



Justice
Liquor &
Gaming NSW

Responsible Gambling Fund Client Data Set

Annual Report 2015/2016

An analysis of clients presenting for problem gambling and financial counselling services between 1 July 2015 and 30 June 2016

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Summary of Findings

Client and session numbers

- 6,343 clients received counselling services in 2015/16.
- Across all services, 12.5 per cent of clients were reported as having refused to consent to data collection.
- A total of 29,541 counselling sessions were delivered in 2015/16. Problem gambling sessions made up 86.8 per cent of all counselling sessions and 13.2 per cent of all sessions were for financial counselling.
- Most sessions (21,802) were conducted as individual face-to-face counselling sessions, followed by telephone sessions (6,162), couple/family sessions (821), on-line sessions (460) and group sessions (296).
- The number of clients in 2015/16 increased by 14.4 per cent from 2014/15, while the number of counselling sessions increased by 10.1 per cent.
- The session to client ratio was 4.7 across NSW.
- The percentage of financial counselling clients who received only one financial counselling session (40.1 per cent) was much greater than the percentage of problem gambling counselling clients who received only one problem gambling counselling session (24.8 per cent).

Session duration and location

- Across all services, the mean session duration was 64.9 minutes for individual face-to-face counselling, 28.6 minutes for telephone counselling session, 68.3 minutes for couple/family counselling, 26.3 minutes for online counselling and 99 minutes for group counselling.
- Counselling sessions were conducted in 266 individual service locations, in 188 suburbs, across NSW.

Demographics

- 63.5 per cent of the clients were male and 36.5 per cent were female¹.
- The age group with the highest percentage of clients was 18-34 years for males (38.7 per cent) and 35-49 years for females (35.7 per cent).

¹ In any instances where client responses were recorded as 'Data not collected' or 'Not stated/inadequately described', these data were excluded from percentage calculations.

- 74.0 per cent of clients were problem gamblers, 9.9 per cent were partners/ex-partners of a problem gambler, 7.4 per cent were family members (other than partner), and 5.1 per cent were financial counselling clients (not related to problem gambling). A higher percentage of male clients (85.8 per cent) were problem gamblers than female clients (53.3 per cent). 21.9 per cent of female clients were partners or ex partners, compared to 3.0 per cent of male clients who were partners/ex-partners.
- 18.9 per cent of clients reported that they spoke a language other than English at home. Of these clients, 26.0 per cent reported speaking English “not well” or “not at all”. The most common languages reported were Arabic (4.5 per cent), Vietnamese (1.8 per cent), Cantonese (1.3 per cent), Italian (1.1 per cent) and Mandarin (1.1 per cent).
- 6.8 per cent of clients identified themselves as Aboriginal, Torres Strait Islander or both.

Gambling Activities

- Among problem gamblers, the most common preferred gambling venues were hotel/pub (40.1 per cent) and club (39.5 per cent).
- Of all clients specifying a principal gambling activity, 74.7 per cent specified gaming machines. The percentage of females reporting gaming machines as their principal gambling activity was 94.3 per cent compared to 67.7 per cent of males reporting gaming machines as their principal gambling activity.
- Across all problem gamblers, 90.7 per cent preferred to access gambling in person followed by the internet (7.8 per cent). Internet gambling has increased from 3.4 per cent in 2011/12 to 7.8 per cent in 2015/16.

Access to Services

- ‘Another Agency’ was the most commonly reported “most recent referral source” (reported by 19.8 per cent of clients).

Mental health, substance abuse and legal history

- 38.2 per cent of problem gamblers had been diagnosed with anxiety, 47.9 per cent had been diagnosed with depression, 28.4 per cent had had a problem with alcohol, 21.1 per cent had had a problem with other drugs, 38.8 per cent had had thoughts about committing suicide, 12.2 per cent had attempted suicide, and 13.3 per cent had committed an offence related to their gambling problem.

Background

The Responsible Gambling Fund (RGF) Client Data Set (CDS) was 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 implemented on 1 January 2004.

The present report covers the data collection period 1 July 2015 to 30 June 2016. Previous reports on the CDS data are available on the Liquor & Gaming NSW website.

Only those clients who received at least one counselling session between 1 July 2015 and 30 June 2016 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.

Data from all 55 counselling services funded by the RGF during the 1 July 2015 to 30 June 2016 period was included in the final data set.

Data on clients seen by volunteer counsellors was included. Client and session data from Wesley Community Legal Service was not included, as this provides legal services rather than problem gambling counselling or financial counselling services. No data from the Gambling Helpline service were included as this has an independent data collection system.

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Client and Session Numbers

A total of 6,343 clients received counselling services between 1 July 2015 and 30 June 2016.

