Trade & Investment
Office of Liquor, Gaming & Racing

Responsible Gambling Fund Client Data Set

Annual Report 2013/14

An analysis of clients presenting for problem gambling and financial counselling services between 1 July 2013 and 30 June 2014

Contents

List of Tables

List of Figures

Summary of Findings

Client and session numbers

- 4,343 clients received counselling services in 2013/14.
- 16,477 individual face-to-face gambling counselling sessions, 3,081 telephone counselling sessions, 406 couple/family counselling sessions, 76 group counselling sessions, and 189 on-line counselling sessions were delivered in 2013/14.
- The number of clients in 2013/14 decreased by 4 per cent from 2012/13, while the number of counselling sessions decreased by 0.9 per cent. Breakdowns for each data item in the CDS are broadly similar to those seen in previous CDS reports.
- The session to client ratio was 4.7 across NSW.
- The percentage of financial counselling clients who received only one financial counselling session (49 per cent) was much greater than the percentage of problem gambling counselling clients who received only one problem gambling counselling session (27 per cent).
- Across all services, 13 per cent of clients were reported as having refused to consent to data collection (compared with 14 per cent for the 2012/13 reporting period).

Session duration and location

- Across all services, the mean session duration was 67 minutes for individual face-to-face counselling, 31 minutes for telephone counselling session, 70 minutes for couple/family counselling, 100 minutes for group counselling, and 21 minutes for online counselling.
- At least two counselling sessions were conducted in 208 individual service locations, in 156 suburbs, across NSW.

Demographics

- 62 per cent of the clients were male and 38 per cent were female.

- 40 per cent of male clients and 21 per cent of female clients were aged 18-34.

- 75 per cent of clients were problem gamblers, 9 per cent were partners/ex-partners of a problem gambler, 7 per cent were family members (other than partner), and 6 per cent were financial counselling clients (not related to problem gambling). Problem gamblers were more commonly male (71 per cent), whereas partners/ex-partners and family members were more commonly female (75 per cent).

- Of those clients identifying their country of birth, 72 per cent stated that they were born in Australia. Other than Australia, the most common countries of birth were Vietnam (3 per cent), New Zealand (3 per cent), England (2 per cent), and Lebanon (2 per cent).

- 20 per cent of clients reported that they spoke a language other than English at home. Of these clients, the most common languages reported were Arabic (5 per cent), Vietnamese (3 per cent), Italian (1 per cent), Greek (1 per cent), and Spanish (1 per cent).

- 5 per cent of clients identified themselves as indigenous.

Gambling Activities

- 61 per cent of all problem gamblers who reported a preferred gambling suburb reported the same suburb as their suburb of residence.

- Among problem gamblers, the most common preferred gambling venues were club (44 per cent) and hotel/pub (38 per cent).

- Of those problem gamblers specifying a principal gambling activity, 78 per cent specified gaming machines.

- Across all problem gamblers, 94 per cent preferred to access gambling in person. The percentage of problem gamblers who prefer to access gambling via the internet has increased over the five years to 2013/14 from 2.3 per cent to 5.1 per cent.

- Across all problem gamblers, the most commonly recorded length of time since first experiencing problems with gambling was over 15 years (23 per cent), and the least commonly reported was less than 1 year (5 per cent).

Access to Services

- Gambling Helpline was the most commonly reported "most recent referral source" (reported by 19 per cent of clients).

Family and Financial Status

- 40 per cent of clients were married, 34 per cent were never married, 14 per cent were divorced, 10 per cent were separated, and 2 per cent were widowed.
- 36 per cent of clients reported having dependent children.
- 21 per cent of clients reported living alone and 79 per cent reported living with others.
- 48 per cent of problem gamblers reported their principal source of income as being full-time employment, 18 per cent pension (e.g. aged, disability), 15 per cent temporary benefit (e.g. unemployment), and 12 per cent part-time employment.
- 52 per cent of problem gamblers reported their weekly individual income (net) as being less than $500 and 70 per cent reported their weekly gambling losses as being $200 or more.

Mental health, substance abuse and legal history

- 38 per cent of problem gamblers had been diagnosed with anxiety, 50 per cent had been diagnosed with depression, 29 per cent had had a problem with alcohol, 19 per cent had had a problem with other drugs, 37 per cent had had thoughts about committing suicide, 11 per cent had attempted suicide, and 15 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 2013 to 30 June 2014. 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 2013 and 30 June 2014 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 56 counselling services funded by the RGF during the 1 July 2013 to 30 June 2014 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.

Enquiries relating to this report can be directed to:

Dr Gavin Faunce
Office of Liquor, Gaming and Racing
GPO Box 7060
Sydney NSW 2001
Ph: (02) 9995 0402
Email: gavin.faunce@olgr.nsw.gov.au

Client and Session Numbers

A total of 4,343 clients received counselling services between 1 July 2013 and 30 June 2014.

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 2013/14 decreased by 4 per cent from 2012/13, while the number of counselling sessions decreased by 0.9 per cent.

