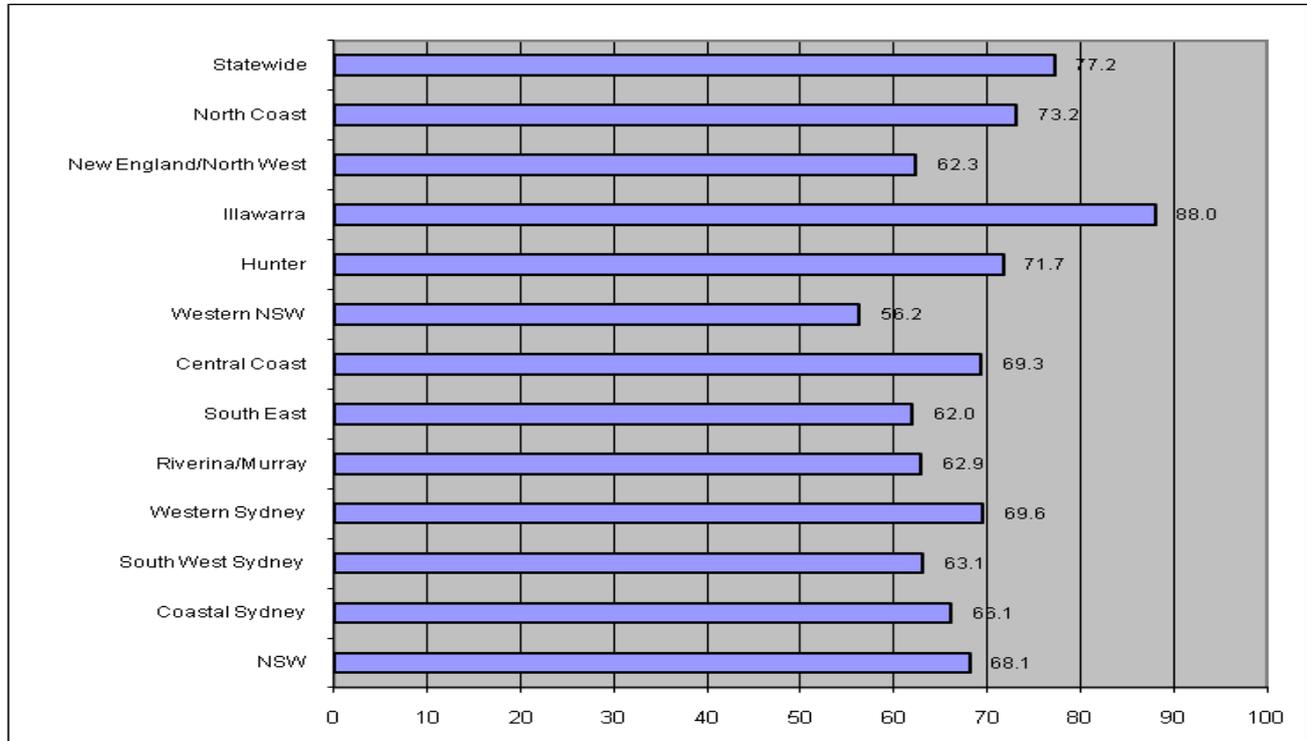


Figure 3: The mean telephone counselling session duration (mins) in each region

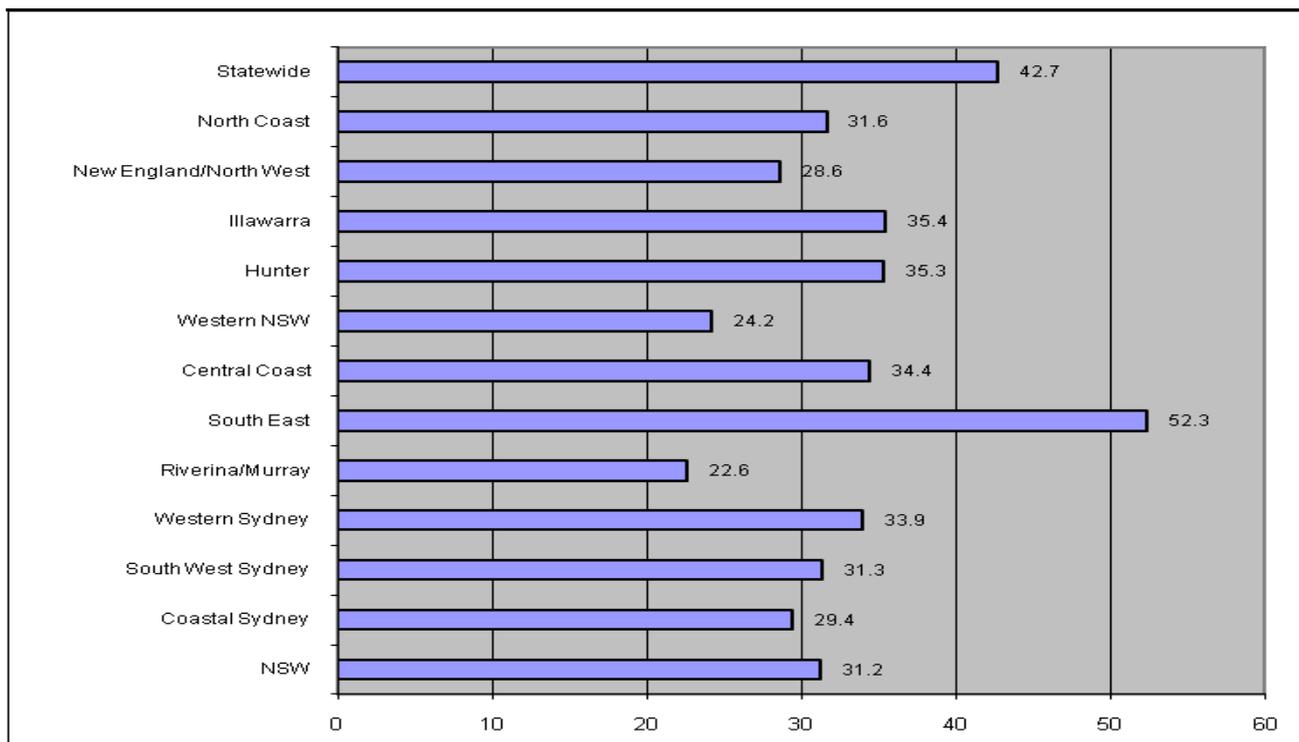


Figure 4: The mean couple/family counselling session duration (mins) in each region

