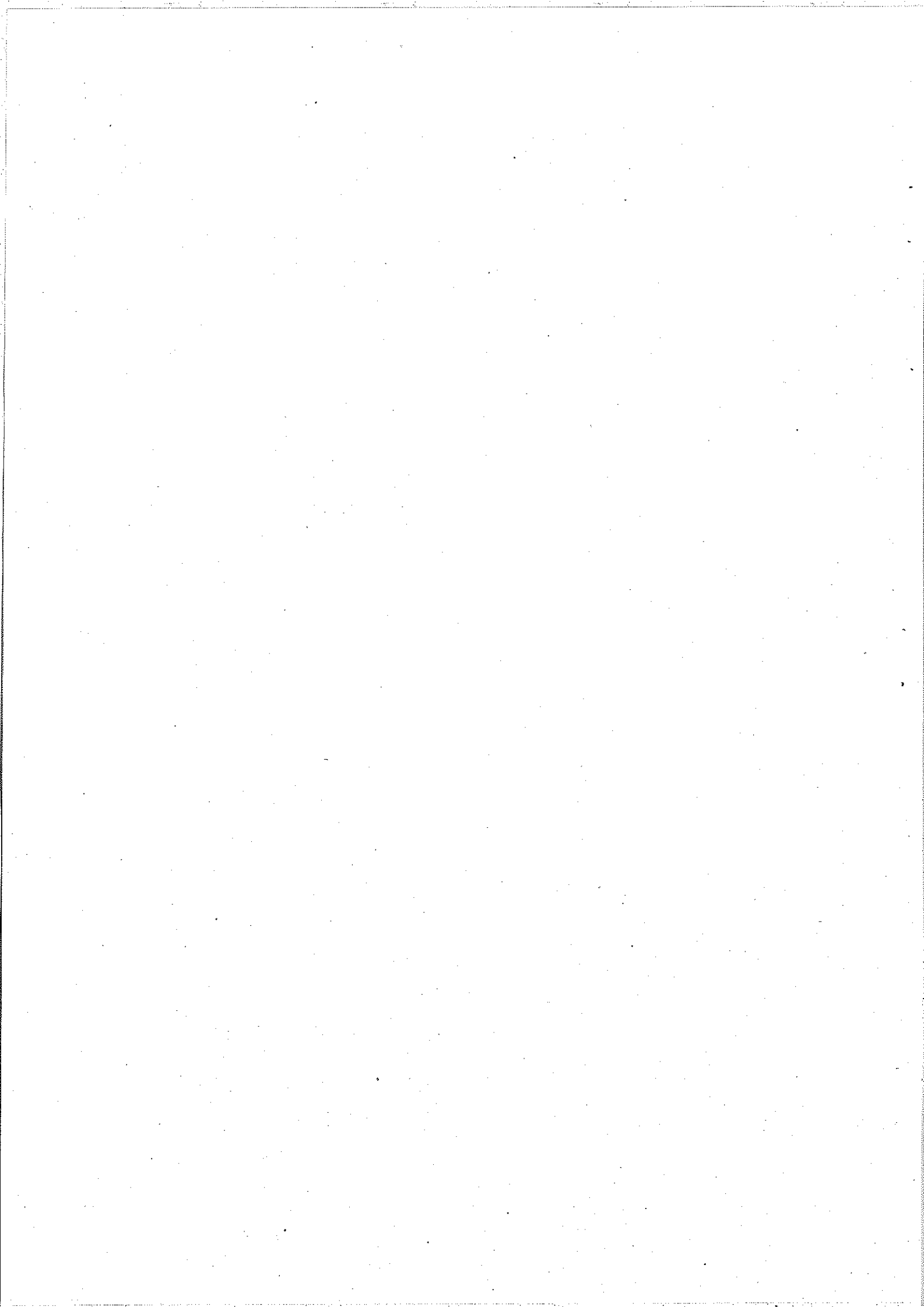


Appendix A

Interview Pro-forma: Service providers

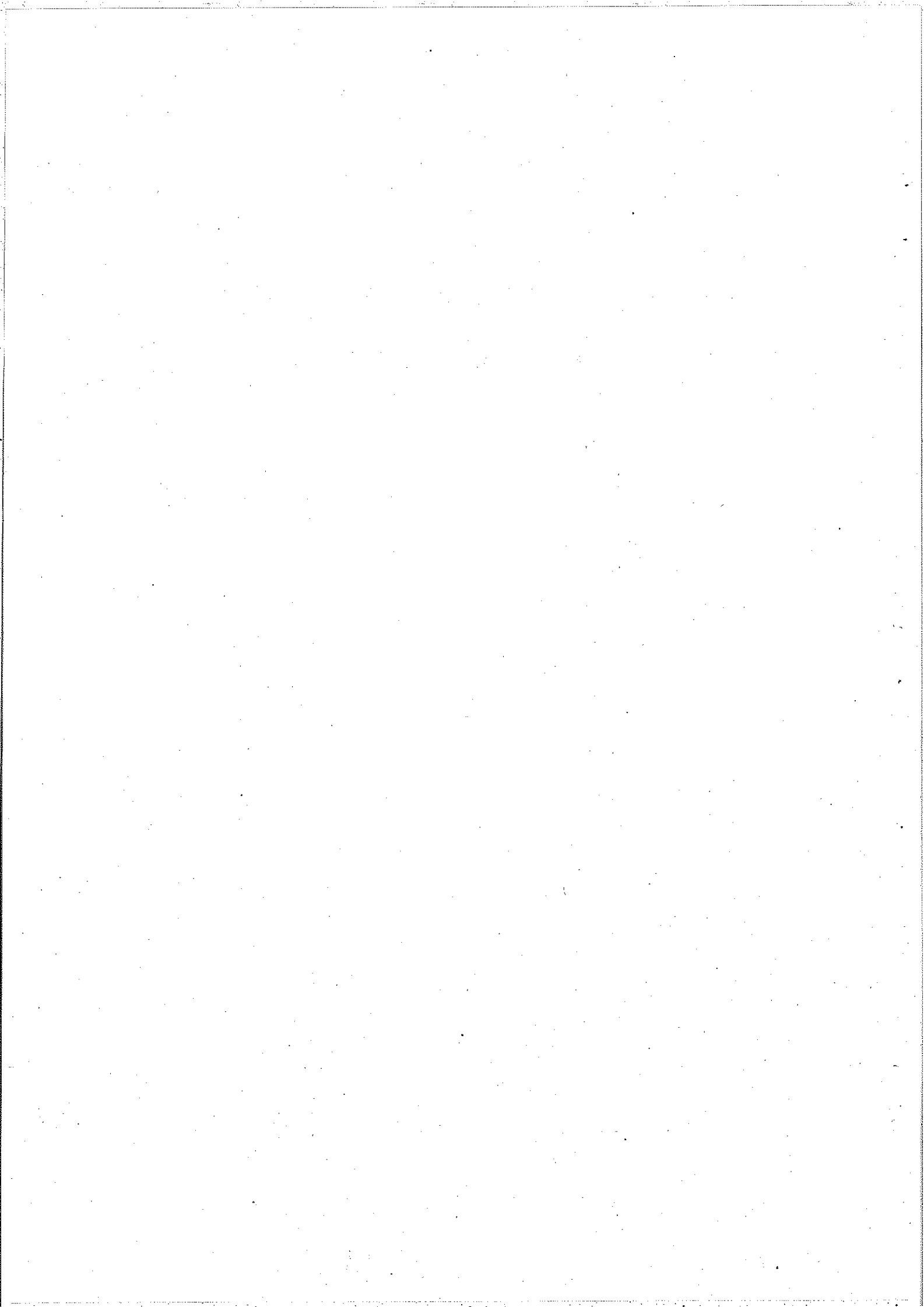


1. Type of organisation

- What type of organisation is this and where is it situated in administrative terms (part of a government service, NGO, hospital unit, a service within a wider organisation, a private practice etc)? Is it affiliated with any larger organisation(s)?
- How is the service managed and how are decisions made about the service and its financial arrangements?