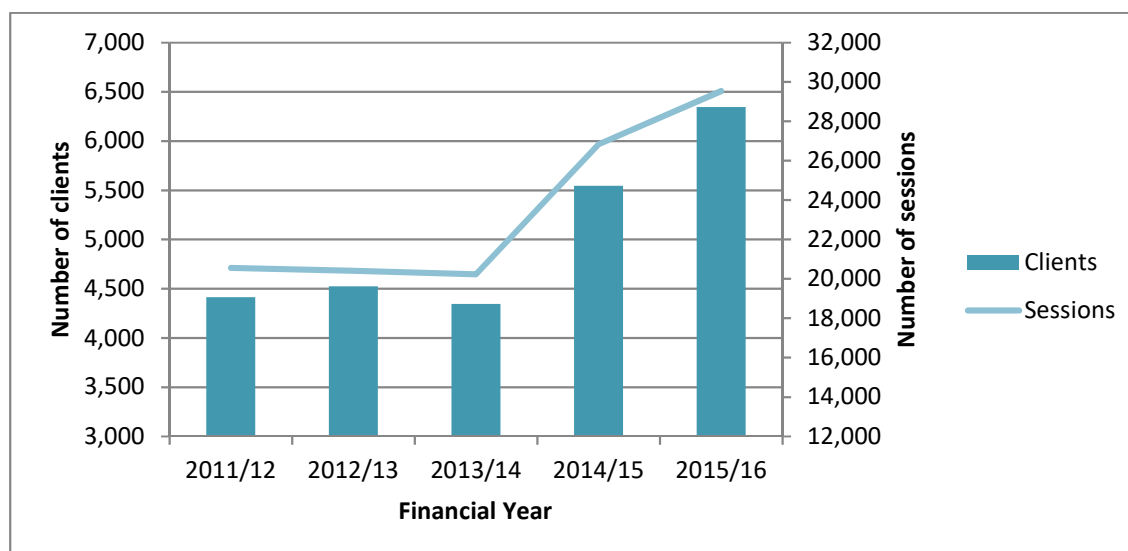
Table 1 displays the annual percentage change in clients and counselling sessions for the past five financial years. Figure 1 displays the number of clients and sessions for each of the past five financial years. The number of clients in 2015/16 increased by 14.4 per cent from 2014/15, while the number of counselling sessions increased by 10.1 per cent.

Clients who refused their data collection totaled 795 (12.5 per cent).

Table 1: 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
2015/16	6,343	+14.4%	29,541	+10.1%
2014/15	5,543	+27.6%	26,833	+32.6%
2013/14	4,343	-4.0%	20,229	-0.9%
2012/13	4,522	+2.4%	20,410	-0.8%
2011/12	4,414	+4.2%	20,566	+3.8%

Figure 1: Number of clients and number of sessions for the past five financial years



A total of 29,541 counselling sessions were delivered in 2015/16. Of these, 25,654 were for problem gambling and 3,887 were for financial counselling. As shown in Table 2, the average number of sessions per client was 4.7.

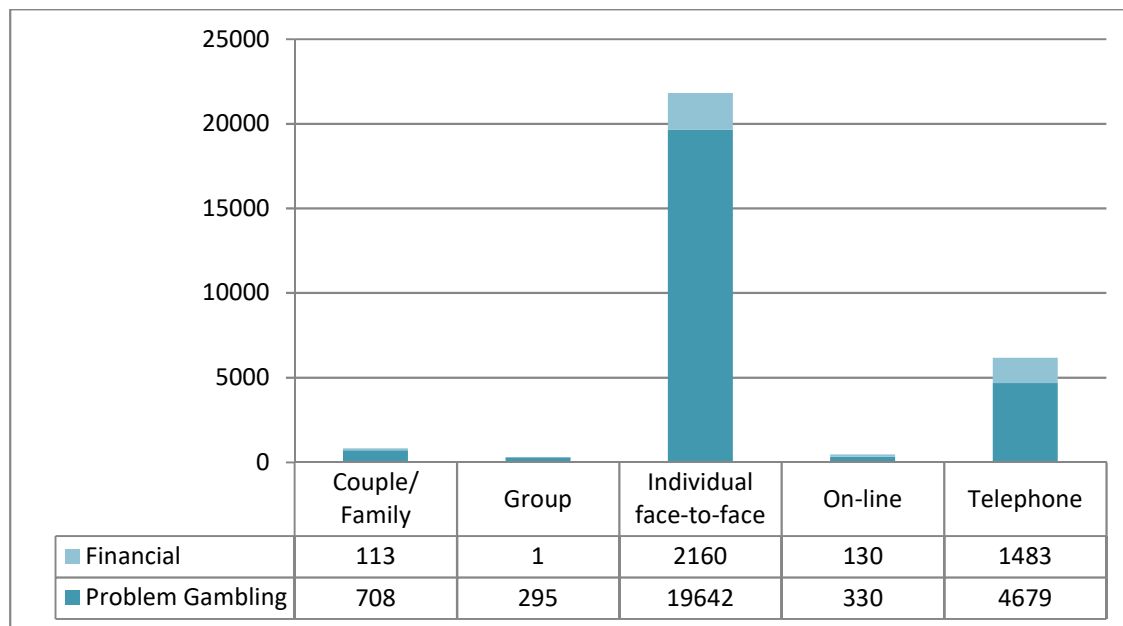
Table 2: Session to client ratio for all counselling sessions

Number of clients	Number of Counselling sessions	Average sessions per client
6343	29,541	4.7

Problem gambling counselling sessions made up 86.8 per cent of all counselling sessions. Of these, 76.6 per cent of sessions were conducted as individual face-to-face sessions. Group sessions made up the lowest proportion (1.1 per cent) of problem gambling sessions conducted in the 2015/16 financial year.

Financial counselling sessions comprised 13.2 per cent of all counselling sessions during the time period. Of all financial counselling sessions, 55.6 per cent were conducted as individual face-to-face sessions, and 38.2 per cent were conducted as telephone sessions. Only one financial counselling session was conducted as a group session. The number of sessions conducted for problem gambling and financial counselling is shown in Figure 2.

Figure 2: Problem gambling and financial counselling session numbers



Of all clients who attended problem gambling counselling sessions, 24.8 per cent only attended one session as shown in Table 3.