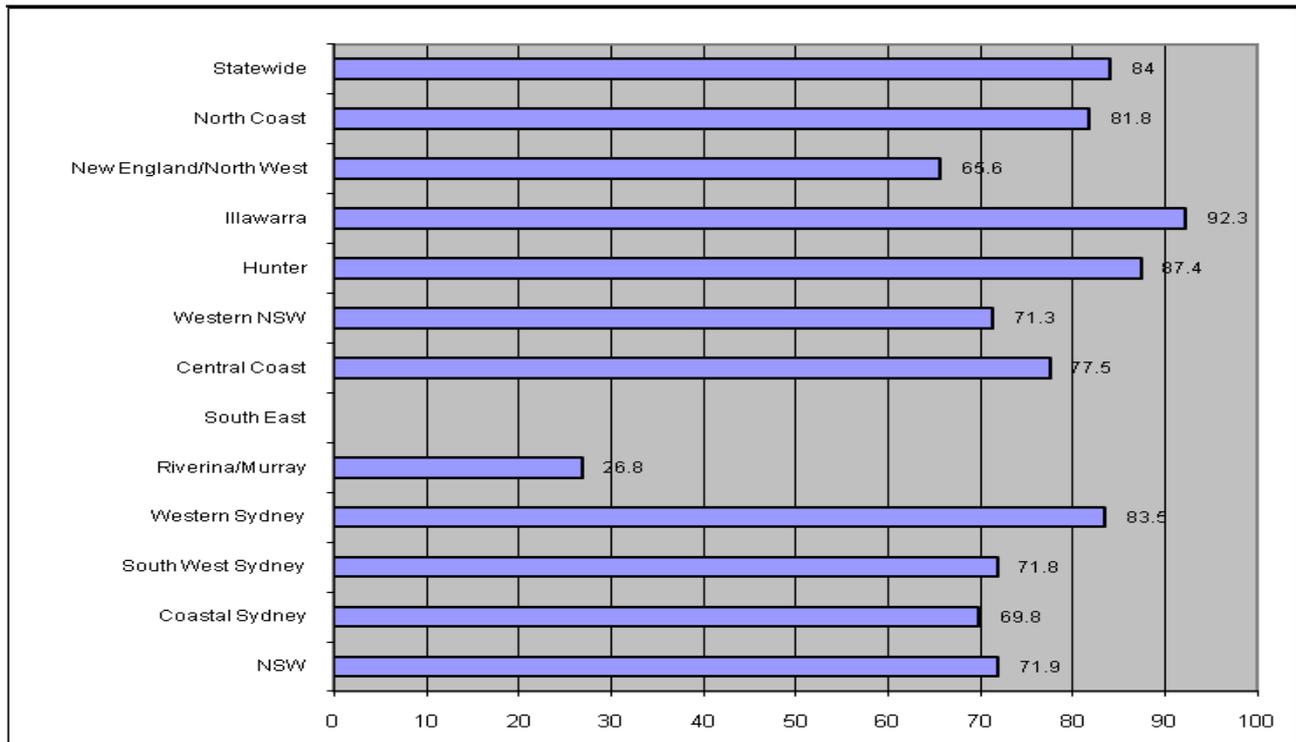


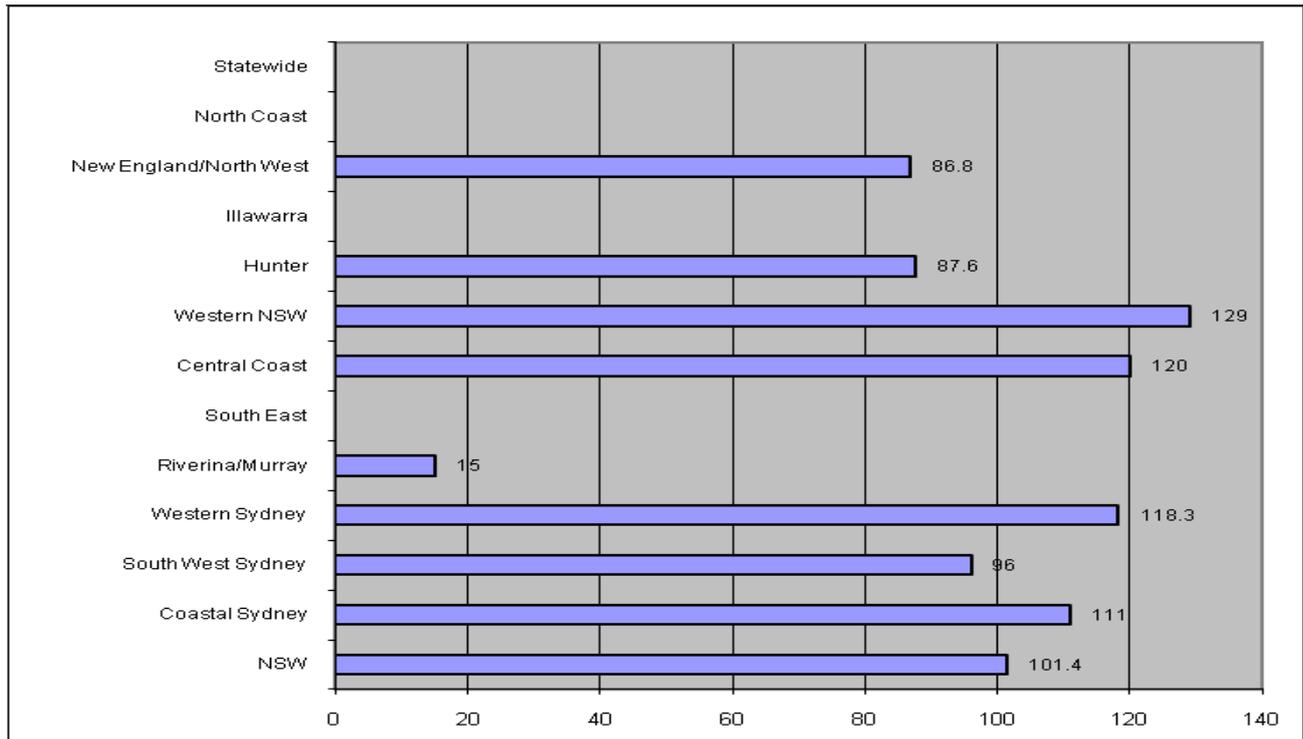
Figure 5 displays the mean group counselling session duration for each region. Across all services, the mean group counselling session duration was 101.4 minutes. Excluding the Riverina/Murray and Central Coast regions where there was only one group session, the highest mean group counselling session duration was found in the Western NSW region (129.0 mins), and the lowest mean group counselling session duration was found in the New England/North West region (86.8 mins). With the exception of the Riverina/Murray region, the mean group counselling session duration was higher than the mean couple/family counselling session duration in every region of NSW in which such sessions were recorded.

Of the 412 couple/family counselling sessions delivered across NSW, 99.0% contained 2 clients and 1.0% contained 3 clients.

Of the 140 group counselling sessions delivered across NSW, 57.9% contained 2-3 clients, 28.6% contained 4-6 clients, and 13.6% contained 7-20 clients.

Table 7 displays the number of counselling sessions conducted in the 20 most frequently reported counselling locations. Counselling sessions were conducted in 157 suburbs across NSW. At least two counselling sessions were conducted in 131 suburbs, and at least 100 counselling sessions were conducted in 40 suburbs.

Table 8 displays the number of suburbs in which counselling was conducted by services in each region. The statewide service (22) and services in the Western NSW region (22) conducted counselling in the largest number of suburbs. Services in the New England/North West (6) and Illawarra (6) 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	1478
2	Sydney	1043
3	Darlington	891
4	Parramatta	852
5	Kingswood	782
6	Bankstown	607
7	Albury	577
8	St Leonards	548
9	Gordon	452
10	Wollongong	420
11	Campsie	417
12	Newcastle West	383
13	Coffs Harbour	328
14	Wyong	327
15	Hornsby	304
16	Lidcombe	303
17	Blacktown	300
18	Glebe	290
19	Sutherland	284
20	Liverpool	280

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	22
North Coast	20
New England/North West	6
Illawarra	6
Hunter	17
Western NSW	22
Central Coast	7
South East	9
Riverina/Murray	12
Western Sydney	21
South West Sydney	7
Coastal Sydney	30

Counselling sessions were conducted in a total of 196 individual service locations across NSW. At least two counselling sessions were conducted in 168 individual service locations, and at least 100 counselling sessions were conducted in 42 individual service locations.

Sex

Responses for this variable were obtained for 85.8% 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, 62.7% were male and 37.3% were female. The percentage of males was higher in regions such as Coastal Sydney (71.8%), South West Sydney (68.6%), and Western NSW (63.4%). The percentage of females was higher in regions such as Riverina/Murray (50.5%), Illawarra (48.8%), and New England/North West (48.2%).

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

Region	Males		Females	
	Number	%	Number	%
Statewide	24	54.5	20	45.5
North Coast	149	56.7	114	43.3
New England/North West	29	51.8	27	48.2
Illawarra	127	51.2	121	48.8
Hunter	137	56.8	104	43.2
Western NSW	85	63.4	49	36.6
Central Coast	124	55.1	101	44.9
South East	31	55.4	25	44.6
Riverina/Murray	197	49.5	201	50.5
Western Sydney	346	62.9	204	37.1
South West Sydney	282	68.6	129	31.4
Coastal Sydney	902	71.8	354	28.2
NSW	2433	62.7	1449	37.3

Age

Responses for this variable were obtained for 84.1% of all clients, and 98.0% 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 2012 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 (46.3 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, 75.2% were male. Of those clients aged 50-64 yrs, 51.8% were female.

The mean age of clients from regions such as Western NSW (40.4 yrs), New England/North West (40.6 yrs), and Hunter (41.6 yrs) was lower than for clients from regions such as South East (45.2 yrs), Central Coast (44.9 yrs), and North Coast (44.5 yrs).

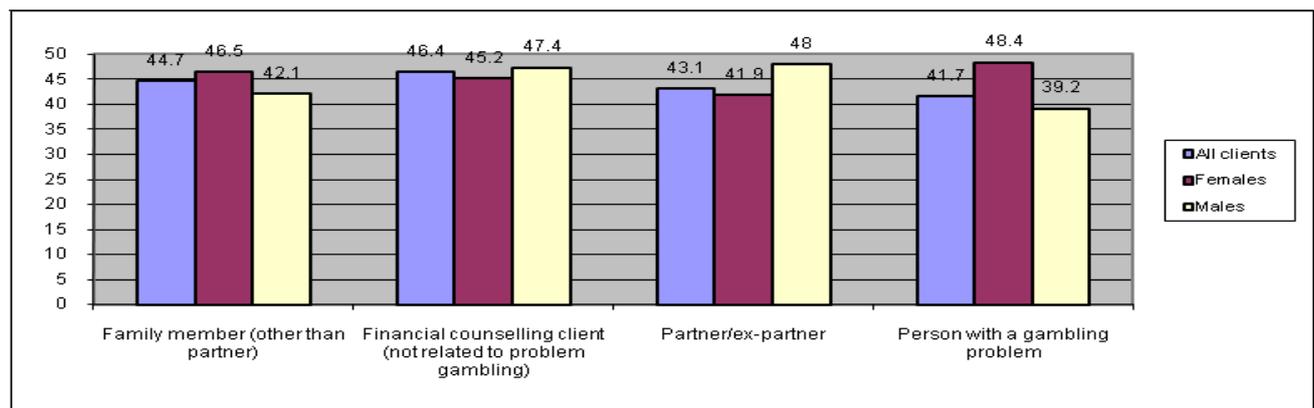
Figure 6 displays the breakdown of mean age by sex and client status. Among males, partners/ex-partners (48.0 yrs) and family members (42.1 yrs) tended to be older than problem gamblers (39.2 yrs). Among females, partners/ex-partners (41.9 yrs) tended to be younger than problem gamblers (48.4 yrs) and family members (46.5 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	39.5	49.5	44.0
North Coast	42.0	47.8	44.5
New England/North West	38.8	42.5	40.6
Illawarra	40.8	43.2	42.0
Hunter	37.7	46.6	41.6
Western NSW	37.3	45.6	40.4
Central Coast	42.4	48.0	44.9
South East	42.5	48.5	45.2
Riverina/Murray	40.5	44.2	42.4
Western Sydney	39.3	45.9	41.7
South West Sydney	41.6	45.3	42.8
Coastal Sydney	39.7	48.1	42.0
NSW	40.1	46.3	42.4

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

Age	Males		Females	
	Number	%	Number	%
<18 years	9	69.2	4	30.8
18-34 years	935	75.2	308	24.8
35-49 years	920	63.4	530	36.6
50-64 years	426	48.2	458	51.8
65+ years	98	45.6	117	54.4

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

Suburb of Residence

Responses for this variable were obtained for 85.5% of all clients, and 99.6% of consenting clients.