Clients who refused their data collection totaled 552 (13 per cent). The percentage of refusing clients decreased in 2013/14 from 14 per cent in 2012/13.

Year	Number of clients	Percentage change from previous year	Number of sessions	Percentage change from previous year
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%
2010/11	4,237	-5.7%	19,819	-0.7%
2009/10	4,495	+2.6%	19,966	+7.9%

Table 1: Annual percentage change in clients and sessions for the past 5 financial years

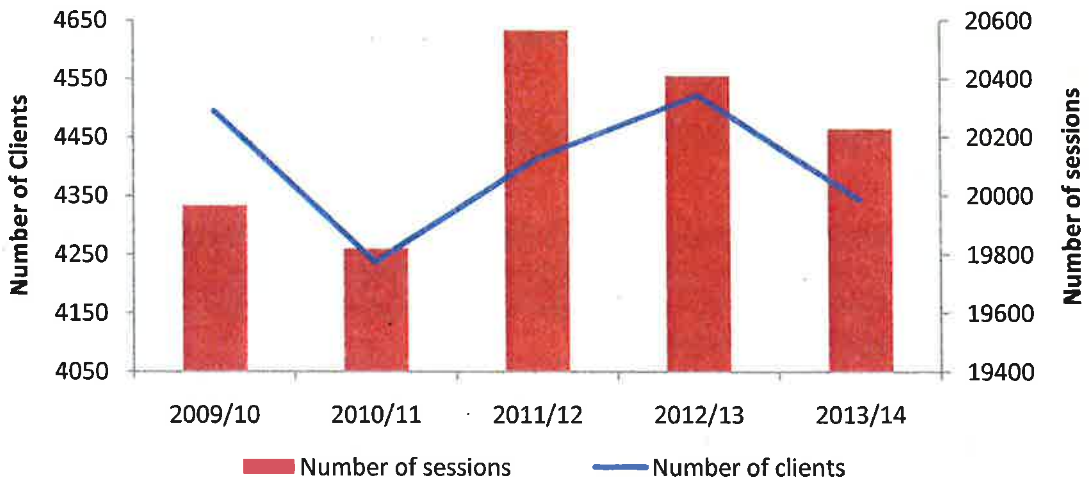


Figure 1: Number of sessions and numbers of clients for the past 5 financial years

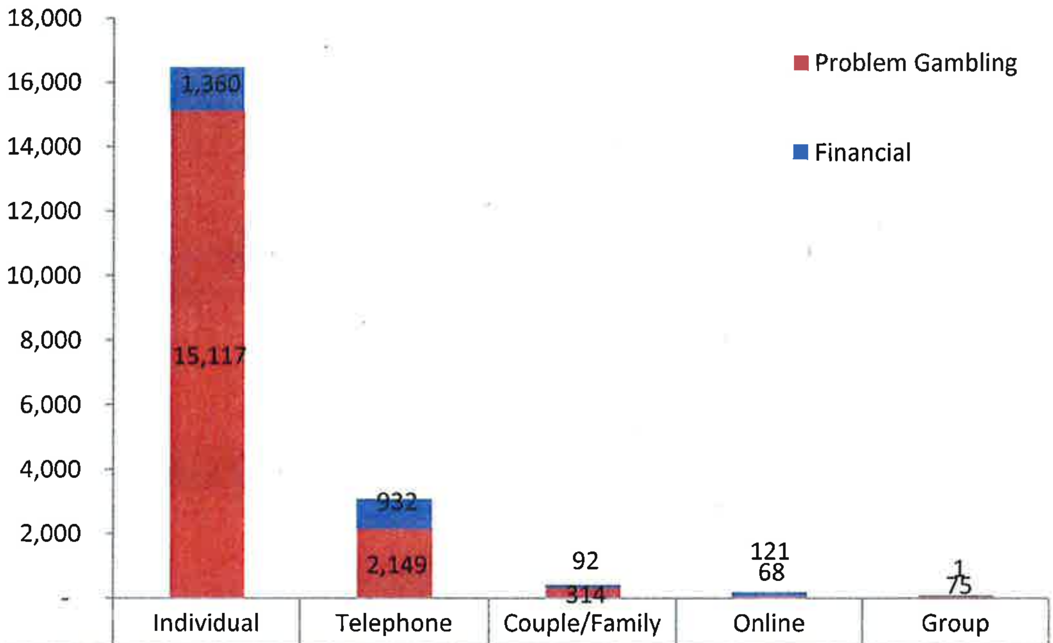
A total of 20,229 counselling sessions were delivered in 2013/14. Of these, 17,723 were for problem gambling and 2,506 were for financial counselling. As shown in Table 2, the average number of sessions per client was 4.7.

Number of clients	Number of Counselling sessions	Average sessions per client
4,343	20,229	4.7

Table 2: Session to client ratio for all counselling sessions

Problem gambling sessions made up 88 per cent of all counselling sessions, with 85 per cent of these conducted as individual face to face sessions.

Financial counselling sessions comprised 12 per cent of all counselling sessions during the time period. Of all financial counselling sessions, 54 per cent were conducted as individual face-to-face sessions, and 37 per cent were conducted as telephone sessions. The number of sessions conducted for problem gambling and financial counselling is shown in Figure 2.