Table 3: Number and percentage of clients who attended only one problem gambling counselling session

Number of clients reporting problem gambling sessions	Number of clients reporting only one problem gambling counselling session	Percentage of clients reporting only one counselling session
5,323	1,318	24.8%

Of all clients who attended financial counselling, 40.1 per cent only attended one session as shown in Table 4.

Table 4: Number and percentage of clients who attended only one financial counselling session

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
1358	544	40.1%

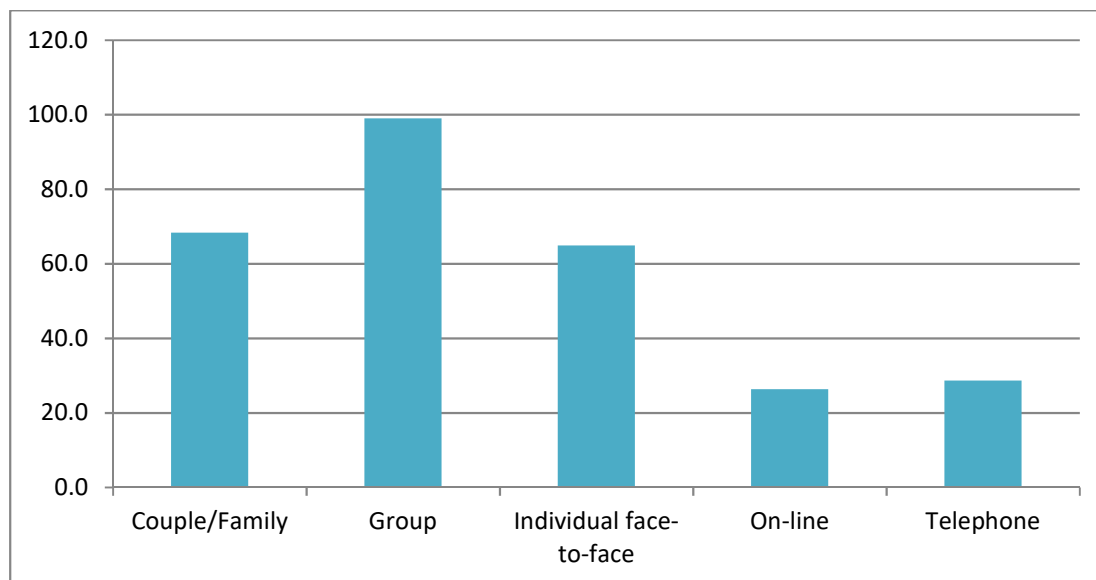
Session Duration and Location

Session Duration

The average session length was 58.8 minutes.

Group sessions had an average duration of 99.0 minutes, followed by couple/family (68.3 minutes), individual face to face (64.9 minutes), telephone (28.6 minutes), and online (26.3 minutes). The breakdown of the average duration for each session type is in Figure 3.

Figure 3: Average duration (minutes) of counselling sessions by session type



Session Location

In 2015/16, counselling sessions were conducted in 188 suburbs across 266 individual service locations. Table 5 displays the top five most common suburbs for session location.

Table 5: Top five most common suburbs for session location

2015/16	Number of sessions
Parramatta	1926
Darlinghurst	1316
Campbelltown	1120
Sydney	997
Gordon	994

Demographics

Age and Gender

Of the clients counselled during the reporting period, 63.5 per cent were male and 36.5 per cent were female. Table 6 displays the breakdown of clients by age and gender.

Table 6: The number and percentage of clients by age and gender

Age	Males		Females	
	Number	%	Number	%
<18 years	25	0.7%	8	0.4%
18-34 years	1340	38.7%	457	23.2%
35-49 years	1314	38.0%	703	35.7%
50-64 years	618	17.9%	608	30.9%
65+ years	164	4.7%	191	9.7%

Indigenous Status

Of the clients counselled during the reporting period who indicated whether they were Aboriginal, Torres Strait Islander, both Aboriginal and Torres Strait Islander, or non-indigenous, 369 (6.8 per cent) reported that they were Aboriginal, Torres Strait Islander, or both Aboriginal and Torres Strait Islander.

Client Type

Table 7 displays the number and percentage of client type by gender. The majority of clients who attended counselling services were persons with a gambling problem (74.0 per cent), followed by partners/ex partners (9.9 per cent). The percentage of male clients (85.8 per cent) that were identified as problem gamblers was higher than the percentage of female clients (53.3 per cent) that were identified as problem gamblers. Of the clients that attended counselling sessions, 21.9 per cent of female clients were partners or ex-partners, compared to 3.0 per cent of male clients who were partners or ex-partners.

Table 7: Number and percentage of client type by gender

	Total ²		Males		Females	
	Number	%	Number	%	Number	%
Person with gambling problem	4070	74.0%	3000	85.8%	1067	53.3%
Partner/ex-partner	543	9.9%	105	3.0%	438	21.9%
Family member (other than partner)	405	7.4%	133	3.8%	271	13.5%

² Total count includes clients who did not state their gender

	Total ²		Males		Females	
	Number	%	Number	%	Number	%
Financial counselling client (not related to problem gambling)	279	5.1%	147	4.2%	132	6.6%
Friend	109	2.0%	60	1.7%	49	2.4%
Other	91	1.7%	52	1.5%	39	1.9%
Colleague or employer	6	0.1%	1	0.03%	5	0.2%

Language

Table 8 displays the five most frequently reported main languages other than English spoken at home across all clients. A total of 1025 clients (18.9 per cent) spoke a language other than English at home. For the past two financial years, Arabic and Vietnamese have been the most frequently reported languages other than English.