2. Type of services offered.

- What types of services do you offer to problem gamblers and/or to their families?
 - Inpatient/outpatient
 - group therapy/counselling
 - individual therapy/counselling
 - self help groups
 - financial counselling
 - crisis work
 - education/awareness etc
 - other
 - What is the duration of each of these types of service/programs?
 - Are services tailored to the treatment of problem gambling or are they part of other services such as drug and alcohol rehabilitation, family counselling?
 - What theoretical assumptions about the causes of, and means of treating addictions such as gambling underpin 'the service'? How is this thinking reflected in the services provided? What else determines the types of services offered? Do you see the nature of the service changing in the future?
 - What specific outcome is the service trying to achieve? What are its goals? How have these outcomes been achieved and how are they measured?
 - What types of resource materials and facilities are utilised by the service? Do you have any comment on their usefulness, cost. How were they developed and by who?
 - If additional funding were available, what would be the priorities as to how they'd be utilised?
-



3. The clientele.

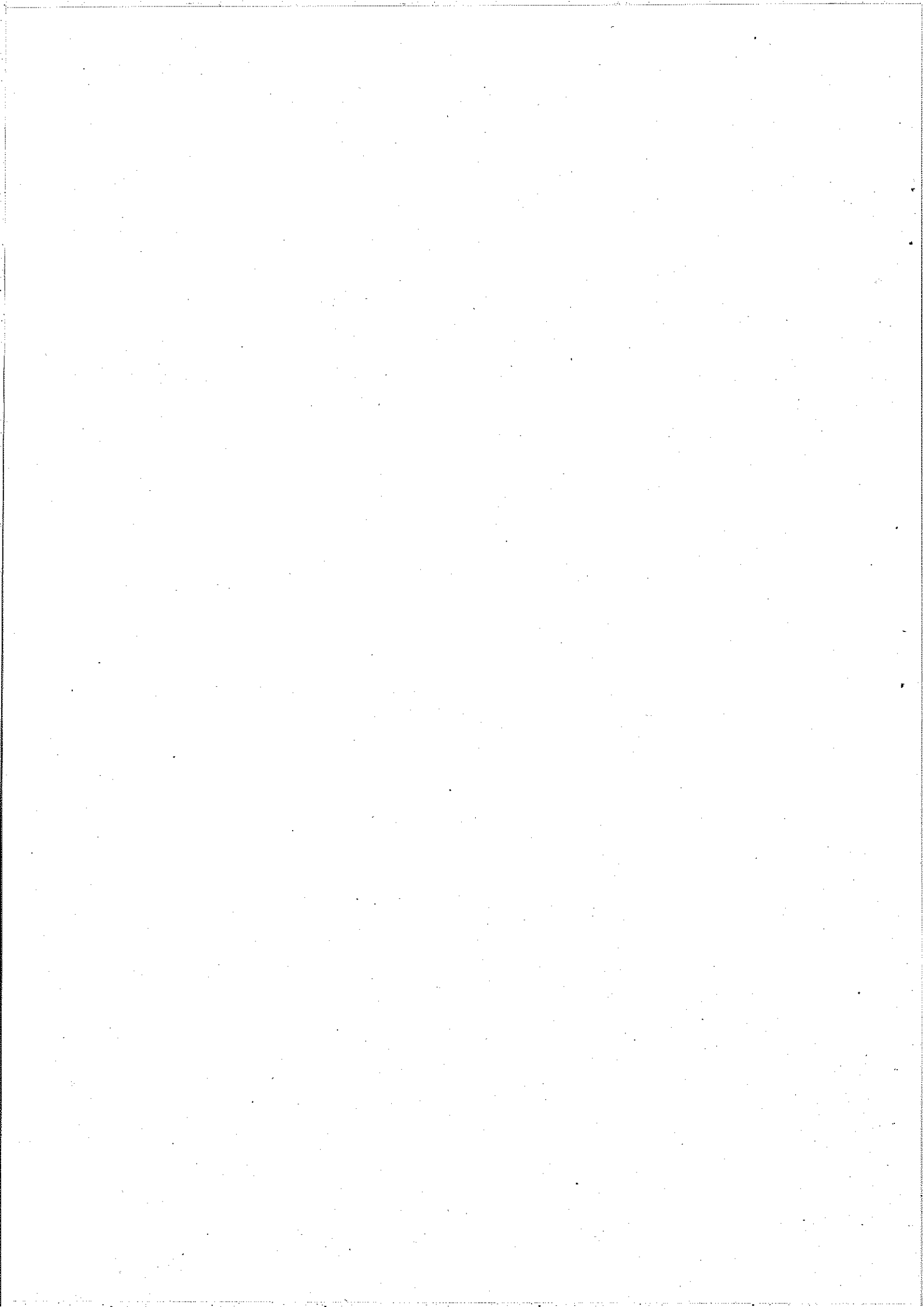
- Could you describe the service's clientele. Do you target your services to a certain group of people? What particular forms of gambling do your clients engage in?
- What data about your clientele do you collect (eg demographics, geographics, prior use of services etc)? For what reasons do you collect such data?
- What are the demands on current services? How is this demand measured (eg number of enquiries, waiting lists etc)? How many people do you currently service?
- Are there any particular groups of clients whose needs you feel you are meeting well/not well?

4. Sources and levels of funding.

- What are your sources of funding? How do you seek/attract funds? Is a fee charged to clients? If so, how much? Are any costs receivable through health insurance? (Medicare, private?)
- How are these funds divided amongst different programmes? What conditions are attached to this funding? Is the service bound by a formal service agreement?
- What is your current budget for problem gambling services? Is it adequate in meeting current needs? Do you anticipate seeking additional funding? If so, from where?

5. Coordination and cooperation between programs and with other organisations.

- Do you have any comment on the continuity of programs for problem gamblers. Are there any gaps/overlaps?
 - What are your referral sources? Do you keep records of numbers of referrals from other organisations? What organisations do you refer to- for what sorts of help/services?
 - What is your involvement in interagency activities such as information/resource sharing?
 - What formal/informal linkages do you have with other types of services/organisations such as Skillshare, CES, other rehabilitation services, gaming establishments, health services, drug and alcohol services etc?
-



6. Evaluation of facilities and programs.

- To whom is this service accountable? Who monitors program performance?
- Is peer review, case conferencing, etc carried out?
- How is this service evaluated? Is it subject to periodic evaluation or has it been subject to any kind of external review? If so are any reports available?
- What measures are used as indicators of the program's performance?
- Are there any annual reports relevant to the services/programs?