	Individual	Telephone	Couple/Family	Online	Group
Financial	1,360	932	92	121	1
Problem Gambling	15,117	2,149	314	68	75

Figure 2: Problem gambling and financial counselling session numbers

Of all clients who attended problem gambling counselling sessions, 27 per cent only attended one session as shown in Table 3.

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
3,661	978	27%

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

Of all clients who attended financial counselling, 49 per cent only attended one session as shown in Table 4.

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
852	416	49%

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

Session Duration and Location

Session Duration

The average session length was 62 minutes.

Group sessions had an average duration of 100 minutes, followed by couple/family (70 mins), individual face to face (67 mins), telephone (31 mins), and online (21 mins). The breakdown of each session type is in Figure 3.

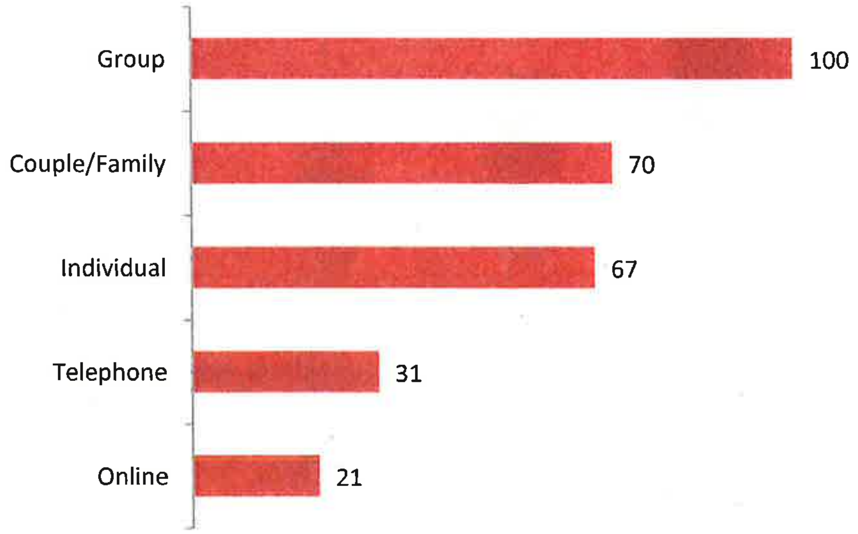


Figure 3: Average duration (minutes) of counselling sessions by session type

Session Location

In 2013/14, counselling sessions were conducted in 156 suburbs across 208 individual service locations. Table 5 displays the top five most common suburbs for session location.

2013/14	Number of sessions
Darlinghurst	1,745
Sydney	918
Darlington	914
Parramatta	910
Kingswood	629

Table 5: Top five most common suburbs for session location

Demographics

Age and Gender

Of the clients counselled during the reporting period, 62 per cent were male and 38 per cent were female. Table 6 displays the breakdown of clients by age and gender.

Age	Males		Females	
	Number	%	Number	%
<18 years	13	1%	7	1%
18-34 years	920	40%	298	21%
35-49 years	867	37%	521	37%
50-64 years	411	18%	452	32%
65+ years	105	5%	120	9%

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

Indigenous Status

Of the clients counselled during the reporting period who indicated their indigenous status, 202 (5 per cent) reported that they were indigenous.

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 (75 per cent), followed by partners/ex partners (9 per cent).

	Total	Percentage	Male	Percentage	Female	Percentage
Person with gambling problem	**2843**	**75%**	2026	86%	817	57%
Partner/ex-partner	**336**	**9%**	61	3%	275	19%
Family member (other than partner)	**269**	**7%**	92	4%	177	12%
Financial counselling client (not related to problem gambling)	**228**	**6%**	117	5%	111	8%
Friend	**62**	**2%**	27	1%	35	2%
Other	**25**	**1%**	19	1%	6	0%
Colleague or employer	**4**	**0%**	4	0%	0	0%

Table 7: Number and percentage of client type by gender

Country of Birth

The majority of clients during the time period were born in Australia (72 per cent). Table 8 displays the top five most frequently reported countries of birth across all clients.

2013/14	Number of clients	Percentage	2012/13	Number of clients	Percentage
Australia	2,649	72%	Australia	2,772	72%
Vietnam	108	3%	New Zealand	122	3%
New Zealand	96	3%	Vietnam	106	3%
England	85	2%	England	97	2%
Lebanon	75	2%	Lebanon	89	2%

Table 8: The top five most frequently reported countries of birth across all clients.

Language

Table 9 displays the five most frequently reported main languages other than English spoken at home across all clients. A total of 744 clients (20 per cent) spoke a language other than English at home.

2013/14	Number	Percentage	2012/13	Number	Percentage
Arabic	190	5%	Arabic	190	5%
Vietnamese	111	3%	Vietnamese	103	3%
Italian	41	1%	Italian	51	1%
Greek	35	1%	Greek	47	1%
Spanish	29	1%	Cantonese	43	1%

Table 9: The top five most frequently reported languages spoken

Of the clients reporting speaking a language other than English at home, 190 (26 per cent of all clients who spoke a language other than English at home) reported speaking English "not at all" or "not well". Table 10 displays the five most frequently reported languages spoken by clients with limited English proficiency.