Table 8: The top five most frequently reported languages spoken

2015/16	Number	Percentage	2014/15	Number	Percentage
Arabic	244	4.5%	Arabic	226	4.8%
Vietnamese	96	1.8%	Vietnamese	89	1.9%
Cantonese	72	1.3%	Italian	58	1.2%
Italian	59	1.1%	Korean	46	1.0%
Mandarin	57	1.1%	Turkish	37	0.8%

Of the clients reporting speaking a language other than English at home, 266 (26.0 per cent of all clients who spoke a language other than English at home) reported speaking English “not at all” or “not well”. Table 9 displays the five most frequently reported languages spoken by clients with limited English proficiency.

Table 9: The top five most frequently reported languages spoken by clients with reported English proficiency of “not well” or “not at all”

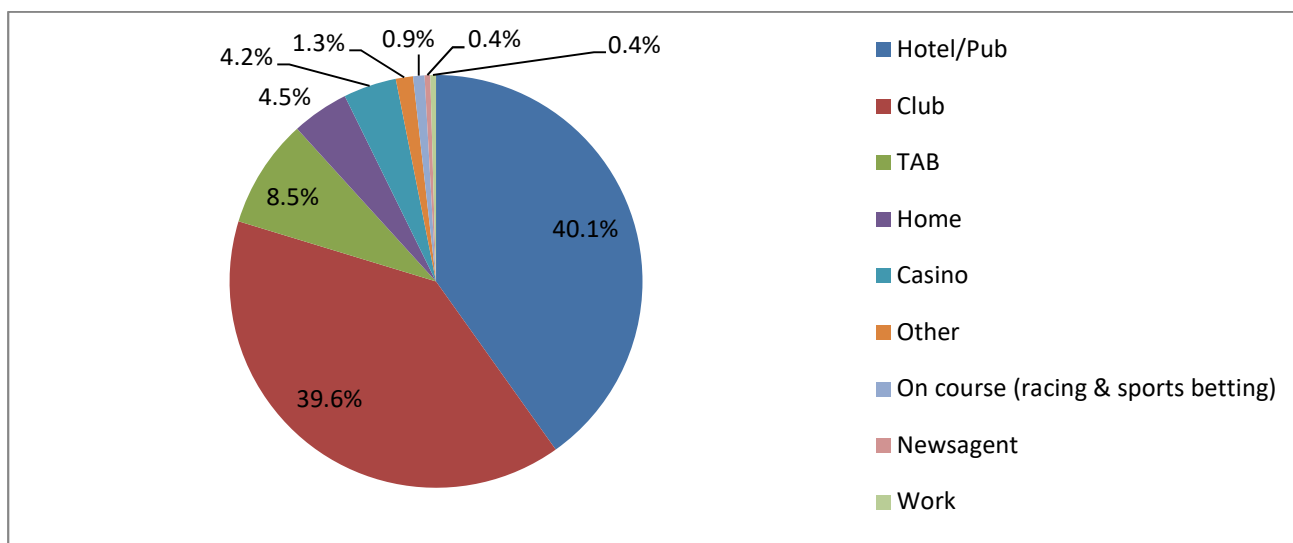
2015/16	Number	Percentage	2014/15	Number	Percentage
Arabic	91	34.2%	Arabic	82	30.6%
Vietnamese	44	16.5%	Vietnamese	51	19.0%
Cantonese	35	13.2%	Korean	28	10.4%
Mandarin	22	8.3%	Turkish	23	8.6%
Korean	20	7.5%	Mandarin	15	5.6%

Gambling Activities

Preferred Gambling Venue

Figure 4 displays the preferred gambling venues for problem gamblers. Across all problem gamblers, excluding those who stated that they had no preference, the most frequently recorded referred gambling venues were Hotel/pub (40.1 per cent) and Clubs (39.5 per cent).

Figure 4: Preferred gambling venue for problem gambling clients



Principal Gambling Activity

Of all clients specifying a principal gaming activity, gaming machines was the most common (74.7 per cent) followed by horse/dog races (13.2 per cent). The majority of female clients (94.3 per cent) reported gaming machines as their principal gaming activity. Principal gaming activities reported by male clients were more varied, with 67.7 per cent of male clients reporting gaming machines as their principal gaming activity, followed by horse/dog races (17.6 per cent) and sports betting (7.9 per cent). Table 10 and

Figure 5 display the principal gambling activity breakdowns for male and female problem gamblers. Where clients had reported “other gambling activities”, online gambling and online trading were frequently reported.