7. Service providers.

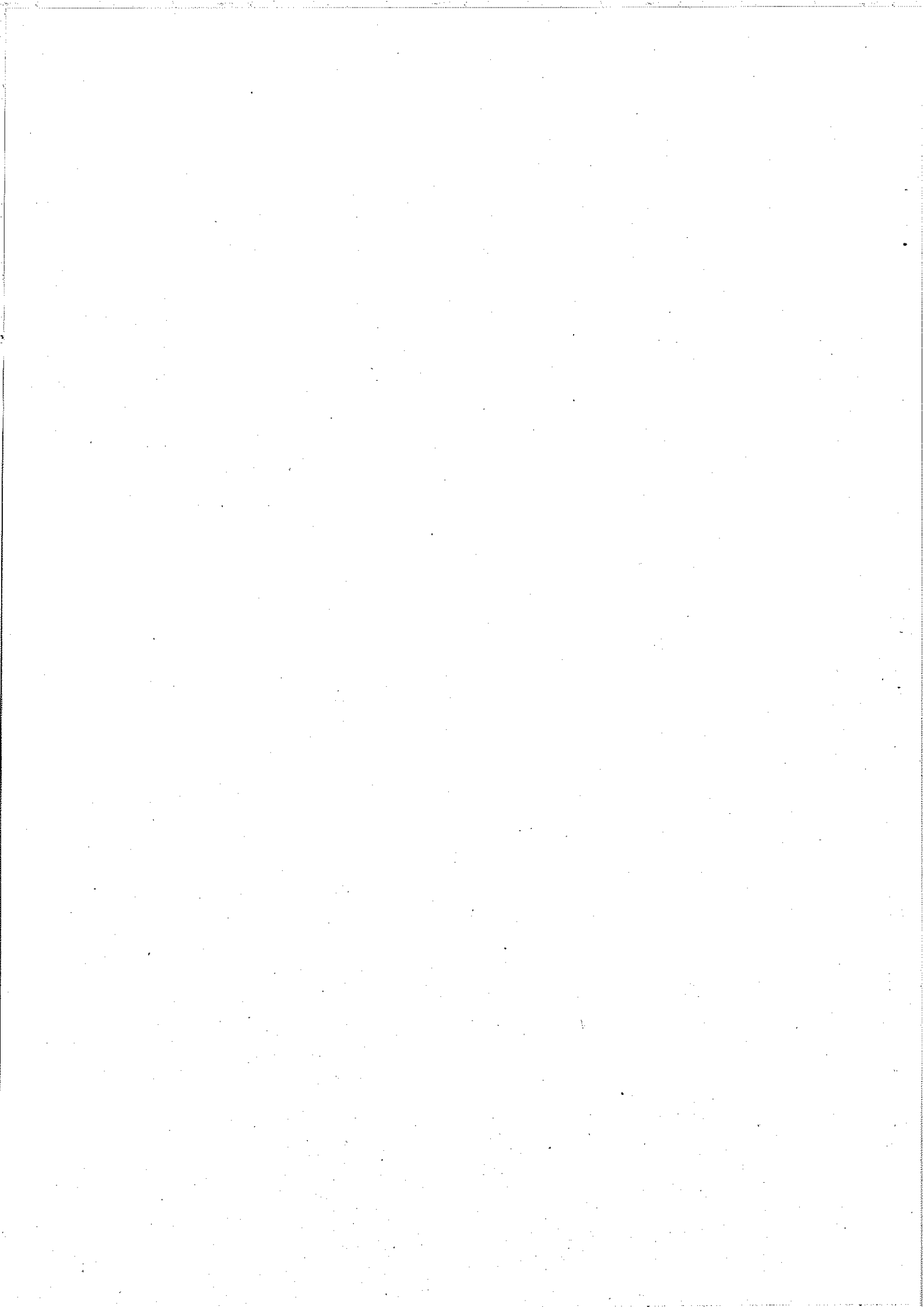
- Who actually provides services to problem gamblers? How many staff does the service employ and what are their backgrounds/qualifications?
- Do staff take part in any professional development activities (attending conferences, workshops etc)?
- Do staff have access to (clinical) supervision where appropriate?

8. Community Involvement.

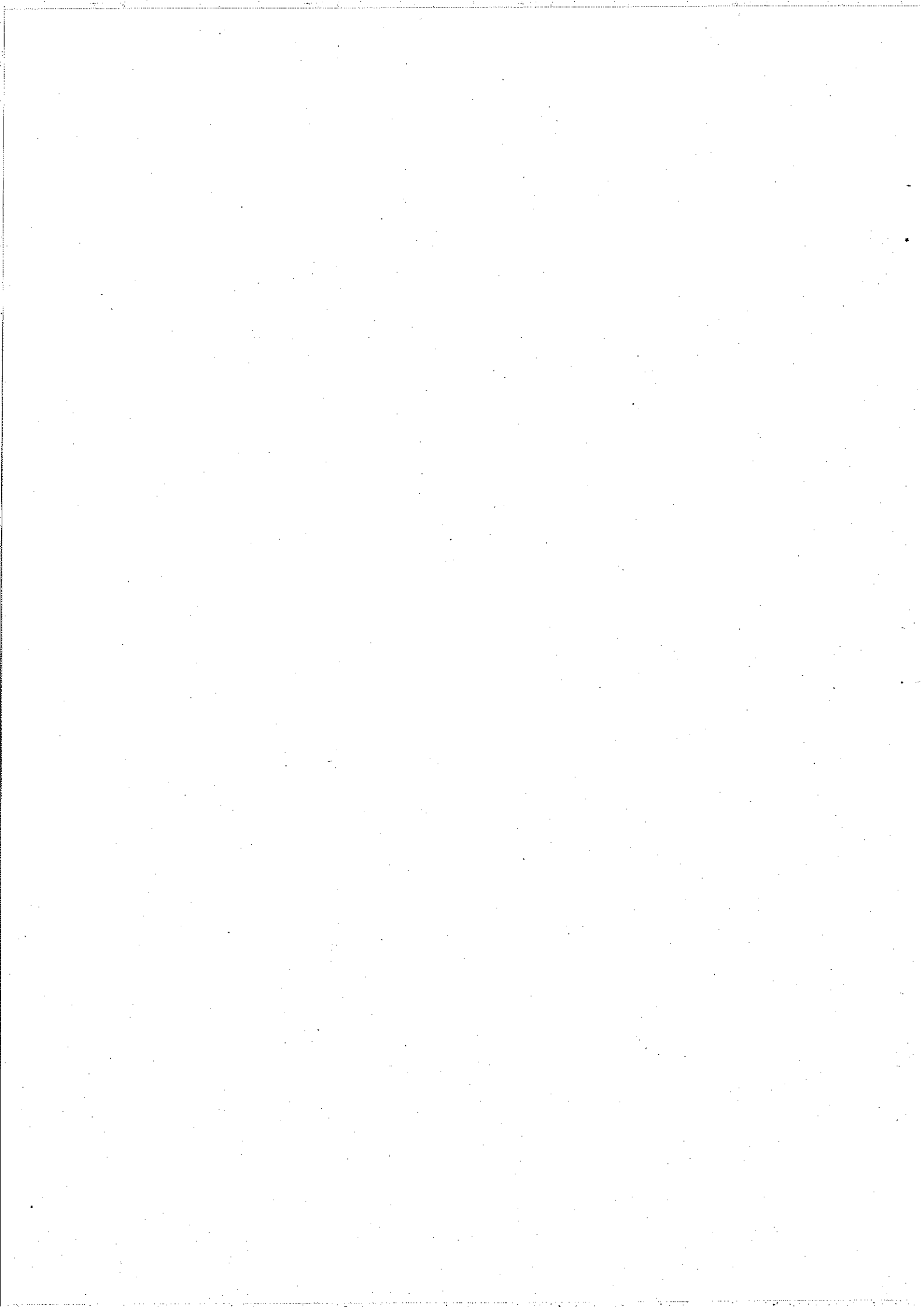
- What community based activities, if any, are undertaken by this service? (prompt- guest speaking, community awareness/education campaigns etc)
- Does this service involve the community through community representation on the board of management, volunteer work, fundraising etc?