Table 12 displays the 24 most commonly reported suburbs of residence for all clients during the reporting period (in descending order), and the 24 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 24 most commonly reported suburbs of residence for all clients, and the 24 most commonly reported suburbs of residence for clients identifying themselves as problem gamblers

Rank	Suburb of residence	Number of clients	Rank	Suburb of residence	Number of clients identifying themselves as problem gamblers
1	Albury	102	1	Albury	44
2	Wagga Wagga	62	2	Wagga Wagga	41
3	Lavington	56	3	Blacktown	32
4	Coffs Harbour	40	4	Surry Hills	31
5	Punchbowl	35	5	Broken Hill	28
6	Blacktown	34	6	Penrith	25
7	Surry Hills	32	7	Punchbowl	23
8	Bankstown	31	8	Dubbo	20
9	Broken Hill	30	9	Cabramatta	19
10	Tumut	28	10	Goulburn	19
11	Penrith	27	11	Darlinghurst	18
12	Dubbo	24	12	Port Macquarie	18
13	Goulburn	24	13	Sydney	18
14	Port Macquarie	22	14	Bankstown	17
15	Redfern	22	15	Hornsby	17
16	Armidale	21	16	Lavington	17
17	Wollongong	21	17	Marrickville	16
18	Cabramatta	20	18	Parramatta	16
19	Parramatta	20	19	Armidale	15
20	Auburn	19	20	Coffs Harbour	15
21	Baulkham Hills	19	21	Maroubra	15
22	Darlinghurst	19	22	Strathfield	15
23	Marrickville	19	23	Wollongong	15
24	Sydney	19	24	Woolloomooloo	15

Country of Birth

Responses for this variable were obtained for 85.5% of all clients, and 99.6% of consenting clients.

Table 13 displays the 21 most frequently reported countries of birth across all clients. Of those clients identifying their country of birth, 71.7% stated that they were born in Australia. Other than Australia, the most common countries of birth were New Zealand (3.2%), Vietnam (2.7%), England (2.5%), and Lebanon (2.3%).

Of those clients identifying their country of birth as a country other than Australia, 264 (24.1%) were born in a country where the main language is English (England, Scotland, Wales, Ireland, Northern Ireland, New Zealand, Canada, U.S.A.), and 831 (75.9%) were born in a country where the main language is other than English.

Table 13: The number and percentage of clients born in the 21 most frequently reported countries of birth

Rank	Country of birth	Number of clients	Percentage of clients
1	Australia	2772	71.7
2	New Zealand	122	3.2
3	Vietnam	106	2.7
4	England	97	2.5
5	Lebanon	89	2.3
6	China (excludes SARs* and Taiwan Province)	53	1.4
7	Philippines	49	1.3
8	Egypt	35	0.9
9	India	26	0.7
10	Iraq	26	0.7
11	Italy	26	0.7
12	South Korea	26	0.7
13	Greece	22	0.6
14	Ireland	21	0.5
15	South Africa	18	0.5
16	Hong Kong	16	0.4
17	Indonesia	16	0.4
18	Malaysia	15	0.4
19	Turkey	15	0.4
20	Croatia	12	0.3
21	Sri Lanka	12	0.3

* SAR = Special Administrative Region

Main Language other than English Spoken at Home

Responses for this variable were obtained for 84.6% of all clients, and 98.5% of consenting clients.

Table 14 displays the 21 most frequently reported main languages other than English spoken at home across all clients. A total of 796 clients (20.8%) reported that they spoke a language other than English at home. Of these clients, the most common languages reported were Arabic (23.9%), Vietnamese (12.9%), Italian (6.4%), Greek (5.9%), and Cantonese (5.4%). Among clients who reported speaking a language other than English at home, 31.4% spoke a Chinese or Southeast Asian language.

Table 14: The number and percentage of clients reporting the 21 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	190	23.9
2	Vietnamese	103	12.9
3	Italian	51	6.4
4	Greek	47	5.9
5	Cantonese	43	5.4
6	Mandarin	28	3.5
7	Spanish	27	3.4
8	Tagalog	24	3.0
9	Korean	23	2.9
10	Turkish	21	2.6
11	Chinese, nec*	15	1.9
12	Croatian	12	1.5
13	Hindi	12	1.5
14	Samoan	12	1.5
15	Thai	11	1.4
16	French	9	1.1
17	Indonesian	9	1.1
18	German	8	1.0
19	Maori (New Zealand)	8	1.0
20	Nepali	8	1.0
21	Portuguese	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 (15.0%) than among clients who speak English only at home (2.9%). It is interesting to note that 60.7% of problem gamblers who speak a language other than English at home and who report the casino as their preferred gambling venue, speak Chinese or a South-East Asian language at home. The percentage of problem gamblers who reported hotel/pub as their preferred gambling venue was lower among clients who speak a language other than English at home (25.6%) than among clients who speak English only at home (37.2%).

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

Preferred gambling venue	Percentage of clients who speak English only at home	Percentage of clients who speak a language other than English at home
Casino	2.9	15.0
Club	45.4	51.1
Home	4.1	2.7
Hotel/pub	37.2	25.6
Newsagent	0.5	0.3
On course (racing & sports betting)	0.4	0.2
TAB	9.3	5.1
Work	0.2	0.0
Other	0.0	0.0

Spoken English Proficiency

Responses for this variable were obtained for 85.5% of all clients, and 99.6% of consenting clients.

Table 16 displays the breakdown for spoken English proficiency by region. A total of 167 clients (19.9%) 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, 98.2% 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 non-English speaking client was reported, the highest percentages of clients who spoke a language other than English at home, and who reported speaking English “not well” or “not at all”, were found in the statewide service (53.5%) and in the South West Sydney region (37.8%).

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	0	6	14	20	3	53.5
North Coast	261	0	0	0	0	0.0
New England/ North West	55	1	0	0	0	0.0
Illawarra	223	20	4	1	0	4.0
Hunter	232	2	3	0	0	0.0
Western NSW	129	5	0	0	0	0.0
Central Coast	218	7	0	0	0	0.0
South East	55	0	0	1	0	100.0
Riverina/Murray	383	9	5	1	0	6.7
Western Sydney	412	86	33	13	0	9.8
South West Sydney	123	89	90	106	3	37.8
Coastal Sydney	937	221	77	18	1	6.0
NSW	3028	446	226	160	7	19.9

Indigenous Status

Responses for this variable were obtained for 85.2% of all clients, and 99.2% of consenting clients.

Table 17 displays the breakdown for indigenous status by region and gender. Of those clients who indicated their indigenous status, 223 (5.8%) reported that they were indigenous. The highest percentages of indigenous clients were recorded by services in the Western NSW (25.6%) and New England/North West (21.8%) regions.

The percentage of indigenous clients who are female (48.0%) was slightly higher than the percentage of all clients who are female (37.3%). 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 (83.3%), Riverina/Murray (70.7%), and North Coast (60.0%) 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	44	0	0.0	0	0
North Coast	251	10	3.8	4	6
New England/ North West	43	12	21.8	2	10
Illawarra	223	19	7.9	12	7
Hunter	213	22	9.4	16	6
Western NSW	99	34	25.6	23	11
Central Coast	211	13	5.8	7	6
South East	54	2	3.6	1	1
Riverina/Murray	339	58	14.6	17	41
Western Sydney	527	19	3.5	14	5
South West Sydney	402	9	2.2	3	6
Coastal Sydney	1223	25	2.0	17	8
NSW	3629	223	5.8	116	107

With regard to client status, 68.6% of indigenous clients identified themselves as a person with a gambling problem, and 25.5% identified themselves as a partner/ex-partner or family member of a problem gambler.

Among indigenous problem gamblers, 45.9% identified club as the preferred gambling venue, and 42.1% identified hotel/pub.

Among indigenous problem gamblers, 82.7% identified gaming machines as the principal gambling activity, and 13.7% 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 85.8% of all clients, and 99.9% of consenting clients.

Table 18 displays the breakdown of client status by sex. With regard to client status, 74.5% of clients identified themselves as a person with a gambling problem, 10.8% identified themselves as the partner/ex-partner of a problem gambler, 7.1% identified themselves as a family member (other than partner), and 5.0% identified themselves as a financial counselling client (not related to problem gambling). Clients identifying themselves as problem gamblers were more commonly male (71.8%), whereas clients identifying

themselves as a partner/ex-partner or family member of a problem gambler were more commonly female (71.7%).

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	2075	71.8	814	28.2	2889	74.5
Partner/ex-partner	87	20.7	333	79.3	420	10.8
Family member (other than partner)	110	39.7	167	60.3	277	7.1
Friend	34	51.5	32	48.5	66	1.7
Colleague or employer	4	66.7	2	33.3	6	0.2
Financial counselling client (not related to problem gambling)	101	52.1	93	47.9	194	5.0
Other	18	69.2	8	30.8	26	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 Western NSW (91.8%) and Coastal Sydney (86.1%) regions. The highest percentages of clients who identified themselves as partners/ex-partners of problem gamblers were found in the statewide service (25.0%) and in the Illawarra region (21.8%). Interestingly, 43.9% 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	28	63.6	11	25.0	5	11.4	0	0.0	0	0.0
North Coast	181	68.8	43	16.3	18	6.8	0	0.0	19	7.2
New England/ North West	48	85.7	5	8.9	3	5.4	0	0.0	0	0.0
Illawarra	131	52.8	54	21.8	36	14.5	8	3.2	19	7.7
Hunter	191	80.3	17	7.1	24	10.1	5	2.1	0	0.0
Western NSW	123	91.8	7	5.2	4	3.0	0	0.0	0	0.0
Central Coast	149	66.2	20	8.9	8	3.6	0	0.0	48	21.3
South East	43	76.8	10	17.9	3	5.4	0	0.0	0	0.0
Riverina/ Murray	175	44.0	81	20.4	90	22.6	29	7.3	21	5.3
Western Sydney	460	83.8	53	9.7	16	2.9	3	0.5	0	0.0
South West Sydney	279	67.9	29	7.1	18	4.4	1	0.2	80	19.5
Coastal Sydney	1081	86.1	90	7.2	52	4.1	20	1.6	7	0.6
NSW	2889	74.5	420	10.8	277	7.1	66	1.7	194	5.0

Preferred Gambling Suburb

Responses for this variable were obtained for 95.7% of all clients who identified themselves as a person with a gambling problem. A further 2.8% 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 64.2% 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 (86.1%), New England/North West (85.4%), and South East (83.3%) regions, and lowest in the statewide service (39.3%) and in the Central Coast region (49.0%). 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	196	11	Parramatta	28
2	Albury	76	12	Cabramatta	24
3	Pymont	63	13	Dubbo	24
4	Wagga Wagga	51	14	Campbelltown	23
5	Blacktown	48	15	Surry Hills	22
6	Bankstown	43	16	Tweed Heads	22
7	Penrith	35	17	Coffs Harbour	19
8	Wollongong	34	18	Gosford	19
9	Hornsby	29	19	Darlinghurst	18
10	Broken Hill	28	20	Goulburn	18
			21	Port Macquarie	18

