Frequently Asked Questions

How many people were surveyed?

Just over 10,000 people participated in the survey - 10,012 computer-assisted telephone interviews (CATI) were conducted with adults aged 18 years and over living in NSW from November 2018 to February 2019.

Why was the survey undertaken?

The NSW Gambling Survey 2019 was undertaken to gain a better understanding of the gambling landscape, changes in gambling behaviour, the extent of problem gambling and how the various regions across NSW are affected.

The survey builds on the data which was collected in 2011. As a result, we now have a reliable and valuable snapshot into gambling and its impact across NSW.

How will the results be used?

The Office of Responsible Gambling and the NSW Government will use this information to inform, support and strengthen our evidence-based decision making about the allocation of funding and resources as well as any future policy-related decisions.

What is the difference between a non-regular and regular gambler?

In this survey, regular gamblers were those who participated at least once a week in any type of gambling other than lottery products or scratch tickets. Non-regular gamblers were those who participated in any type of gambling in the last year, but were not classified as regular gamblers. Non-gamblers were respondents who had not participated in any gambling activities in the last twelve months.

What is problem gambling?

Problem gambling is characterised by difficulties in limiting money and/ or time spent on gambling which leads to adverse consequences for the gambler, others, or for the community (Neal, Delfabbro, & O'Neil, 2005). For example, they may often spend over their limit, gamble to win back money and feel stressed about their gambling.

In the NSW Gambling Survey 2019, problem gambling was measured using the Problem Gambling Severity Index (PGSI), a reliable and standardised measure of risky and problematic gambling behaviour. It is a tool based on research on the common signs and consequences of problematic gambling.

What is the Problem Gambling Severity Index?

The Problem Gambling Severity Index (PGSI) is a reliable and standardised measure of at-risk behaviour in problem gambling. It is a tool based on research on the common signs and consequences of problematic gambling.

The PGSI takes participants through a quiz of 9 questions where they are able to self-assess their gambling behaviour over the past 12 months. The following responses attract scores:

- never (score: 0)
- rarely (score: 1)
- sometimes (score: 1)
- often (score: 2)
- always (score: 3)

Using the final score from the quiz, participants are then categorised as non-problem gambler, low-risk gambler, moderate-risk gambler, or problem gambler.

The PGSI quiz is available on the Gambling Help Online website here.

What do the PGSI categories mean?

Non-problem gambler - Score: 0
Non-problem gamblers gamble with no negative consequences.

Low-risk gambler - Score: 1–2
Low-risk gamblers experience a low level of problems with few or no identified negative consequences. For example, they may very occasionally spend over their limit or feel guilty about their gambling.

Moderate-risk gambler - Score: 3–7
Moderate-risk gamblers experience a moderate level of problems leading to some negative consequences. For example, they may sometimes spend more than they can afford, lose track of time or feel guilty about their gambling.

Problem gambler - Score: 8 or above
Problem gamblers gamble with negative consequences and a possible loss of control. For example, they may often spend over their limit, gamble to win back money and feel stressed about their gambling.