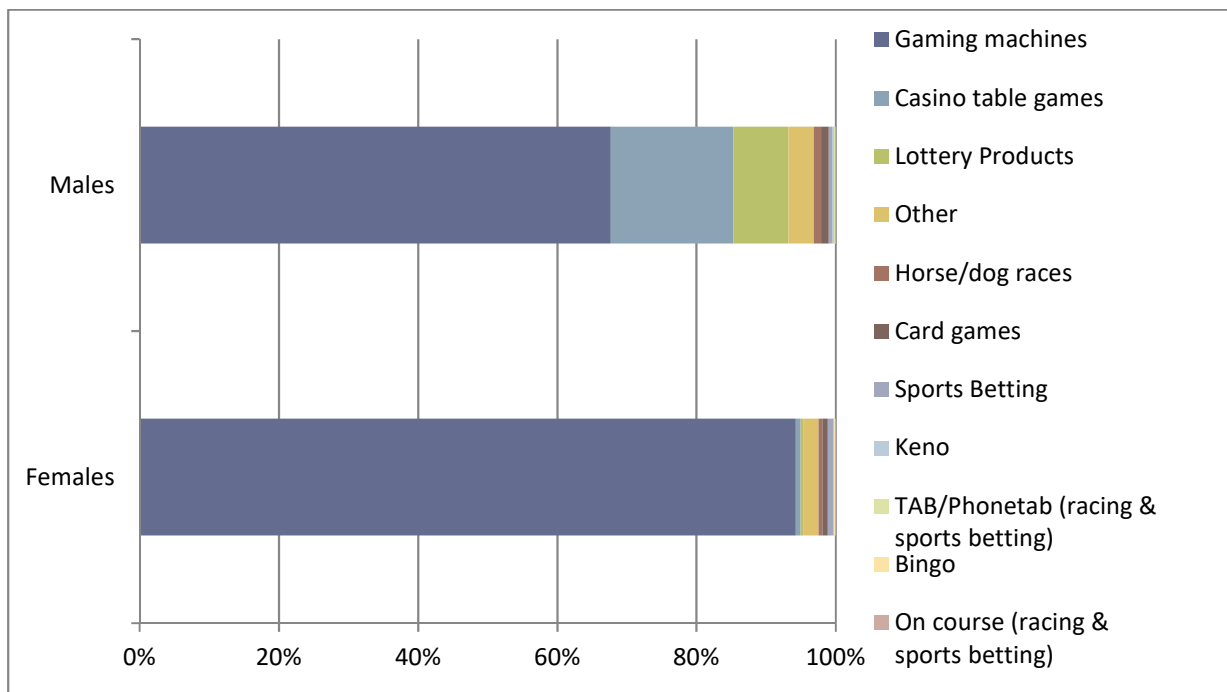
Table 10: Principal Gambling Activity

	Total ³		Male		Female	
	Number	%	Number	%	Number	%
Gaming Machines	2990	74.7%	1995	67.7	993	94.3
Horse/dog races	527	13.2%	519	17.6	7	0.7
Sports Betting	237	5.9%	233	7.9	4	0.4
Casino table games	130	3.2%	107	3.6	23	2.2
Card Games	36	0.9%	30	1.0	6	0.6

³ Total count includes clients who did not state their gender.

	Total ³		Male		Female	
	Number	%	Number	%	Number	%
Lottery Products	23	0.6%	14	0.5	9	0.9
Keno	11	0.3%	10	0.3	1	0.1
TAB/Phonetab ⁴	3	0.1%	3	0.1	0	0
Bingo	3	0.1%	1	0.03	2	0.2
On-course (racing and sports betting)	1	0.02%	1	0.03	0	0
Other	41	1.0%	33	1.1%	8	0.8%

Figure 5: Principal gambling activity by gender



Secondary Gambling Activities

Across all problem gamblers specifying a principal gambling activity (and for whom a response for “Secondary Gambling Activities” was recorded), 55.9 per cent reported that they engaged in no gambling activities other than their principal gambling activity. Common responses for secondary gaming activities included horse/dog races, sports betting and gaming machines. Table 11 displays other gaming activities reported by problem gamblers.

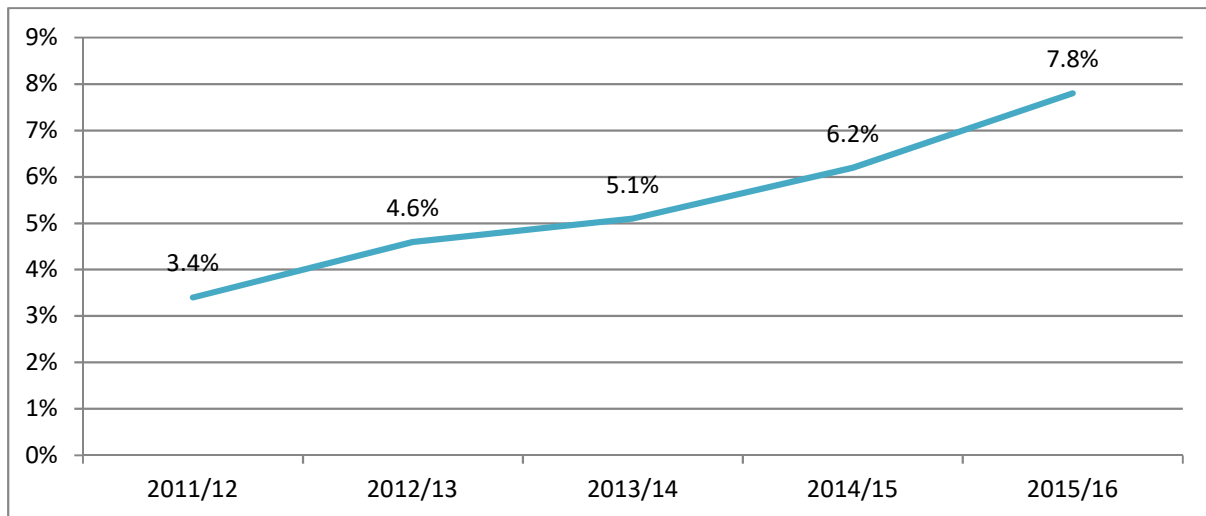
⁴ Obsolete response since 1 July 2007.