9. Other Issues.

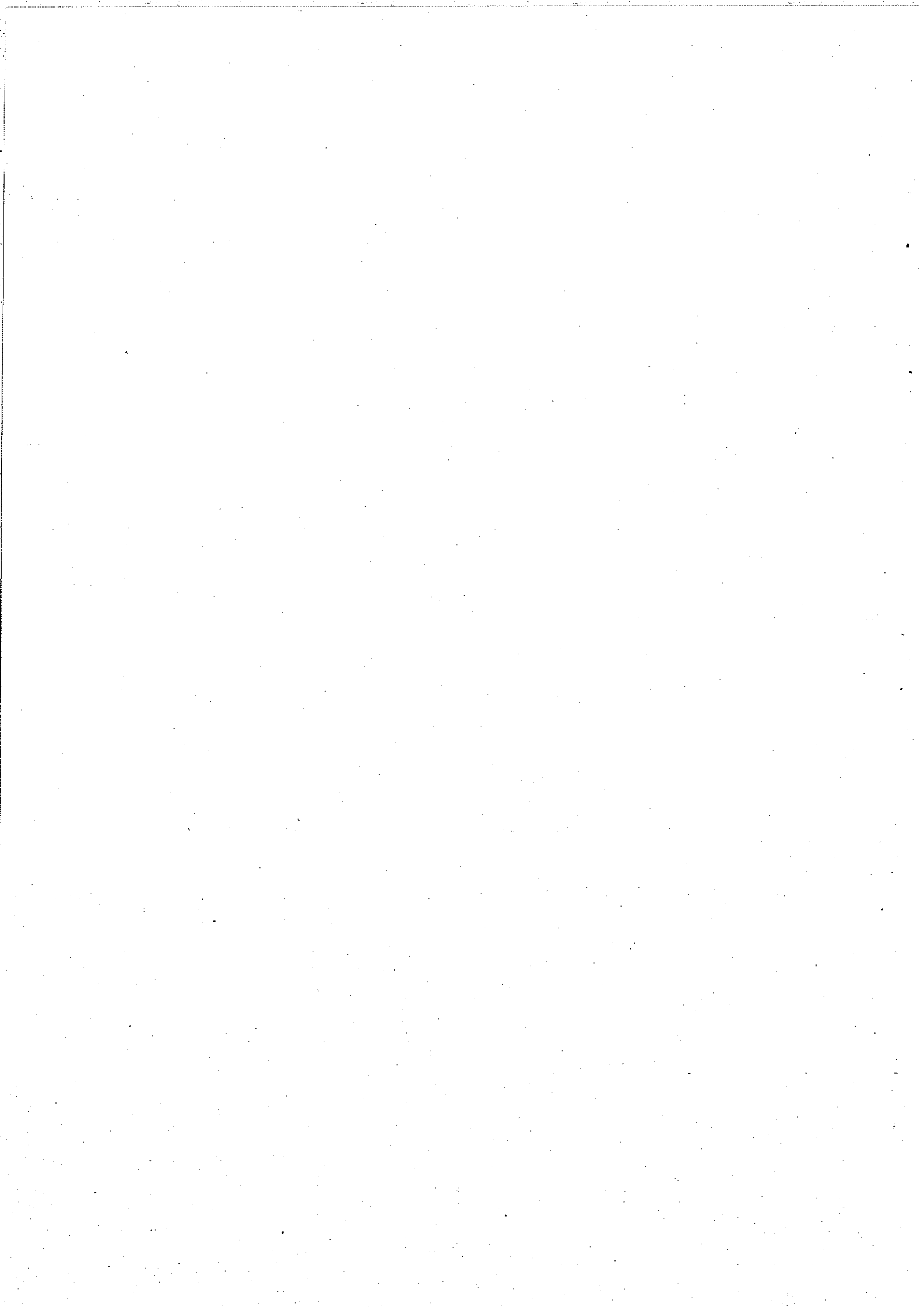
- How do you think funds available through the Community Benefit Fund would best be distributed?
 - Do you have any comments on proactive strategies to reduce problem gambling such as patron care and responsible marketing?
 - Do you have any comments on a statewide or national approach to problem gambling? How would you see this service fitting in with such an approach?
 - To what degree do you think there has been a 'cultural' change within government and other organisations in regard to the way problem gambling is addressed?
-