2013/14	Number	Percentage	2012/13	Number	Percentage
Arabic	66	35%	Vietnamese	65	39%
Vietnamese	62	33%	Arabic	48	29%
Turkish	11	6%	Korean	10	6%
Mandarin	9	5%	Cantonese	9	5%
Korean	8	4%	Mandarin	6	4%

Table 10: The top five most frequently reported languages spoken by clients with reported English proficiency of "not well" or "not at all"

Gambling Activities

Preferred Gambling Venue

Figure 4 displays the preferred gambling venues for problem gamblers. Across all problem gamblers, excluding the 3 per cent who stated that they had no preference, the most frequently recorded referred gambling venues were Club (44 per cent) and Hotel/pub (38 per cent).

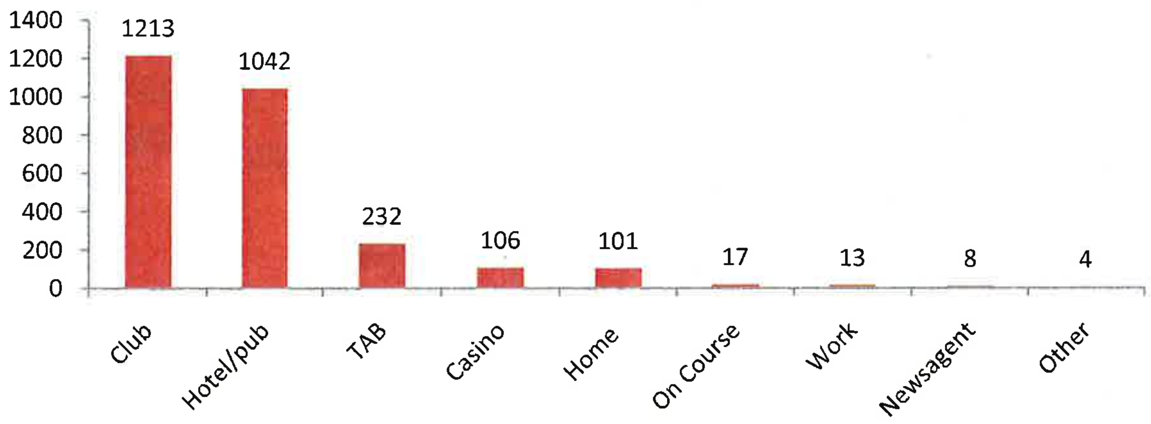


Figure 4: Preferred gambling venue for problem gambling clients

Principal Gambling Activity

Of those problem gamblers specifying a principal gaming activity, gaming machines was the most common (78 per cent) followed by horse/dog races (13 per cent). The experience for males and females is different with 95 per cent of women specifying gaming machines as their principal gaming activity compared to 71 per cent for males. Table 11 and Figure 5 display the principal gambling activity breakdowns for male and female problem gamblers.

	Male		Female		Total	
Gaming Machines	1418	71%	775	95%	2193	78%
Horse/dog races	345	17%	6	1%	351	13%
Sports Betting	106	5%	2	0%	108	4%
Casino table games	66	3%	10	1%	76	3%
Card Games	28	1%	6	1%	34	1%
Other	10	1%	5	1%	15	1%
Keno	9	0%	4	0%	13	0%
Lottery Products	6	0%	4	0%	10	0%
TAB/Phonetab[1]	6	0%	0	0%	6	0%
Bingo	0	0%	1	0%	1	0%

Table 11: Principal gambling activity for problem gambling clients

[1] Obsolete response since 1 July 2007.