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	11	39.3
North Coast	114	63.7
New England/North West	41	85.4
Illawarra	65	51.6
Hunter	145	77.1
Western NSW	105	86.1
Central Coast	70	49.0
South East	35	83.3
Riverina/Murray	124	70.9
Western Sydney	273	65.8
South West Sydney	155	57.2
Coastal Sydney	638	62.1
NSW	1776	64.2

Preferred Gambling Venue

Responses for this variable were obtained for 96.2% of all clients who identified themselves as a person with a gambling problem. A further 2.5% 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 (46.7%) and hotel/pub (34.5%). In addition, 8.4% of problem gamblers reported TAB as the preferred gambling venue, and 5.6% reported casino. Among female problem gamblers, 70.7% reported club as the preferred gambling venue, 23.5% hotel/pub, and 2.6% casino. Among male problem gamblers, 39.0% reported hotel/pub as the preferred gambling venue, 37.0% club, 11.6% TAB, and 6.8% 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	134	6.8	21	2.6
TAB	229	11.6	4	0.5
On course (racing & sports betting)	10	0.5	0	0.0
Club	733	37.0	565	70.7
Hotel/pub	772	39.0	188	23.5
Newsagent	5	0.3	7	0.9
Home	91	4.6	14	1.8
Work	5	0.3	0	0.0
Other	1	0.1	0	0.0
Total	1980	100.0	799	100.0

Table 23 displays the breakdown of preferred gambling venue by region. The regions with the highest percentage of problem gamblers reporting club as the preferred gambling venue were South East (86.0%), Illawarra (67.7%), and South West Sydney (59.3%). The regions with the highest percentage of problem gamblers reporting hotel/pub as the preferred gambling venue were Coastal Sydney (40.5%), Riverina/Murray (37.4%), and Hunter (37.1%). Interestingly, the Coastal Sydney region had the lowest percentage of problem gamblers whose preferred gambling venue was club (34.4%).

Casino was the preferred gambling venue for 22.2% of problem gambling clients of the statewide service, and 8.8% 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 Coastal Sydney (11.5%) and Central Coast (9.4%) 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	6	0	0	14	6	0	1	0	0
North Coast	4	10	0	97	60	0	4	0	0
New England/ North West	0	1	2	23	12	1	4	0	0
Illawarra	1	9	0	86	25	0	5	1	0
Hunter	0	11	1	93	69	1	11	0	0
Western NSW	0	9	0	59	39	2	2	0	0
Central Coast	6	13	1	77	36	0	6	0	0
South East	0	0	0	37	6	0	0	0	0
Riverina/Murray	2	14	0	81	61	1	4	0	0
Western Sydney	31	31	4	209	155	1	16	0	0
South West Sydney	24	15	0	162	68	0	4	0	0
Coastal Sydney	81	120	2	360	423	6	48	4	1
NSW	155	233	10	1298	960	12	105	5	1

Principal Gambling Activity

Responses for this variable were obtained for 98.9% of all consenting clients who identified themselves as a person with a gambling problem.

Table 24 displays the breakdown of principal gambling activity by sex. Of those problem gamblers specifying a principal gambling activity, 77.4% specified gaming machines. Among males, 70.5% reported gaming machines as the principal gambling activity, 22.4% reported some form of racing or sports betting, and 4.2% reported casino table games. Among females, 94.7% reported gaming machines as the principal gambling activity and 2.0% reported casino table games.

Figure 7 and Table 25 display the breakdown of principal gambling activity by region. The highest percentages of problem gamblers reporting gaming machines as the principal gambling activity were found in the South East (88.4%), Illawarra (85.0%), and North Coast (83.9%) regions. The lowest percentages of problem gamblers reporting gaming machines as the principal gambling activity were found in the New England/North West (68.1%), Coastal Sydney (72.4%), and Central Coast (76.7%) regions.

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	1444	70.5	766	94.7
Horse/dog races	341	16.7	9	1.1
Sports betting	114	5.6	1	0.1
Card games	33	1.6	5	0.6
Casino table games	87	4.2	16	2.0
Lottery products	7	0.3	7	0.9
Keno	7	0.3	2	0.2
Bingo	0	0.0	1	0.1
TAB/phonetab (racing & sports betting)*	4	0.2	0	0.0
Other	11	0.5	2	0.2
Total	2048	100.0	809	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

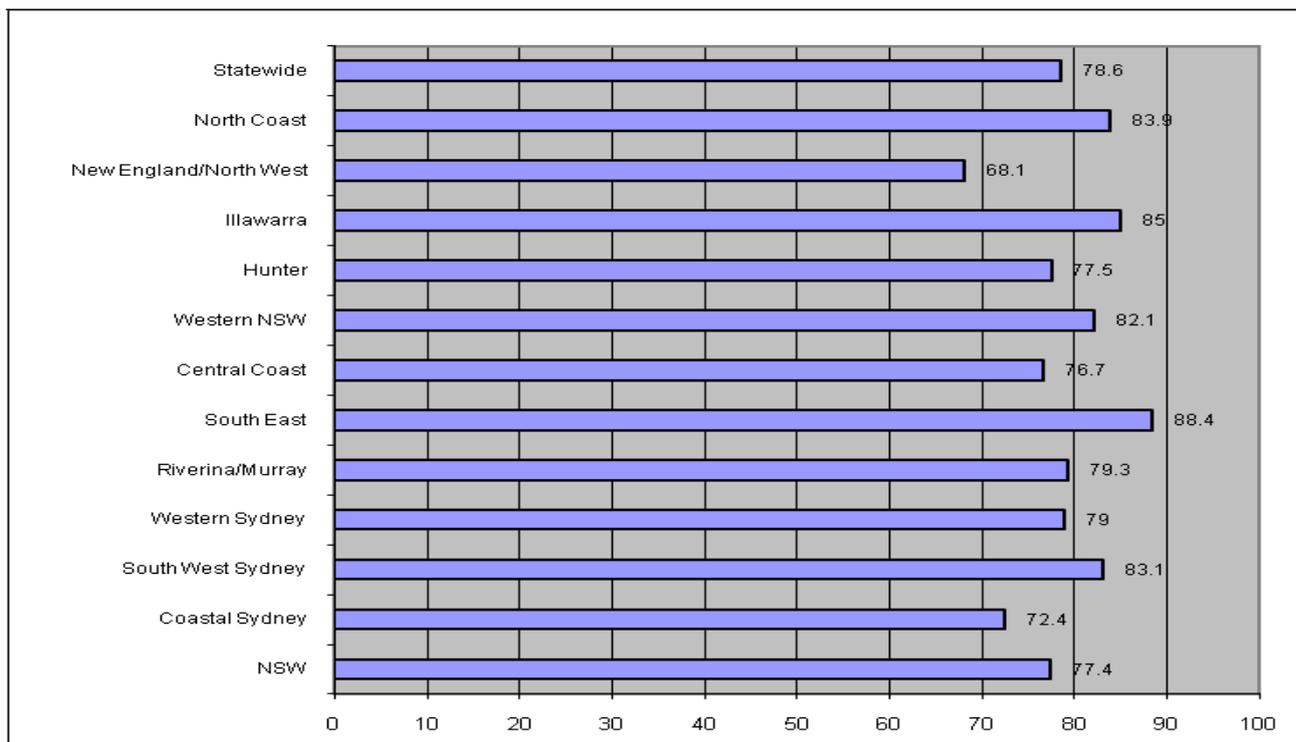


Table 25: The number of problem gamblers in each region who reported each principal gambling activity

Region	Gaming machines	Horse/dog races	Sports betting	Card games	Casino table games	Lottery products	Keno	Bingo
Statewide	22	0	1	1	4	0	0	0
North Coast	151	23	2	0	2	1	0	0
New England/ North West	32	9	1	1	0	1	2	0
Illawarra	108	10	5	2	1	1	0	0
Hunter	145	29	9	2	0	1	0	0
Western NSW	92	17	1	0	0	2	0	0
Central Coast	112	25	2	0	3	0	2	0
South East	38	5	0	0	0	0	0	0
Riverina/ Murray	138	26	1	3	3	1	0	1
Western Sydney	361	46	21	8	18	1	1	0
South West Sydney	231	14	10	4	19	0	0	0
Coastal Sydney	780	146	62	17	53	6	4	0
NSW	2210	350	115	38	103	14	9	1

Other Gambling Activities

Responses for this variable were obtained for 96.2% 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.