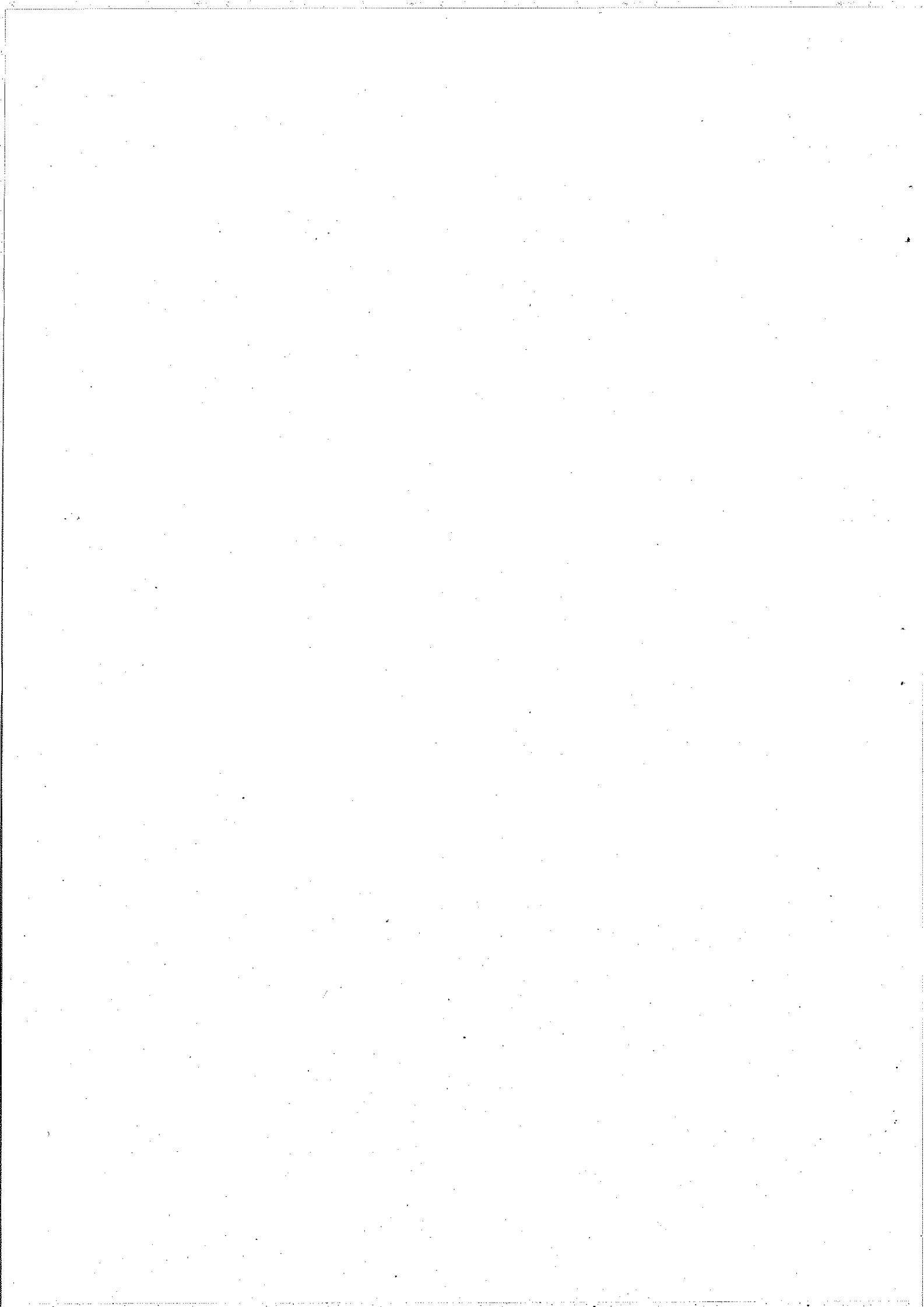
Appendix B
Interview pro-forma: Researchers



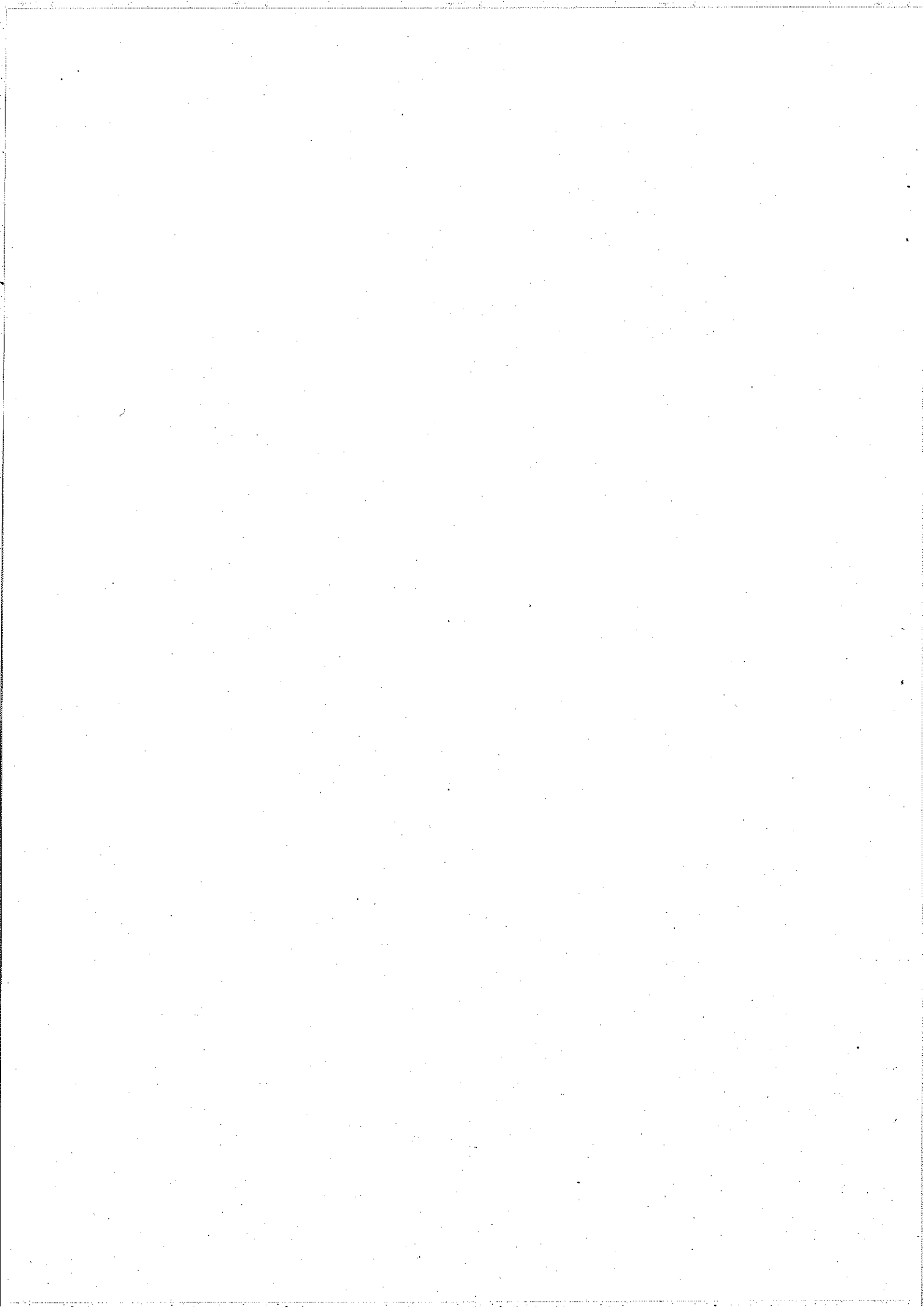
1. Could you please provide a list of research projects you have undertaken in the area of gambling. Could you indicate if the research has been published and where? Which reports are publicly available?
 2. How would you describe the focus of your research, that is, the economic aspects of gambling, problem gambling etc.
 3. Do you have other areas of interest around gambling that are not represented in your existing research?
 4. What is your own background/qualifications?
 5. Within what type of organisation do you conduct your research eg tertiary institution, consultancy, medical facility etc.
 6. Generally, what is the source of funding for the research you have carried out?
 7. In what areas do you feel gambling-related research is most needed?
 8. Besides research into gambling, are there any (other) activities in relation to problem gambling in which you are involved? eg providing services to problem gamblers, advocating for awareness about problem gambling etc.
-