Table 11: Secondary Gambling Activities

Secondary Gambling Activity	Number	Percentage ⁵
Not applicable	2238	55.9%
Horse/dog races	606	15.1%
Sports Betting	523	13.1%
Gaming machines	345	8.6%
Lottery Products	309	7.7%
Keno	281	7.0%
Casino table games	251	6.3%
Card games	187	4.7%
Bingo	67	1.7%
TAB/Phonetab (racing & sports betting)	5	0.1%
On course (racing & sports betting)	2	0.0%

Preferred Means of Accessing Gambling

Across all problem gamblers, the vast majority preferred to gamble in person (90.7 per cent). Table 12 shows the preferred means of accessing gambling for problem gamblers. As shown in Figure 6: Internet gambling as preferred means of accessing gambling over the past five years



6, internet gambling has increased over the five years from 3.4 per cent of all problem gamblers in 2011/12 to 7.8 per cent in 2015/16.

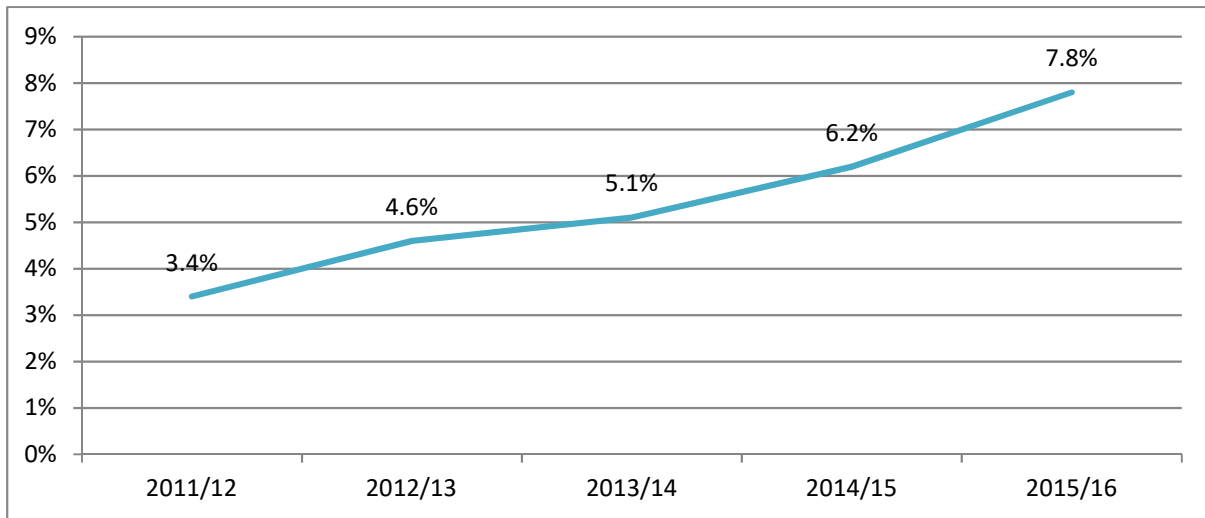
Table 12: Preferred means of accessing gambling for problem gamblers

	2015/16		2014/15	
In person	3609	90.7%	3130	92.7%
Internet	312	7.8%	211	6.2%
Telephone	55	1.4%	35	1.0%

⁵ Percentages were calculated according to the number of problem gamblers specifying a principal gambling activity.

Other	5	0.1%	2	0.1%
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Figure 6: Internet gambling as preferred means of accessing gambling over the past five years



Suburb of Residence

The top five suburbs/towns of residence for clients during the time period are displayed in Table 13.

Table 13: The top five suburbs/towns of residence for clients in 2015/16 and 2014/15

2015/16		2014/15	
Wagga Wagga	101	Albury	81
Coffs Harbour	61	Wagga Wagga	73
Blacktown	57	Lavington	71
Albury	56	Coffs Harbor	61
Werrington	50	Wollongong	55

Access to Services

Referral Source

Of those clients from whom responses were obtained, 19.8 per cent reported ‘Another Agency’ as the most recent referral source, 18.1 per cent reported Gambling Helpline, 18.1 per cent reported Self, 14.7 per cent reported family/friend/neighbour/partner and 8.7 per cent reported media (radio/TV/newspapers/internet). The percentage of clients reporting Gambling Helpline as their most recent referral has remained relatively consistent over the past five financial years. Figure 7 displays the breakdown of most recent referral and Figure 8 displays the pattern of referrals for Gambling Helpline over the past 5 years.