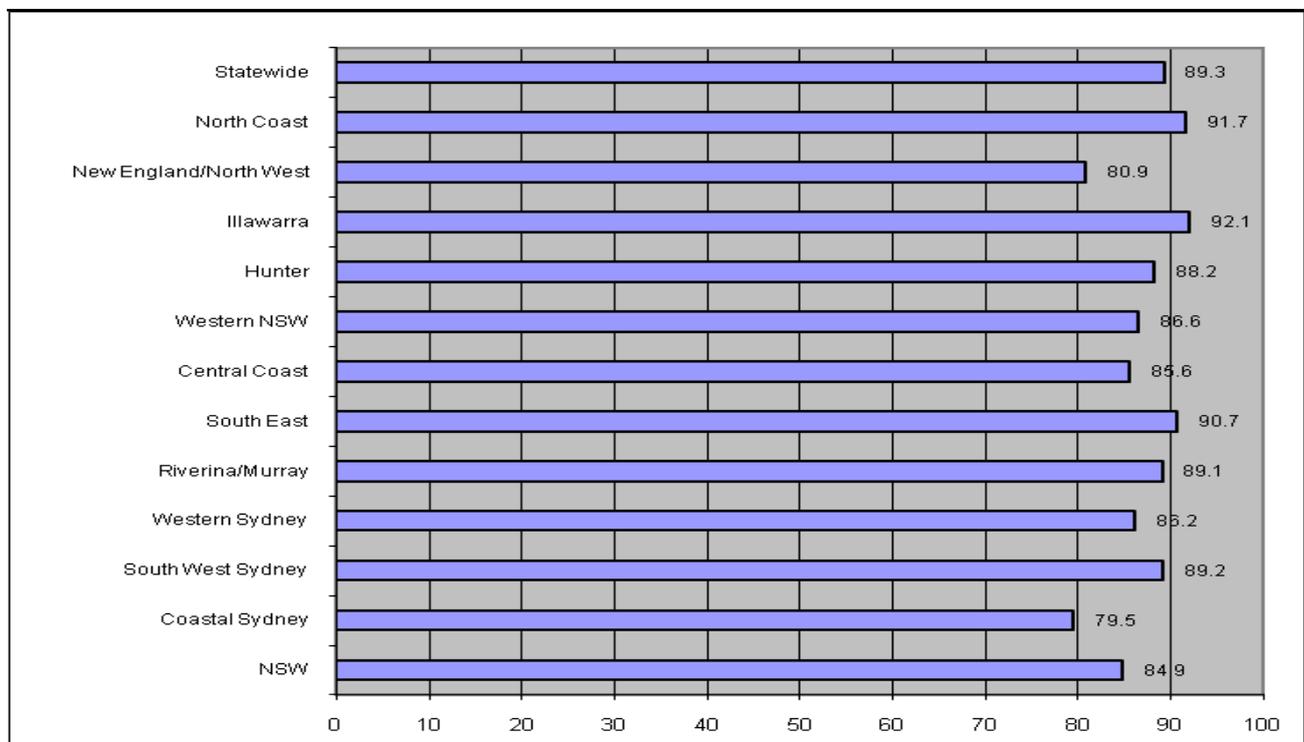
Of those gamblers who reported gaming machines as their principal gambling activity (and for whom a response for “Other Gambling Activities” was recorded), 61.0% reported no other gambling activities, 15.4% reported horse/dog races, 10.5% reported lottery products, and 8.0% reported keno.

Of those who reported horse/dog races as their principal gambling activity (and for whom a response for “Other Gambling Activities” was recorded), 36.6% reported no other gambling activities, 31.4% reported gaming machines, 30.9% reported sports betting, and 8.0% 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), 46.6% reported no other gambling activities, 35.0% reported gaming machines, 14.6% reported card games, 6.8% reported horse/dog races, and 6.8% 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, 84.9% of problem gamblers reported gaming machines as either the principal or a secondary gambling activity. This percentage was highest in the Illawarra (92.1%), North Coast (91.7%), and South East (90.7%) regions, and lowest in the Coastal Sydney region (79.5%), New England/North West (80.9%), and Central Coast (85.6%) regions.

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 96.9% of all clients who identified themselves as a person with a gambling problem. A further 0.2% reported “no preference”.

Table 26 displays the breakdown of preferred means of accessing gambling by sex. Across all problem gamblers, 94.8% preferred to access gambling in person, 0.6% via the telephone, and 4.6% via the internet. Among female problem gamblers, 98.2% preferred to access gambling in person and 1.8% via the internet. Among male problem gamblers, 93.5% preferred to access gambling in person, 0.8% via the telephone, and 5.7% 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	1882	93.5	771	98.2
Telephone	17	0.8	0	0.0
Internet	114	5.7	14	1.8
Total	2013	100.0	785	100.0

Of those who reported internet as their preferred means of accessing gambling, 69.9% reported home as their preferred venue for gambling.

Of those who reported internet as their preferred means of accessing gambling, 45.2% reported sports betting as their principal gambling activity and 31.0% reported horse/dog races.

Of those who reported telephone as their preferred means of accessing gambling, 52.9% reported home as their preferred venue for gambling and 23.5% reported TAB.

Of those who reported telephone as their preferred means of accessing gambling, 52.9% reported horse/dog races as their principal gambling activity and 41.2% reported sports betting.

Length of Time Since Client First Experienced Problems with Gambling

Responses for this variable were obtained for 95.1% 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 (24.1%), and the least commonly reported was less than 1 year (4.5%). Male problem gamblers (25.6%) were more likely than female problems gamblers (20.3%) 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	94	4.8	31	4.0
1 to 2 years	180	9.1	72	9.4
Over 2 years to 5 years	433	21.9	178	23.1
Over 5 years to 7 years	207	10.5	86	11.2
Over 7 years to 10 years	243	12.3	103	13.4
Over 10 years to 15 years	314	15.9	144	18.7
Over 15 years	507	25.6	156	20.3
Total	1978	100.0	770	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 (86.0%), North Coast (77.3%), and Western Sydney (68.7%) 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 (43.5%), and in the South West Sydney (53.5%) and Western NSW (56.6%) 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	10	43.5
North Coast	136	77.3
New England/ North West	25	59.5
Illawarra	82	64.1
Hunter	108	59.3
Western NSW	60	56.6
Central Coast	82	59.0
South East	37	86.0
Riverina/Murray	106	64.6
Western Sydney	305	68.7
South West Sydney	145	53.5
Coastal Sydney	664	64.5
NSW	1760	64.0

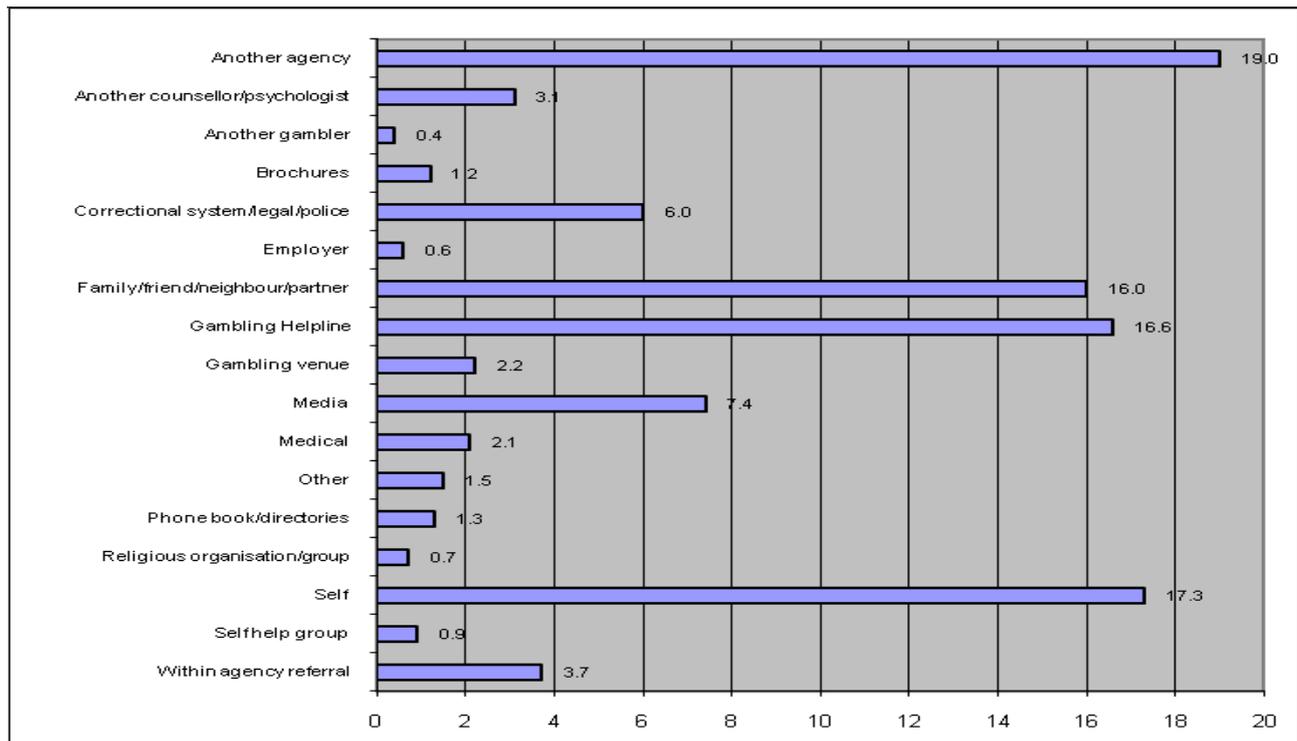
Most Recent Referral Source

Responses for this variable were obtained for 84.8% of all clients, and 98.8% 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, 19.0% reported another agency as the most recent referral source, 17.3% reported self, and 16.6% reported Gambling Helpline.