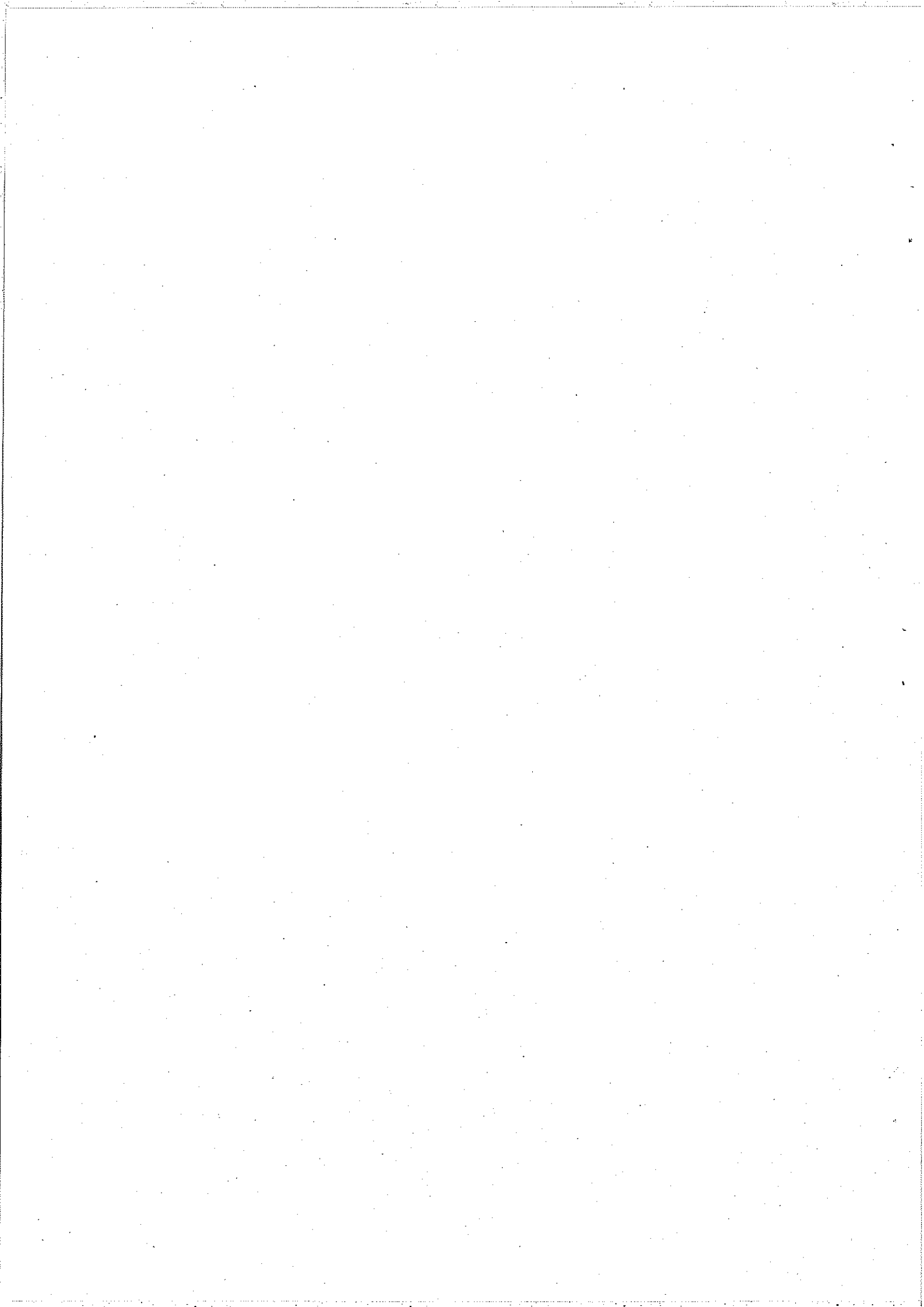
Appendix C
Individuals and organisations contacted throughout the study



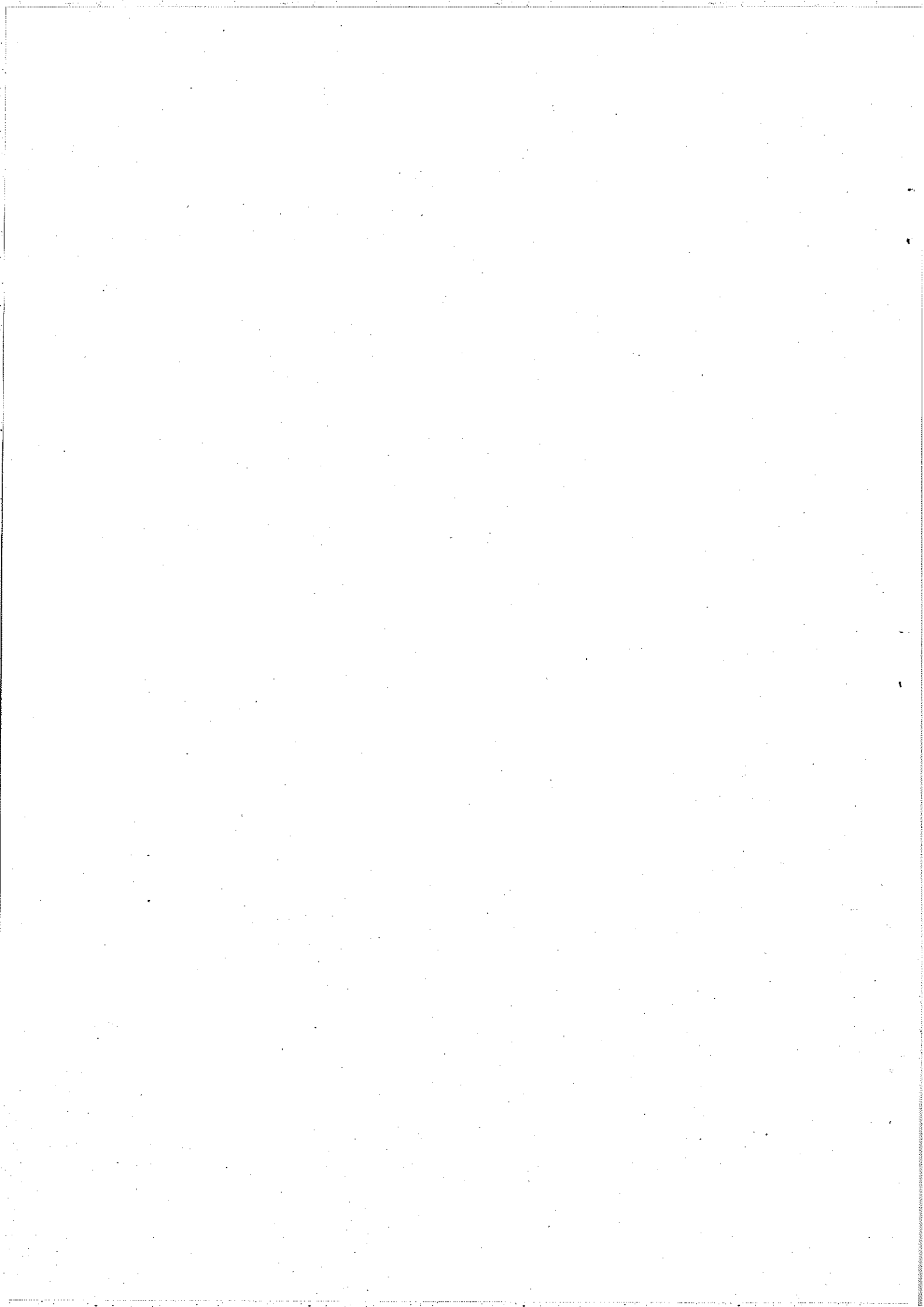
Abbott, Maree	University of NSW
Allcock, Dr Clive	Cumberland Hospital
Allen, Debra	Department of Corrective Services
Allen, Phillip	Tasmanian Council of Social Service
Baxter, Paul	Price Waterhouse
Blaszczynski, Dr Alex	Liverpool Hospital
Booth, Anna	Sydney Harbour Casino
Bowe, Laurie	Centacare Family Services
Breen, Helen	Southern Cross University
Brown, Mitchell	Creditline/Lifeline
Byrne, Gerard	William Booth Institute
Caldwell, Dr Geoffrey	Australian National University
Camilleri, Peter	James Cook University
Chard, Kevin	University of Western Sydney
Connolly, Jim	Creditline/Lifeline
Crossman, Dr Bob	Freelance researcher
Daw, Moira	Price Waterhouse
Devaus, David	Institute of Family Studies
Dickenson, Andy	Gamblers Anonymous
Dickerson, Mark	AIGR
Edmondson, Cath	Harris St Community Centre
Eyeland, Simon	Department of Corrective Services
Fluckie, Lydia	Department of Health and Community Services (VIC)
Foster, Prue	Club Managers Association
Frost, Brian	Australian Gaming Machine Manufacturers Association
Griffiths, Scott	Macquarie Drug and Alcohol Services
Grimshaw, Peter	Sydney Harbour Casino
Hooper, Norm	Freelance researcher
Howard, Kevin	Financial Counsellors Association
Ingram, Millie	Office of Aboriginal Affairs
Jones, Adam	Registered Clubs Association
Kalisch, David	Department of Social Security
Karim, Rosalie	Tourism Training Australia
Kelley, Ron	South Pacific Private Hospital
Kelly, David	NSW Lotteries
Knox, Kel	Creditline/Lifeline
Leithner, Dr Chris	University of Queensland
Luckett, Wendy	Creditline/Lifeline
Lynch, Robert	University of Technology, Sydney
Matias, Remy	Centacare Family Services
McDermott, Albert	St John of God Private Hospital
McDonald, Maree	St Vincent de Paul Society
McMillen, Jan	Queensland University of Technology
Murray, Reg	Centacare Family Services
Murray, Dr Sara	University of Western Sydney
Nicholls, Barry	Coopers and Lybrand
Noller, Heather	Department of Community Services
Page, Ken	TAB
Painter, Martin	University of Sydney