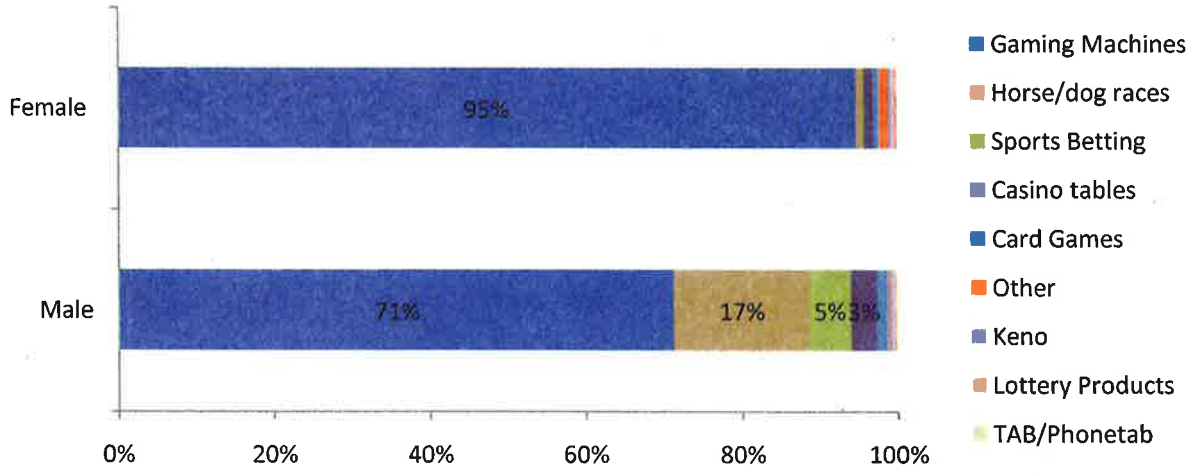


Figure 5: Principal gambling activity by gender

Other Gambling Activities

Across all clients who identified themselves as a problem gambler (and for whom a response for "Other Gambling Activities" was recorded), 57 per cent reported that they engaged in no gambling activities other than their principal gambling activity.

Preferred Means of Accessing Gambling

Across all problem gamblers, the vast majority preferred to gamble in person. Table 12 shows the preferred means of accessing gambling for problem gamblers. As shown in Figure 6, internet gambling has increased over the five years to 2013/14 from 2.3 per cent of all problem gamblers in 2009/10 to 5.1 per cent in 2013/14.

	2013/14		2012/13	
In person	2631	94%	2653	95%
Internet	142	5%	128	5%
Telephone	16	1%	17	1%
Other	2	0%	0	0%

Table 12: Preferred means of accessing gambling for problem gamblers

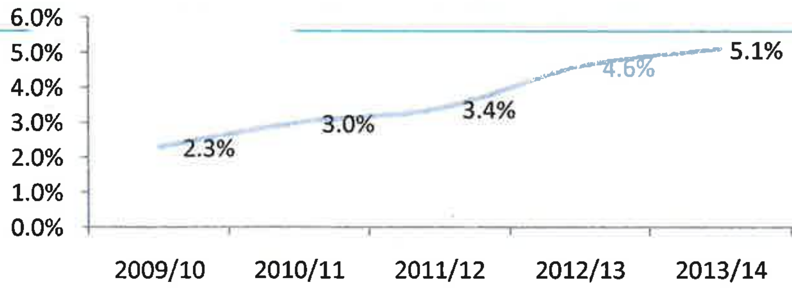


Figure 6: Internet gambling as preferred means of accessing gambling for the last 5 years

Suburb of Residence

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

2013/14		2012/13	
Albury	87	Albury	102
Lavington	68	Wagga Wagga	62
Coffs Harbour	51	Lavington	56
Surry Hills	44	Coffs Harbour	40
Blacktown	44	Punchbowl	35

Table 13: The top five suburbs/towns of residence for clients in 2013/14 and 2012/13

The majority of clients stated that they lived in their preferred gambling suburb (61 per cent).

The top five preferred gambling suburbs/towns for clients during the time period are displayed in Table 14.

2013/14		2012/13	
Sydney	187	Sydney	196
Albury	66	Albury	76
Blacktown	48	Pyrmont	63
Bankstown	45	Wagga Wagga	51
Pyrmont	45	Blacktown	48

Table 14: The top five preferred gambling suburbs for clients in 2013/14 and 2012/13

Length of time since client first experienced problems with gambling

Figure 7 displays the length of time since clients first experienced problems with gambling. Across all problem gamblers, over 15 years and over 2 years to 5 years were the most common responses (at 23 per cent each) with almost half of all clients coming from these two groups.

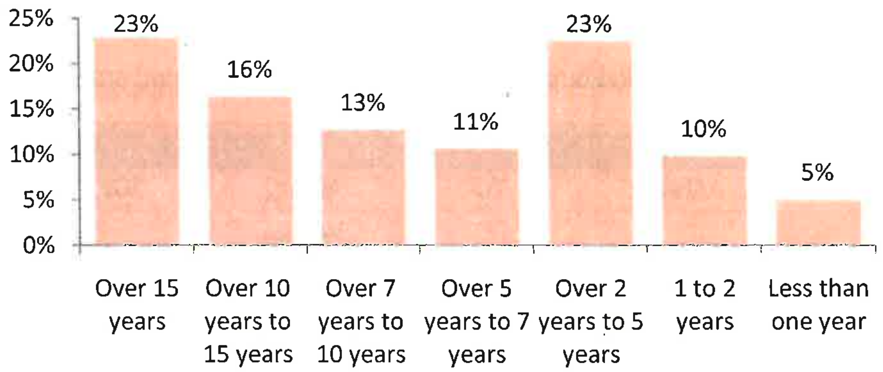


Figure 7: Length of time since client first experienced problems with gambling

Access to Services

Of those clients from whom responses were obtained, 19 per cent reported the Gambling Helpline as the most recent referral source, 18 per cent reported self, 16 per cent reported another agency, and 16 per cent reported family/friend/neighbour/partner. The percentage of clients reporting Gambling Helpline as their most recent referral has increased from 17 per cent in 2012/13. Figure 8 displays the breakdown of most recent referral and Figure 9 displays the pattern of referrals for Gambling Helpline over the past 5 years.