Figure 7: Most recent referral source

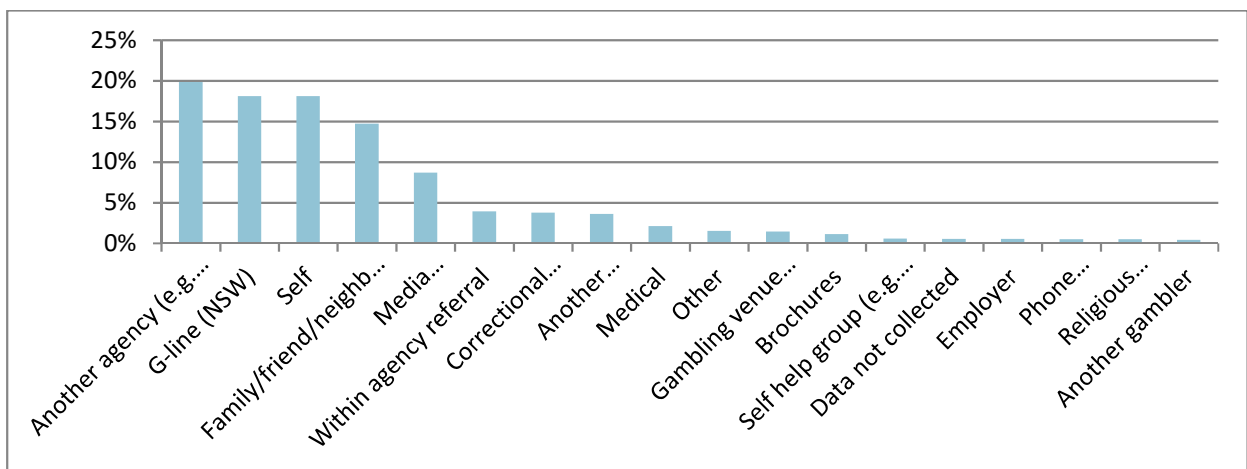
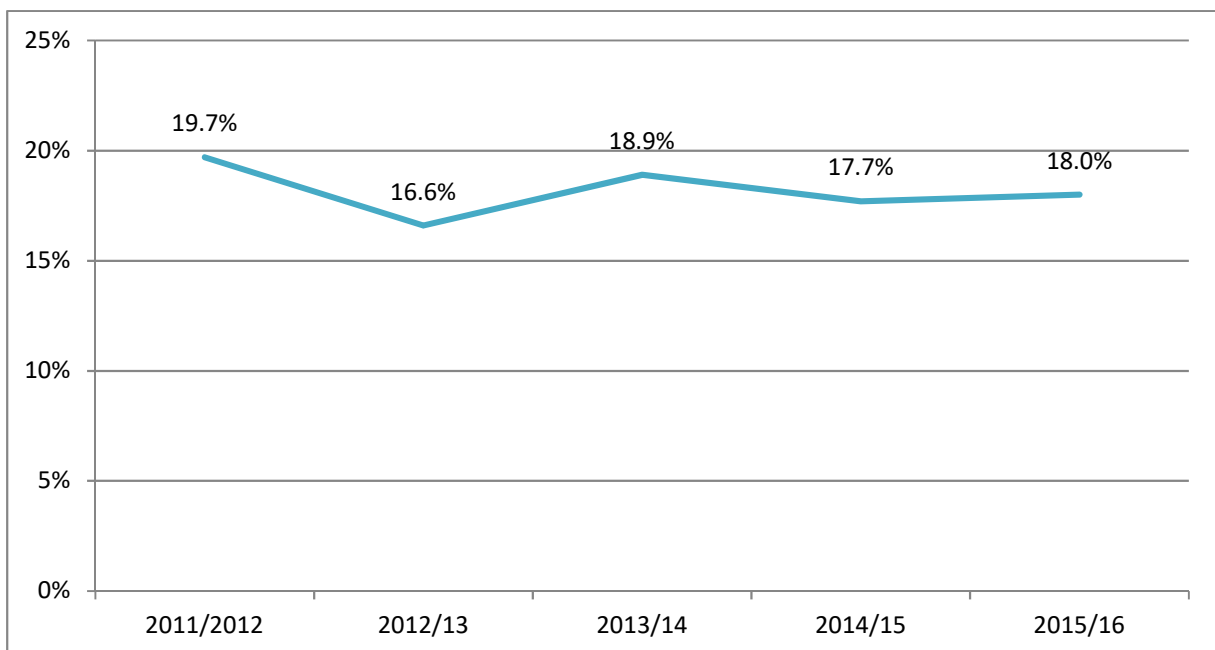
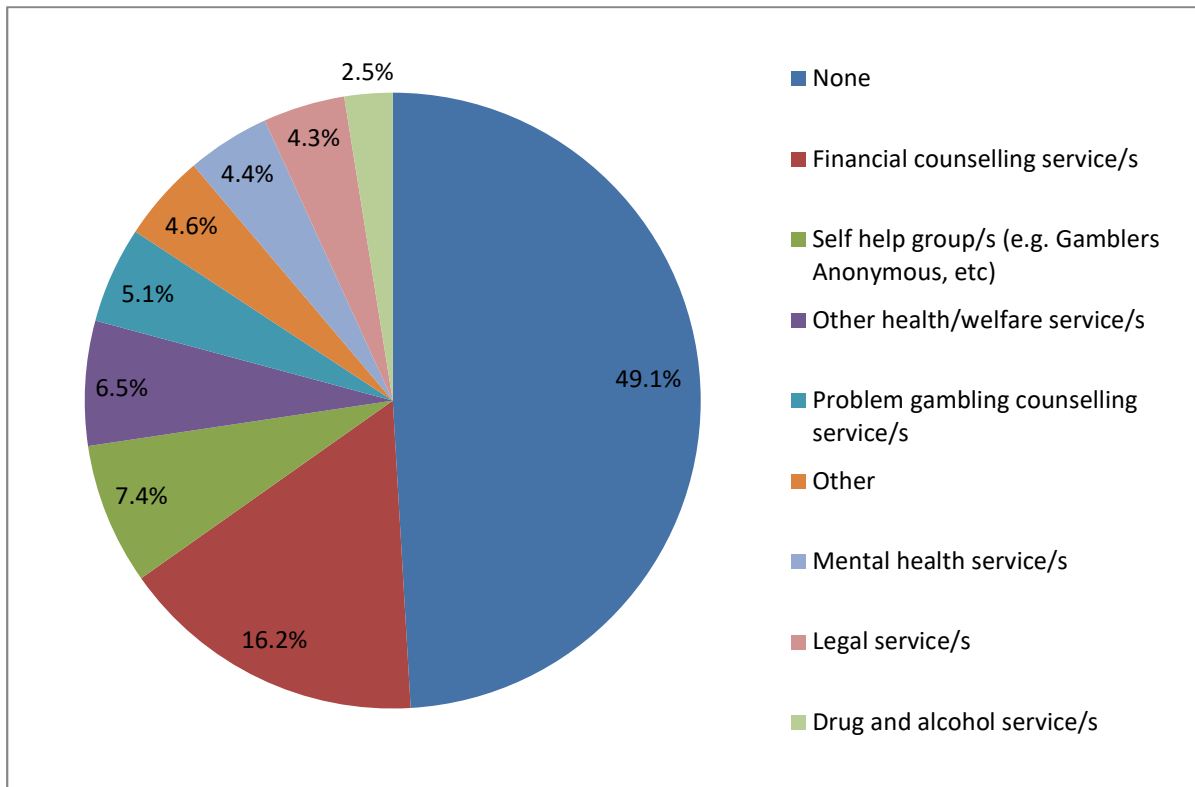