Patchet, Chris	Royal Prince Alfred Hospital
Pennington, Lydia	Breakeven, QLD
Rankin, Jim	NSW Department of Health
Reid, Ray	Centacare Family Services
Ross, John	G-Line (VIC)
Solonsch, Mark	Sutherland Smith Marketing
Symond, Paul	St Edmunds Private Hospital
Turpie, Duncan	University of Sydney
Urrea, Maria Elena	Department of Community Services (NSW)
Va der Sluis, Gary	Lifeline
Veal, Tony	University of Technology
Walker, Dr Michael	Department of Psychology, University of Sydney
Waters, Major Brian	Salvation Army
Williams, John	Coopers and Lybrand
	Gam-Anon
	Sydney City Mission
	Relationships Australia
	Youth Insearch Foundation
	Ethnic Affairs Commission
	Victorian Casino and Gaming Authority
	Addictions Research Institute (VIC)
	Breakeven, Wodonga (VIC)
	Australian Casino Association
	National Drug and Alcohol Research Centre
	Centre for Education and Information on Drugs and Alcohol



Appendix D
Services For Problem Gamblers: Points Of Contact



The Badham Clinic
Dr Michael Walker
University of Sydney
Phone (02) 692 2222

Stehanie Whitmont
University of Sydney
Phone (02) 351 2644

Centacare Catholic Family Services
Remy Matias
Manager, Specialist Family Services
Phone (02) 671 2011
Fax (02) 630 7788

Creditline/Lifeline
Mitchell Brown
Management Team Leader
Phone (02) 9951 5566
Fax (02) 9951 5511

Cumberland Hospital
Dr Clive Allcock
Phone (02) 840 3000
Fax (02) 840 3700

Gam-Anon
Pauline
Public Relations Contact
Phone (02) 564 1595

Gamblers Anonymous
Andy Dickenson
Public Relations Contact
Phone (02) 564 1574

Liverpool Hospital
Dr Alex Blaszczyński
Coordinator
Phone (02) 828 4912
Fax (02) 828 4912

Macquarie Drug and Alcohol Service
Scott Griffiths
Coordinator, Drug and Alcohol Services
Phone (068) 81 2248
Fax (068) 84 3833

Odyssey House
Steve Eastway
Community Liaison Officer
Phone (02) 281 5144
Fax (02) 281 5146

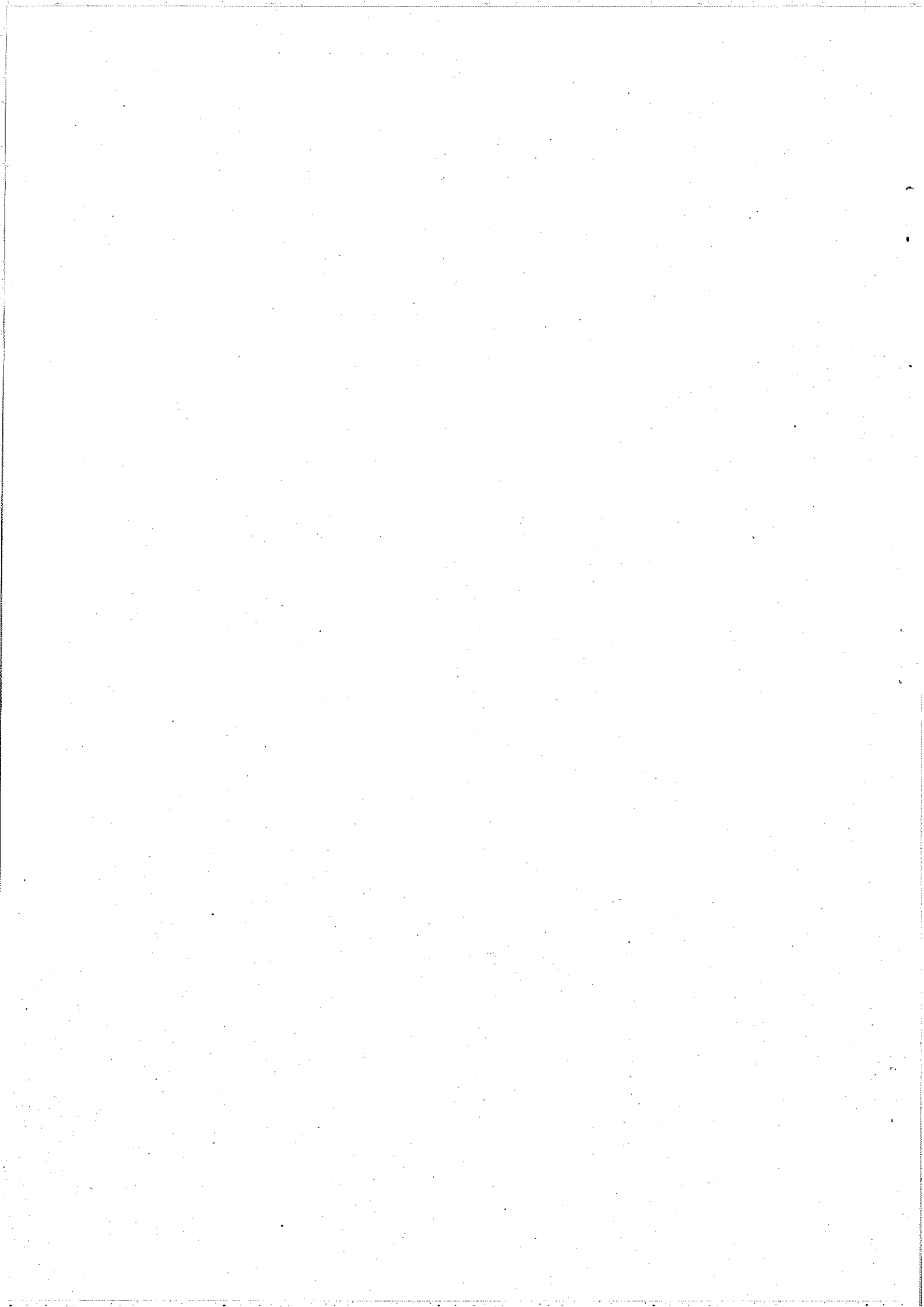
Royal Prince Alfred Hospital
Chris Patchet
Senior Counsellor
Phone (02) 515 5544
Fax (02) 515 6133