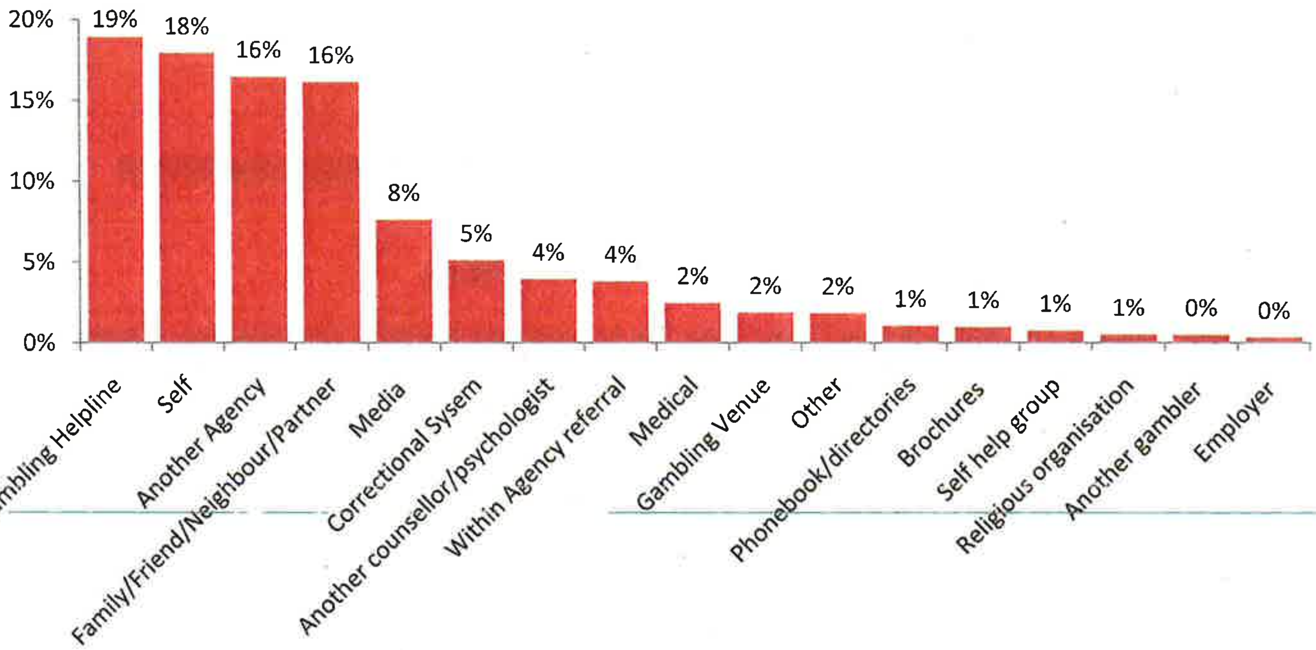


Figure 8: Most recent referral source

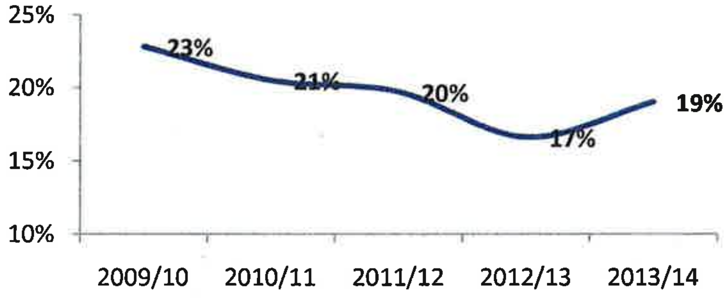


Figure 9: Gambling Helpline Referrals

While the percentage of referrals from the Gambling Helpline has decreased consistently each year since 2009/10, an increase from 17 per cent to 19 per cent was observed in 2013/14.

Across all clients, 61 per cent were referred to no other service provider. Figure 10 displays the numbers of clients referred to each other service provider. Of all clients, 16 per cent were referred to financial counselling services, 9 per cent to self help groups, 8 per cent to other health and welfare services, and 6 per cent to other problem gambling services. Fewer than 5 per cent of clients were referred to each of the following types of service: legal services, mental health services and drug and alcohol services.