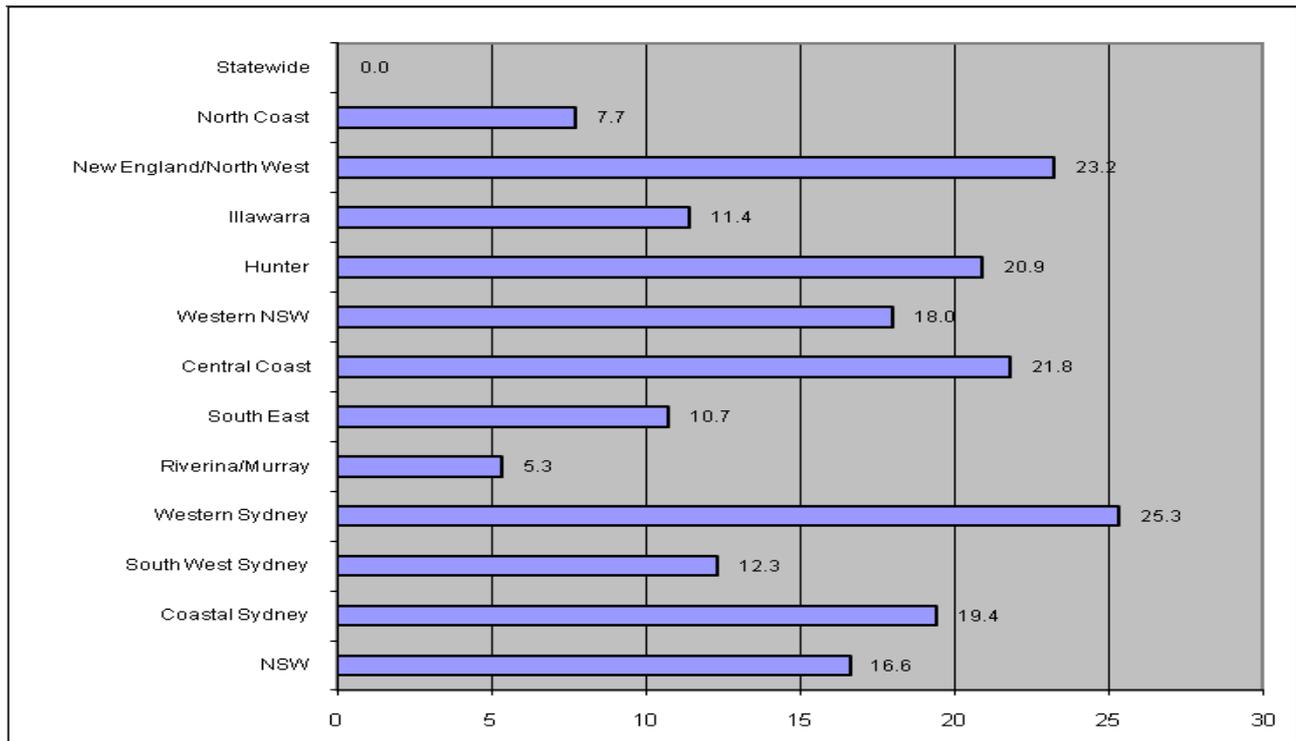
Table 29 displays the breakdown for most recent referral source by sex. Higher percentages of males were found for referral sources such as employer (81.8% male), correctional system/legal/police (79.6% male), and self help group (73.5% male). The only referral source for which the percentage of females exceeded that for males was 'other' (50.8% 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 Western Sydney (25.3%) and New England/North West (23.2%) regions, and lowest in the statewide service (0.0%) and in the Riverina/Murray region (5.3%).

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

Most recent referral source	Male		Female		Total clients
	Number	%	Number	%	
Another agency	426	58.6	301	41.4	727
Another counsellor/psychologist	76	63.3	44	36.7	120
Another gambler	10	71.4	4	28.6	14
Brochures	27	58.7	19	41.3	46
Correctional system/legal/police	183	79.6	47	20.4	230
Employer	18	81.8	4	18.2	22
Family/friend/neighbour/partner	394	64.2	220	35.8	614
Gambling Helpline	414	65.0	223	35.0	637
Gambling venue (staff/notice)	46	54.8	38	45.2	84
Media (radio/TV/newspapers/internet)	205	71.9	80	28.1	285
Medical	52	64.2	29	35.8	81
Other	29	49.2	30	50.8	59
Phone book/directories	19	38.8	30	61.2	49
Religious organisation/group	15	60.0	10	40.0	25
Self	400	60.2	265	39.8	665
Self help group	25	73.5	9	26.5	34
Within agency referral	74	51.7	69	48.3	143

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

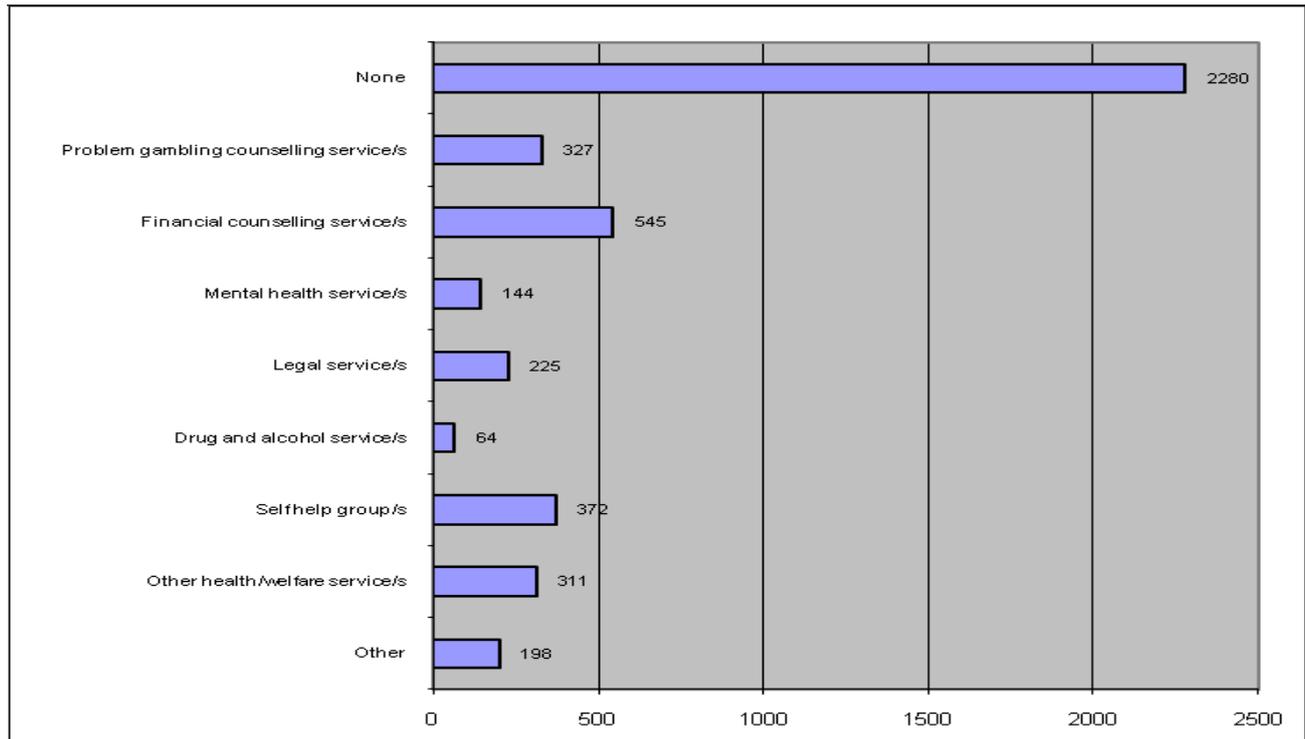


Referrals to Other Service Providers

Responses for this variable were obtained for 85.8% 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, 58.7% were referred to no other service providers.

Figure 11 displays the number of clients referred to each category of other service provider. The most common types of service to which clients were referred were financial counselling services (14.0%), self help groups (9.6%), 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 (3.7%).

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

Marital Status

Responses for this variable were obtained for 84.3% of all clients, and 98.1% of all consenting clients.

Table 30 displays the breakdown of marital status by sex. Across all clients, 40.0% were married (registered or de facto), 33.9% were never married, 13.1% were divorced, 11.1% were separated, and 2.0% 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	232	9.7	266	18.7
Married (registered and de facto)	939	39.3	585	41.2
Never married	984	41.2	306	21.6
Separated	219	9.2	203	14.3
Widowed	17	0.7	59	4.2
Total	2391	100.0	1419	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 Riverina/Murray (37.4%) and North Coast (33.8%). The regions

with the highest percentage of clients who were married (registered or de facto) were the statewide service (58.1%), South East (50.0%), and South West Sydney (48.3%). The regions with the lowest percentage of clients who were married (registered or de facto) were Riverina/Murray (28.2%), Illawarra (32.7%), and North Coast (33.8%). The regions with the highest percentage of clients who had never been married were Coastal Sydney (40.5%), New England/North West (38.9%), and Illawarra (36.7%). The regions with the lowest percentage of clients who had never been married were the statewide service (9.3%), South West Sydney (23.4%), and Central Coast (27.7%).

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	4	9.3	25	58.1	4	9.3	8	18.6	2	4.7
North Coast	50	19.2	88	33.8	79	30.4	38	14.6	5	1.9
New England/ North West	4	7.4	24	44.4	21	38.9	4	7.4	1	1.9
Illawarra	36	14.7	80	32.7	90	36.7	33	13.5	6	2.4
Hunter	29	12.4	95	40.8	80	34.3	24	10.3	5	2.1
Western NSW	12	9.3	61	47.3	38	29.5	18	14.0	0	0.0
Central Coast	39	17.7	93	42.3	61	27.7	23	10.5	4	1.8
South East	6	11.1	27	50.0	19	35.2	1	1.9	1	1.9
Riverina/Murray	58	14.8	111	28.2	124	31.6	89	22.6	11	2.8
Western Sydney	61	11.2	255	46.7	182	33.3	39	7.1	9	1.6
South West Sydney	70	17.4	194	48.3	94	23.4	37	9.2	7	1.7
Coastal Sydney	129	10.5	471	38.3	498	40.5	108	8.8	25	2.0
NSW	498	13.1	1524	40.0	1290	33.9	422	11.1	76	2.0

Dependent Children

Responses for this variable were obtained for 84.7% of all clients, and 98.6% of all consenting clients.

Table 32 displays the breakdown of dependent children by sex. Across all clients, 36.9% reported having dependent children. Among female clients, 41.3% reported having dependent children. Among male clients, 34.3% reported having dependent children. Of those clients reporting dependent children, 35.8% reported one dependent child, 38.9% reported two dependent children, 16.4% reported three dependent children, and 8.9% 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	822	34.3	590	41.3
No	1578	65.7	839	58.7
Total	2400	100.0	1429	100.0

Among male problem gamblers, 34.4% reported having dependent children. Among female problem gamblers, 31.1% reported having dependent children. Among male partners/ex-partners, 39.5% reported having dependent children. Among female partners/ex-partners, 59.9% 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 South West Sydney (44.6%) and Western Sydney (42.2%). The regions with the lowest percentage of clients with dependent children were New England/North West (29.6%) and Western NSW (30.8%).