South Pacific Private Hospital
Earl Cass
Clinical Director
or
Ron Kelley
Counsellor
Phone (02) 905 3667
Fax (02) 905 9696

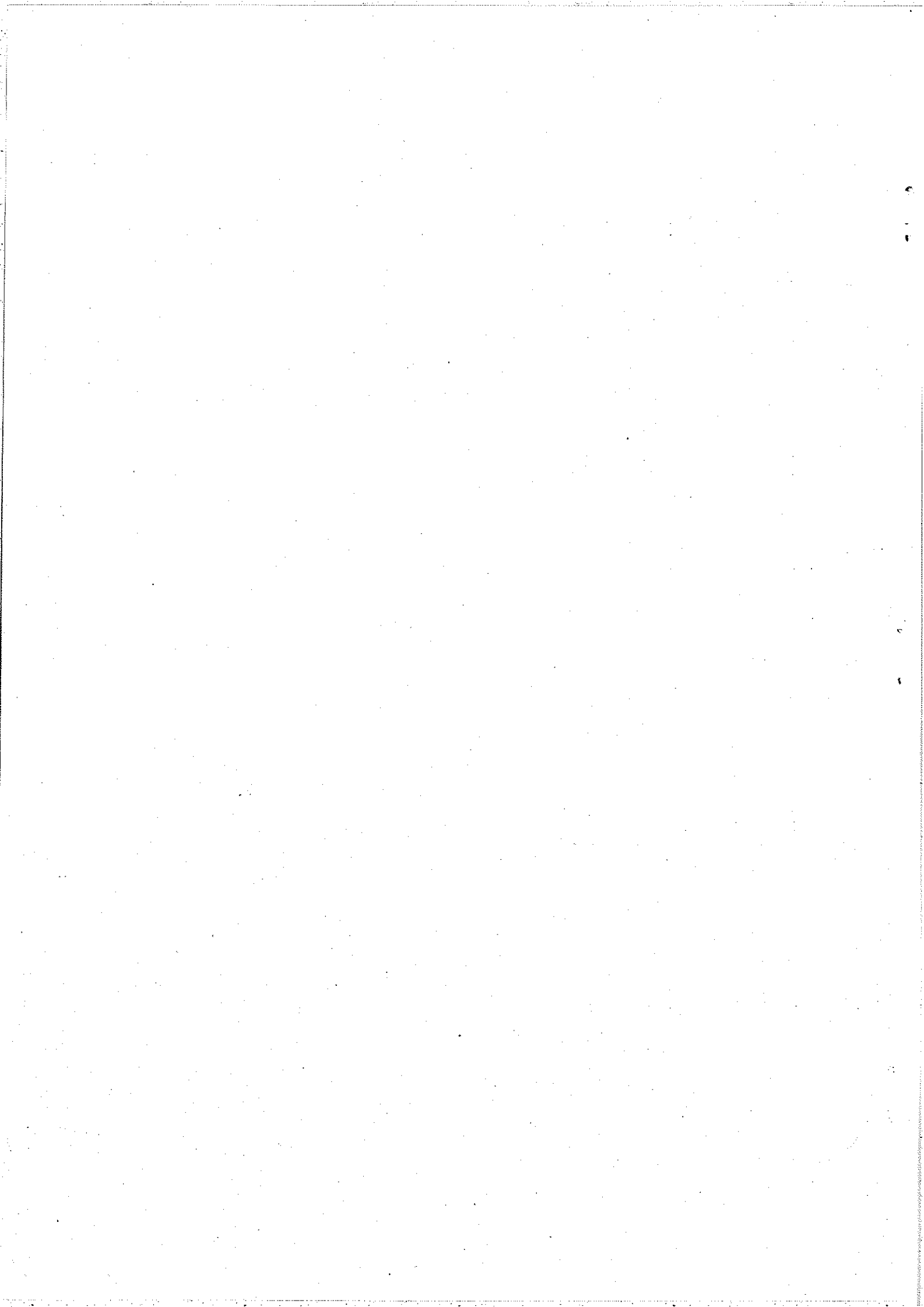
St Edmunds Private Hospital
Paul Symond
Counsellor
Phone (02) 858 5522
Fax (02) 858 4405
Mobile 0419 240 209

St John of God Private Hospital
Albert McDermott
Admissions Manager
Phone (02) 747 5611
Fax (02) 747 5223

William Booth Institute
Gerard Byrne
Counsellor
Phone (02) 212 2322
Fax (02) 281 9771



Appendix E
Letter to counselling services



Re **Sydney Casino Community Benefit Fund Trustees**

Keys Young, an independent research company, has been contracted by the NSW Government on behalf of the Sydney Casino Community Benefit Fund Trustees. The Casino Community Benefit Fund (which receives proceeds from the casino) has been established by the NSW government to: fund appropriate research into gambling; promote industry and community awareness of problem gambling; support voluntary organisations offering counselling services for problem gamblers and their families; and support treatment and rehabilitation services for problem gamblers and their families.

Our task is to investigate the type and range of services offered to problem gamblers and their families and to identify those individuals or organisations which conduct research into gambling with the aim of identifying individuals and organisations who might be suitable recipients of funding through the Community Benefit Fund.

While we are aware of the range of community based specialist services in existence, we are also interested in identifying any private practitioners who provide a service to problem gamblers and their families and/or conduct research into gambling.

If you do provide such services we would appreciate hearing from you. Please write, fax or feel free to phone us. Basically we are seeking information regarding:

- the types of counselling and/or therapy which you provide to any of your clients with a gambling problem;
- the prevalence of problem gambling amongst your clientele;
- the number and expertise of counselling staff within your practice;
- any research into gambling that you may have carried out; and
- any views you might have on areas in which the Community Benefit Fund monies might be expended.

We thank you for your attention.

Yours faithfully

Susan Young
Director
Keys Young