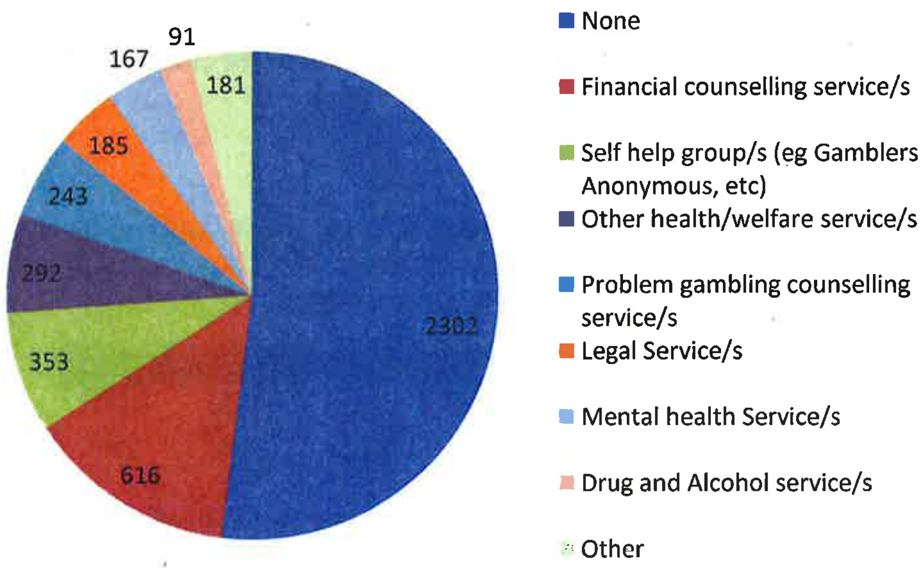


Figure 10: Number of clients referred to other service providers

Family and Financial Status

Marital Status

Table 15 shows the marital status of problem gambling clients. The marital status breakdown was similar to 2012/13.

	Number	Percentage
Married	1445	40%
Never Married	1231	34%
Divorced	490	14%
Separated	371	10%
Widowed	82	2%

Table 15: Marital status of all clients

Dependent Children

Across all clients, 36 per cent reported having dependent children. Table 16 displays the number and percentage of clients with dependent children. Among female clients, 41 per cent reported having dependent children and among male clients 34 per cent reported having dependent children.

	Male		Female		Total	
Yes	770	34%	557	41%	1327	36%
No	1510	66%	815	59%	2325	64%

Table 16: Number and percentage of clients with dependent children

Living Arrangements

Across all clients, 79 per cent reported living with others and 21 per cent reported living alone. The percentage of clients in each category was the same for males and females. The number and percentage of clients who live with others or alone are shown in Table 17.

	Male		Female		Total	
Lives with others	1795	79%	1088	79%	2883	79%
Lives Alone	480	21%	283	21%	763	21%

Table 17: Number and percentage of clients who live with others or live alone by gender

Principal source of income

Across all problems gamblers, the most common principal source of income was full time employment with 48 per cent of clients stating this was the case. The number of clients by principal source of income is displayed in Figure 11.

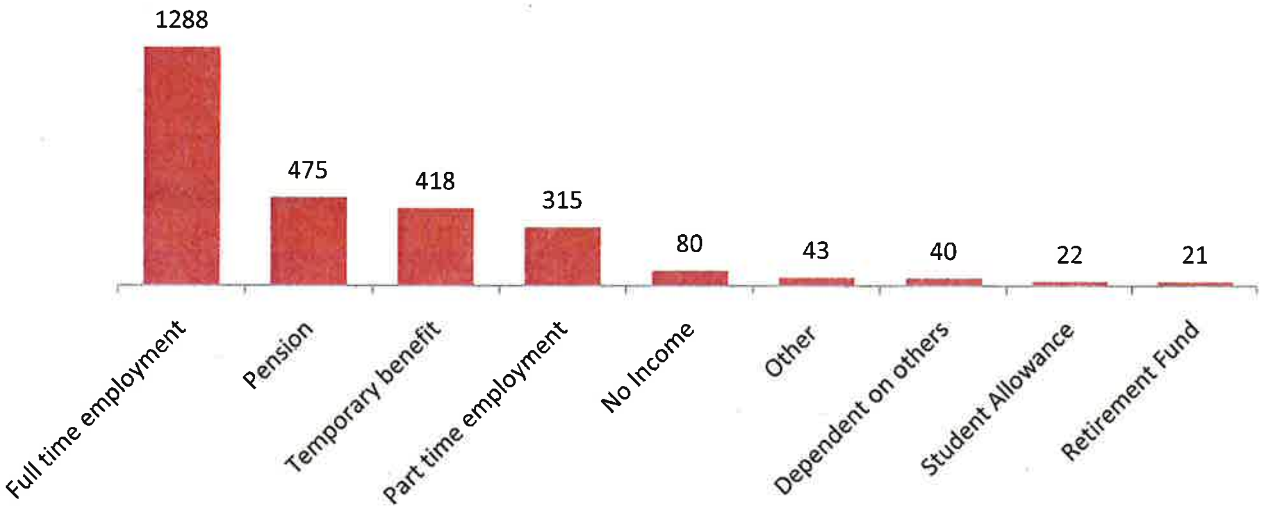


Figure 11: Principal source of income amongst problem gamblers

Weekly Individual Income and Losses

Figure 12 displays the number of clients for each type of individual weekly individual and type of weekly loss. Across all problem gamblers, 52 per cent had an income of below $500, and 70 per cent reported their weekly gambling losses as being $200 or more.