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

Region	Yes		No	
	Number	%	Number	%
Statewide	14	37.8	23	62.2
North Coast	87	33.3	174	66.7
New England/ North West	16	29.6	38	70.4
Illawarra	101	40.9	146	59.1
Hunter	84	36.1	149	63.9
Western NSW	41	30.8	92	69.2
Central Coast	93	41.9	129	58.1
South East	19	33.9	37	66.1
Riverina/Murray	157	39.6	239	60.4
Western Sydney	231	42.2	316	57.8
South West Sydney	180	44.6	224	55.4
Coastal Sydney	389	31.4	850	68.6
NSW	1412	36.9	2417	63.1

Living Arrangements

Responses for this variable were obtained for 84.6% of all clients, and 98.5% of all consenting clients.

Table 34 displays the breakdown of living arrangements by sex. Across all clients, 21.1% reported living alone and 78.9% reported living with others. Among female clients, 22.1% reported living alone and 77.9% reported living with others. Among male clients, 20.5% reported living alone and 79.5% 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	490	20.5	317	22.1
Lives with others	1902	79.5	1116	77.9
Total	2392	100.0	1433	100.0

Among male problem gamblers, 19.9% reported living alone. Among female problem gamblers, 26.9% reported living alone. Among male partners/ex-partners, 25.6% reported living alone. Among female partners/ex-partners, 11.7% 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 Riverina/Murray (33.0%), New England/North West (30.2%), and North Coast (26.9%). The regions with the highest percentage of clients who live with others were the statewide service (88.1%), South West Sydney (88.0%), and Western Sydney (84.3%) regions.

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	5	11.9	37	88.1
North Coast	70	26.9	190	73.1
New England/ North West	16	30.2	37	69.8
Illawarra	64	26.1	181	73.9
Hunter	50	21.4	184	78.6
Western NSW	26	20.0	104	80.0
Central Coast	50	22.5	172	77.5
South East	14	25.5	41	74.5
Riverina/Murray	131	33.0	266	67.0
Western Sydney	86	15.7	461	84.3
South West Sydney	49	12.0	360	88.0
Coastal Sydney	246	20.0	985	80.0
NSW	807	21.1	3018	78.9

Principal Source of Income

Responses for this variable were obtained for 97.0% of all consenting problem gamblers.

Table 36 displays the breakdown of principal source of income by sex. Across all problem gamblers, 49.1% reported their principal source of income as being full-time employment, 17.9% pension (e.g. aged, disability), 14.7% temporary benefit (e.g. unemployment), and 12.1% part-time employment. A higher percentage of male than female problem gamblers reported their principal source of income as being full-time employment (56.4% vs 30.5%) or temporary benefit (15.2% vs 13.4%). A higher percentage of female than male problem gamblers reported their principal source of income as being pension (30.6% vs 13.0%) or part-time employment (17.3% vs 10.1%).

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	1137	56.4	239	30.5
Part-time employment	204	10.1	136	17.3
Temporary benefit (e.g. unemployment)	306	15.2	105	13.4
Pension (e.g. aged, disability)	262	13.0	240	30.6
Student allowance	18	0.9	3	0.4
Dependent on others	13	0.6	26	3.3
Retirement fund	11	0.5	10	1.3
No income	49	2.4	15	1.9
Other (specify)	17	0.8	10	1.3
Total	2017	100.0	784	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%), Riverina/Murray (21.2%), and Hunter (18.2%) regions. The highest percentages of problem gamblers reporting their principal source of income as being pension were found in the North Coast (30.9%), Illawarra (30.0%), and Riverina/Murray (27.6%) 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	12	48.0	4	16.0	4	16.0	1	4.0	4	16.0
North Coast	59	33.1	20	11.2	32	18.0	55	30.9	12	6.7
New England/ North West	13	27.7	13	27.7	8	17.0	12	25.5	1	2.1
Illawarra	55	42.3	16	12.3	16	12.3	39	30.0	4	3.1
Hunter	70	37.4	28	15.0	34	18.2	46	24.6	9	4.8
Western NSW	62	55.9	9	8.1	7	6.3	28	25.2	5	4.5
Central Coast	65	46.4	14	10.0	16	11.4	32	22.9	13	9.3
South East	18	42.9	5	11.9	4	9.5	10	23.8	5	11.9
Riverina/Murray	60	35.3	16	9.4	36	21.2	47	27.6	11	6.5
Western Sydney	247	54.6	60	13.3	68	15.0	58	12.8	19	4.2
South West Sydney	110	40.3	33	12.1	74	27.1	30	11.0	26	9.5
Coastal Sydney	605	57.8	122	11.7	112	10.7	144	13.8	63	6.0
NSW	1376	49.1	340	12.1	411	14.7	502	17.9	172	6.1

Weekly Individual Income (net)

Responses for this variable were obtained for 73.7% of all consenting problem gamblers.

Table 38 displays the breakdown of weekly individual income (net) by sex. Across all problem gamblers, 42.5% reported their weekly individual income (net) as being less than \$500. A higher percentage of females (55.5%) than males (37.4%) reported their weekly individual income (net) as being less than \$500. A much higher percentage of males (31.5%) than females (13.7%) 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 statewide service (66.7%), and in the Riverina/Murray (59.5%) and New England/North West (59.0%) regions. The lowest percentages of clients reporting their weekly individual income (net) as being less than \$500 were found in the Western NSW (33.0%), Western Sydney (35.2%), and Coastal Sydney (36.0%) 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	9	0.6	4	0.7
Nil income	46	3.0	30	5.0
\$1-\$39	2	0.1	0	0.0
\$40-\$79	3	0.2	1	0.2
\$80-\$119	10	0.7	3	0.5
\$120-\$159	13	0.8	4	0.7
\$160-\$199	25	1.6	11	1.8
\$200-\$299	196	12.8	97	16.2
\$300-\$399	175	11.4	107	17.9
\$400-\$499	94	6.1	75	12.5
\$500-\$599	78	5.1	52	8.7
\$600-\$699	86	5.6	36	6.0
\$700-\$799	115	7.5	36	6.0
\$800-\$999	196	12.8	60	10.0
\$1000-\$1499	296	19.3	51	8.5
\$1500+	187	12.2	31	5.2

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	6	66.7
North Coast	79	54.5
New England/ North West	23	59.0
Illawarra	55	49.5
Hunter	74	52.1
Western NSW	35	33.0
Central Coast	43	41.7
South East	16	39.0
Riverina/Murray	75	59.5
Western Sydney	100	35.2
South West Sydney	108	50.2
Coastal Sydney	291	36.0
NSW	905	42.5

Weekly Gambling Losses

Responses for this variable were obtained for 81.6% of all consenting problem gamblers.

Table 40 displays the breakdown of weekly gambling losses by sex. Across all problem gamblers, 71.1% reported their weekly gambling losses as being \$200 or more. A higher percentage of males (73.5%) than females (64.9%) 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	94	5.6	28	4.2
\$1-\$39	24	1.4	2	0.3
\$40-\$79	66	3.9	40	6.0
\$80-\$119	97	5.7	66	9.9
\$120-\$159	101	6.0	46	6.9
\$160-\$199	66	3.9	52	7.8
\$200-\$299	253	15.0	89	13.4
\$300-\$399	163	9.6	75	11.3
\$400-\$499	137	8.1	51	7.7
\$500-\$599	145	8.6	58	8.7
\$600-\$699	59	3.5	27	4.1
\$700-\$799	57	3.4	12	1.8
\$800-\$999	113	6.7	44	6.6
\$1000-\$1499	178	10.5	46	6.9
\$1500+	137	8.1	30	4.5

Table 41 displays the breakdown of weekly gambling losses by region. The highest percentages of problem gamblers reporting their weekly gambling losses as being \$200 or greater were found in the South East region (92.3%) and in the statewide service (83.3%). The lowest percentages of clients reporting their weekly gambling losses as being \$200 or greater were found in the Riverina/Murray (52.6%), Illawarra (53.0%), and Central Coast (55.5%) 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	15	83.3
North Coast	97	68.3
New England/ North West	25	62.5
Illawarra	62	53.0
Hunter	112	72.7
Western NSW	72	71.3
Central Coast	61	55.5
South East	36	92.3
Riverina/Murray	72	52.6
Western Sydney	250	77.9
South West Sydney	179	71.6
Coastal Sydney	693	74.8
NSW	1674	71.1

Anxiety

Responses for this variable were obtained for 92.1% of all consenting problem gamblers.

Table 42 displays the breakdown of anxiety status by sex. Across all problem gamblers, 36.9% reported ever having been diagnosed with anxiety. A higher percentage of females (50.8%) than males (31.5%) 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	604	31.5	377	50.8
No	1315	68.5	365	49.2

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 (59.3%), and in the North Coast (58.7%) and Illawarra (57.3%) regions. The lowest percentages of problem gamblers ever having been diagnosed with anxiety were found in the Western Sydney (29.9%), Coastal Sydney (30.2%), and South West Sydney (31.1%) regions.

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

Region	Yes		No	
	Number	%	Number	%
Statewide	16	59.3	11	40.7
North Coast	101	58.7	71	41.3
New England/ North West	22	50.0	22	50.0
Illawarra	67	57.3	50	42.7
Hunter	78	44.8	96	55.2
Western NSW	41	37.3	69	62.7
Central Coast	56	43.8	72	56.2
South East	23	53.5	20	46.5
Riverina/Murray	60	43.2	79	56.8
Western Sydney	129	29.9	302	70.1
South West Sydney	80	31.1	177	68.9
Coastal Sydney	308	30.2	711	69.8
NSW	981	36.9	1680	63.1

Depression

Responses for this variable were obtained for 92.3% of all consenting problem gamblers.

Table 44 displays the breakdown of depression status by sex. Across all problem gamblers, 48.2% reported ever having been diagnosed with depression. A higher percentage of females (63.0%) than males (42.4%) 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	814	42.4	471	63.0
No	1104	57.6	277	37.0

Table 45 displays the breakdown of depression status by region. The highest percentages of problem gamblers ever having been diagnosed with depression were found in the New England/North West (69.6%), North Coast (67.6%), and Illawarra (62.8%) regions. The lowest percentages of problem gamblers ever having been diagnosed with depression were found in the Western Sydney (35.5%), South West Sydney (44.3%), and Coastal Sydney (44.6%) regions.