Figure 8: Gambling helpline referrals



Across all clients, 49.1 per cent were referred to no other service provider. Figure 9 displays the numbers of clients referred to each other service provider. Of all clients, 16.2 per cent were referred to financial counselling services, 7.4 per cent to self-help groups, 6.5 per cent to other health and welfare services and 5.1 per cent to other problem gambling counselling services. Fewer than 5 per cent of clients were referred to mental health, legal, drug and alcohol or other services.

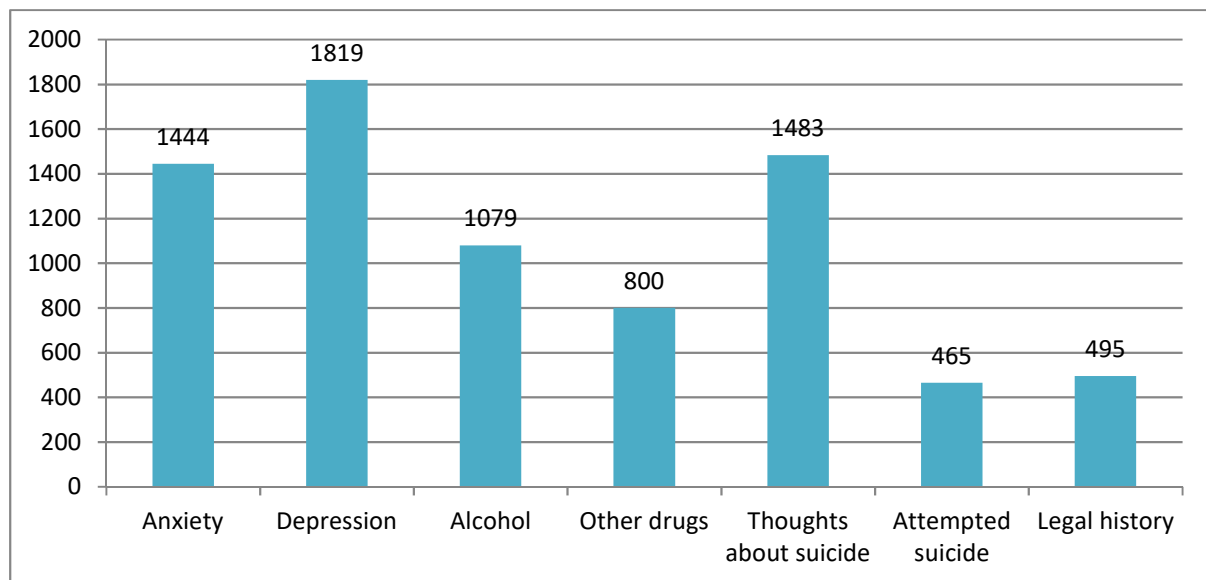
Figure 9: Percentage of clients referred to other service providers



Mental Health, Substance Abuse and Legal History

Figure 10 displays the number of clients who reported mental health, substance abuse or legal issues.

Figure 10: Number of clients reporting mental health, substance abuse or legal issues



Anxiety

Across all problem gamblers, 38.2 per cent (1444) stated they had been diagnosed with anxiety⁶. The percentage was higher for females (51.0 per cent) than for males (33.6 per cent).

Depression

Across all problem gamblers, 47.9 per cent (1819) had been diagnosed with depression. The percentage was higher for females (61.5 per cent) than for males (43.1 per cent).

Alcohol

Across all problem gamblers, 28.4 per cent (1079) have had a problem with alcohol. The percentage was higher for males (30.1 per cent) than for females (23.7 per cent).

Other Drugs

Across all problem gamblers 21.1 per cent (800) have had a problem with other drugs. The percentage was higher for males (23.6 per cent) than for females (14.1 per cent).

Thoughts of suicide

Across all problem gamblers, 38.8 per cent (1483) have had thoughts of committing suicide. The percentage was higher for females (44.5 per cent) than for males (36.8 per cent).

⁶ Percentages are of those who had responded to this question.

Suicide Attempt

Across all problem gamblers, 12.2 per cent (465) had attempted suicide. The percentage was higher for females (18.0 per cent) than for males (10.2 per cent).

Legal History⁷

Across all problem gamblers, 13.3 per cent (495) reported a legal history. 13.4 per cent of male and 13.1 per cent of female problem gamblers had committed an offence relating to gambling.

⁷ Legal History refers to having committed an offence relating to gambling.