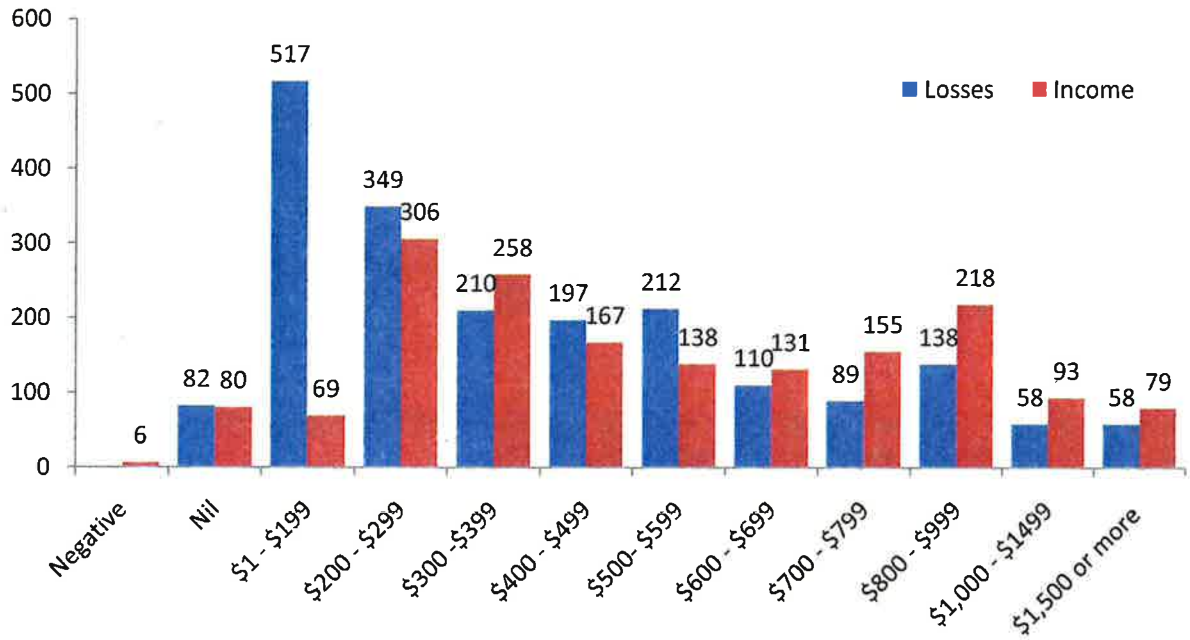


Figure 12: Weekly individual income and losses for problem gamblers

Mental Health, Substance Abuse and Legal History

Figure 13 displays the percentage of clients who reported mental health, substance abuse or legal issues.

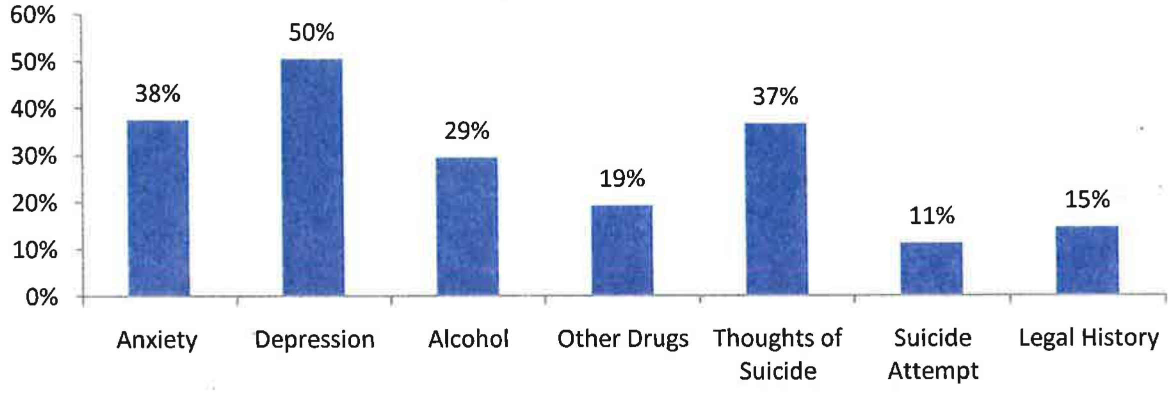


Figure 13: Percentage of clients who reported mental health, substance abuse or legal issues

Anxiety

Across all problem gamblers, 38 per cent stated they had been diagnosed with anxiety. The percentage was higher for females (50 per cent) than for males (32 per cent).

Depression

Across all problem gamblers, 50 per cent had been diagnosed with depression. The percentage was higher for females (63 per cent) than for males (45 per cent).

Alcohol

Across all problem gamblers, 29 per cent have had a problem with alcohol. The percentage was higher for males (32 per cent) than for females (22 per cent).

Other Drugs

Across all problem gamblers 19 per cent have had a problem with other drugs. The percentage was higher for males (22 per cent) than for females (13 per cent).

Thoughts of suicide

Across all problem gamblers, 37 per cent have had thoughts of committing suicide. The percentage was higher for females (42 per cent) than for males (35 per cent).

Suicide Attempt

Across all problem gamblers, 11 per cent had attempted suicide. The percentage was higher for females (15 per cent) than for males (10 per cent).

Legal History [2]

Across all problem gamblers, 15 per cent reported a legal history. Male (15 per cent) and female (14 per cent) problem gamblers had similar percentages.

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