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

Region	Yes		No	
	Number	%	Number	%
Statewide	16	59.3	11	40.7
North Coast	117	67.6	56	32.4
New England/ North West	32	69.6	14	30.4
Illawarra	76	62.8	45	37.2
Hunter	90	52.6	81	47.4
Western NSW	60	55.6	48	44.4
Central Coast	62	48.1	67	51.9
South East	24	55.8	19	44.2
Riverina/Murray	86	61.0	55	39.0
Western Sydney	152	35.5	276	64.5
South West Sydney	113	44.3	142	55.7
Coastal Sydney	457	44.6	567	55.4
NSW	1285	48.2	1381	51.8

Alcohol

Responses for this variable were obtained for 92.4% of all consenting problem gamblers.

Table 46 displays the breakdown of alcohol problem status by sex. Across all problem gamblers, 27.3% reported ever having had a problem with alcohol. A higher percentage of males (30.0%) than females (20.6%) 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	575	30.0	155	20.6
No	1344	70.0	596	79.4

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 (64.3%), New England/North West (42.6%), and Riverina/Murray (36.3%) regions. The lowest percentages of problem gamblers ever having had a problem with alcohol were found in the statewide service (12.0%) and in the South West Sydney region (13.6%).

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

Region	Yes		No	
	Number	%	Number	%
Statewide	3	12.0	22	88.0
North Coast	56	33.3	112	66.7
New England/ North West	20	42.6	27	57.4
Illawarra	36	31.6	78	68.4
Hunter	62	33.9	121	66.1
Western NSW	25	23.6	81	76.4
Central Coast	39	31.5	85	68.5
South East	27	64.3	15	35.7
Riverina/Murray	53	36.3	93	63.7
Western Sydney	108	24.5	332	75.5
South West Sydney	36	13.6	229	86.4
Coastal Sydney	265	26.2	745	73.8
NSW	730	27.3	1940	72.7

Other Drugs

Responses for this variable were obtained for 91.6% of all consenting problem gamblers.

Table 48 displays the breakdown of other drug problem status by sex. Across all problem gamblers, 17.8% reported ever having had a problem with other drugs. A higher percentage of males (20.8%) than females (10.0%) 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	397	20.8	74	10.0
No	1510	79.2	666	90.0

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 (28.5%), Illawarra (26.2%), and Hunter (23.3%) regions. The lowest percentages of problem gamblers ever having had a problem with other drugs were found in the statewide service (0.0%) and in the Western NSW region (8.6%).

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	0	0.0	25	100.0
North Coast	47	28.5	118	71.5
New England/ North West	8	17.4	38	82.6
Illawarra	28	26.2	79	73.8
Hunter	42	23.3	138	76.7
Western NSW	9	8.6	96	91.4
Central Coast	22	17.9	101	82.1
South East	6	14.3	36	85.7
Riverina/Murray	30	21.6	109	78.4
Western Sydney	65	14.9	372	85.1
South West Sydney	26	9.8	240	90.2
Coastal Sydney	188	18.6	824	81.4
NSW	471	17.8	2176	82.2

Thoughts About Committing Suicide

Responses for this variable were obtained for 92.1% of all consenting problem gamblers.

Table 50 displays the breakdown of suicide ideation status by sex. Across all problem gamblers, 38.5% reported ever having had thoughts about committing suicide. A higher percentage of females (45.1%) than males (36.0%) 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	687	36.0	338	45.1
No	1223	64.0	412	54.9

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 (62.8%), New England/North West (58.3%), and North Coast (53.9%) regions. The lowest percentages of problem gamblers ever having had thoughts about committing suicide were found in the Western NSW region (20.0%) and in the statewide service (20.8%).

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

Region	Yes		No	
	Number	%	Number	%
Statewide	5	20.8	19	79.2
North Coast	90	53.9	77	46.1
New England/ North West	28	58.3	20	41.7
Illawarra	41	37.6	68	62.4
Hunter	71	40.3	105	59.7
Western NSW	21	20.0	84	80.0
Central Coast	45	38.1	73	61.9
South East	27	62.8	16	37.2
Riverina/Murray	47	33.6	93	66.4
Western Sydney	150	34.2	289	65.8
South West Sydney	68	25.7	197	74.3
Coastal Sydney	432	42.1	594	57.9
NSW	1025	38.5	1635	61.5

Attempted Suicide

Responses for this variable were obtained for 91.6% of all consenting problem gamblers.

Table 52 displays the breakdown of attempted suicide status by sex. Across all problem gamblers, 11.1% reported ever having had attempted suicide. A higher percentage of females (14.9%) than males (9.6%) reported ever having had attempted suicide.

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

Attempted suicide	Male		Female	
	Number	%	Number	%
Yes	183	9.6	111	14.9
No	1718	90.4	635	85.1

Table 53 displays the breakdown of attempted suicide status by region. The highest percentages of problem gamblers ever having had attempted suicide were found in the New England/North West (27.7%), South East (23.8%), and North Coast (17.6%) regions. The lowest percentages of problem gamblers ever having had attempted suicide were found in the statewide service (3.8%), and in the South West Sydney (7.1%) and Western NSW (7.6%) regions.

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

Region	Yes		No	
	Number	%	Number	%
Statewide	1	3.8	25	96.2
North Coast	29	17.6	136	82.4
New England/ North West	13	27.7	34	72.3
Illawarra	16	14.8	92	85.2
Hunter	23	13.1	153	86.9
Western NSW	8	7.6	97	92.4
Central Coast	13	11.0	105	89.0
South East	10	23.8	32	76.2
Riverina/Murray	14	10.2	123	89.8
Western Sydney	35	8.0	402	92.0
South West Sydney	19	7.1	247	92.9
Coastal Sydney	113	11.1	907	88.9
NSW	294	11.1	2353	88.9

Committed an Offence Related to Gambling

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

Table 54 displays the breakdown of offence related to gambling problems status by sex. Across all problem gamblers, 15.9% reported ever having had committed an offence related to their gambling problem. A slightly higher percentage of males (16.2%) than females (15.2%) 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	307	16.2	113	15.2
No	1584	83.8	632	84.8

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 (26.3%) and Central Coast (26.1%) regions. The lowest percentages of problem gamblers ever having had committed an offence related to their gambling problem were found in the statewide service (7.4%), and in the Western NSW (11.2%) and Coastal Sydney (11.2%) regions.

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	2	7.4	25	92.6
North Coast	33	20.2	130	79.8
New England/ North West	9	20.9	34	79.1
Illawarra	19	17.0	93	83.0
Hunter	32	18.6	140	81.4
Western NSW	12	11.2	95	88.8
Central Coast	29	26.1	82	73.9
South East	8	19.0	34	81.0
Riverina/Murray	20	14.3	120	85.7
Western Sydney	72	16.5	365	83.5
South West Sydney	70	26.3	196	73.7
Coastal Sydney	114	11.2	902	88.8
NSW	420	15.9	2216	84.1

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 1,395 no show sessions were reported across all services in NSW. Of these no show sessions, 25.8% were recorded as a client's first session.

Table 56 displays the number of no show sessions, the number of conducted sessions, and the percentage of available sessions that were no show sessions in each region. Across all services, 6.4% of available sessions were reported as no show sessions. The highest no show percentages were found in the Illawarra (12.7%) and Hunter (9.6%) 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	5	1015	0.5
North Coast	99	1267	7.2
New England/North West	27	441	5.8
Illawarra	119	820	12.7
Hunter	98	921	9.6
Western NSW	41	440	8.5
Central Coast	38	901	4.0
South East	9	283	3.1
Riverina/Murray	58	1752	3.2
Western Sydney	241	3151	7.1
South West Sydney	122	2065	5.6
Coastal Sydney	538	7354	6.8
NSW	1395	20410	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, 93.2% of services reported at least one cancelled session. A total of 2,932 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	152
New England/North West	52
Illawarra	173
Hunter	155
Western NSW	44
Central Coast	121
South East	19
Riverina/Murray	218
Western Sydney	510
South West Sydney	182
Coastal Sydney	1306
NSW	2932

Refusals to Consent to Data Collection

During the reporting period, 86.4% of services reported at least one client refusing to consent to data collection. A total of 640 clients refused to consent to data collection across all services in NSW.

Table 58 displays the number of clients who refused to consent to data collection, the number of clients who consented to data collection, and the percentage of clients who refused to consent in each region. Across all services, 14.2% of clients were reported as having refused to consent to data collection (compared with 15.1% for the 2011/12 reporting period). The highest refusal percentages were found in the statewide service (78.3%), and in the New England/North West (30.9%) and Western Sydney (18.8%) 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	159	44	78.3
North Coast	22	263	7.7
New England/North West	25	56	30.9
Illawarra	6	248	2.4
Hunter	26	241	9.7
Western NSW	13	134	8.8
Central Coast	16	225	6.6
South East	1	56	1.8
Riverina/Murray	5	398	1.2
Western Sydney	127	550	18.8
South West Sydney	43	411	9.5
Coastal Sydney	197	1256	13.6
NSW	640	3882	14.2

APPENDIX A

CDS INDIVIDUAL CLIENT RECORD FORM (JUL 2012 - JUN 2013)

RGF PROBLEM GAMBLING COUNSELLING CLIENT DATA SET

INDIVIDUAL CLIENT RECORD

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

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

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

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

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

CLIENT'S PLACE OF RESIDENCE	
Suburb	
Postcode	
State	

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

APPENDIX B

LIST OF SERVICES INCLUDED IN THE CLIENT DATA SET (JUL 2012 - JUN 2013)

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

- Gambling Solutions Central Coast
- 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
- CatholicCare Social Services
- UnitingCare Mental Health – 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
- UnitingCare Mental Health – South West Sydney
- Mission Australia – South West Sydney
- South Western Sydney Local Health District
- University of Sydney - Campbelltown
- Vietnamese Community in Australia (NSW Chapter)

Coastal Sydney

- Co.As.It
- Greek Welfare Centre
- Hopestreet
- Northern Sydney Local Health District
- 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