Responsible Gambling Fund Client Data Set

Annual Report 2014/15

An analysis of clients presenting for problem gambling and financial counselling services between 1 July 2014 and 30 June 2015

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Client and session numbers

- 5,543 clients received counselling services in 2014/15.
- 20,575 individual face-to-face gambling counselling sessions, 5,081 telephone counselling sessions, 670 couple/family counselling sessions, 202 group counselling sessions, and 306 on-line counselling sessions were delivered in 2014/15.
- The number of clients in 2014/15 increased by 27.6 per cent from 2013/14, while the number of counselling sessions increased by 32.6 per cent.
- The session to client ratio was 4.8 across NSW.
- The percentage of financial counselling clients who received only one financial counselling session (44.0 per cent) was much greater than the percentage of problem gambling counselling clients who received only one problem gambling counselling session (24.4 per cent).
- Across all services, 12.5 per cent of clients were reported as having refused to consent to data collection (compared with 12.7 per cent for the 2013/14 reporting period).

Session duration and location

- Across all services, the mean session duration was 66.4 minutes for individual face-to-face counselling, 30.6 minutes for telephone counselling session, 65.0 minutes for couple/family counselling, 100.8 minutes for group counselling, and 24.5 minutes for online counselling.
- Counselling sessions were conducted in 253 individual service locations, in 187 suburbs, across NSW.

Demographics

- 61.8 per cent of the clients were male and 38.2 per cent were female[1].
- 39.8 per cent of male clients and 24.4 per cent of female clients were aged 18-34.
- 72.0 per cent of clients were problem gamblers, 9.6 per cent were partners/ex-partners of a problem gambler, 9.5 per cent were family members (other than partner), and 5.6 per cent were financial counselling clients (not related to problem gambling). Problem gamblers were

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[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.

more commonly male (71.9 per cent), whereas partners/ex-partners and family members were more commonly female (73.9 per cent).

- 19.3 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 (4.8%), Vietnamese (1.9%), Italian (1.2%), Korean (1.0%) and Turkish (0.8%).
- 6.7 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 club (42.2 per cent) and hotel/pub (37.9 per cent).
- Of those problem gamblers specifying a principal gambling activity, 76.3 per cent specified gaming machines.
- Across all problem gamblers, 93.4 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 2014/15 from 3.0 per cent to 6.2 per cent.

Access to Services

- Another Agency was the most commonly reported “most recent referral source” (reported by 20.4 per cent of clients).

Mental health, substance abuse and legal history

- 37.3 per cent of problem gamblers had been diagnosed with anxiety, 48.1 per cent had been diagnosed with depression, 29.0 per cent had had a problem with alcohol, 20.3 per cent had had a problem with other drugs, 38.9 per cent had had thoughts about committing suicide, 12.0 per cent had attempted suicide, and 14.0 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 2014 to 30 June 2015. 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 2014 and 30 June 2015 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 2014 to 30 June 2015 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 5,543 clients received counselling services between 1 July 2014 and 30 June 2015.

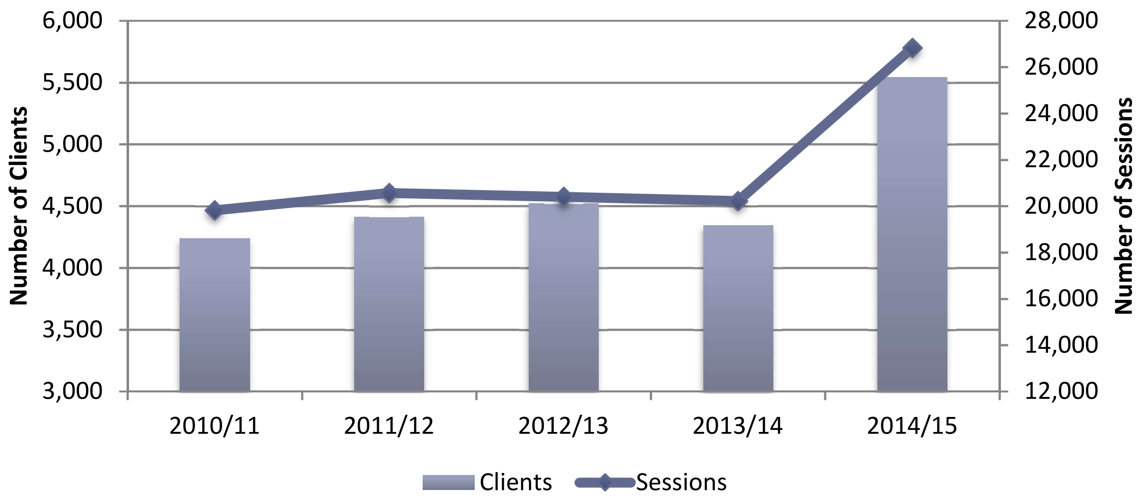
Table 1 displays the annual percentage change in clients and counselling sessions for the past five financial years. Figure 1 displays the number of clients and sessions for each of the past five financial years. The number of clients in 2014/15 increased by 27.6 per cent from 2013/14, while the number of counselling sessions increased by 32.6 per cent.

Clients who refused their data collection totaled 695 (12.5 per cent). The percentage of refusing clients decreased in 2014/15 from 12.7 per cent in 2013/14.

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
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%
2010/11	4,237	-5.7%	19,819	-0.7%

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



A total of 26,833 counselling sessions were delivered in 2014/15. Of these, 22,942 were for problem gambling and 3,891 were for financial counselling. As shown in Table 2, the average number of sessions per client was 4.8.

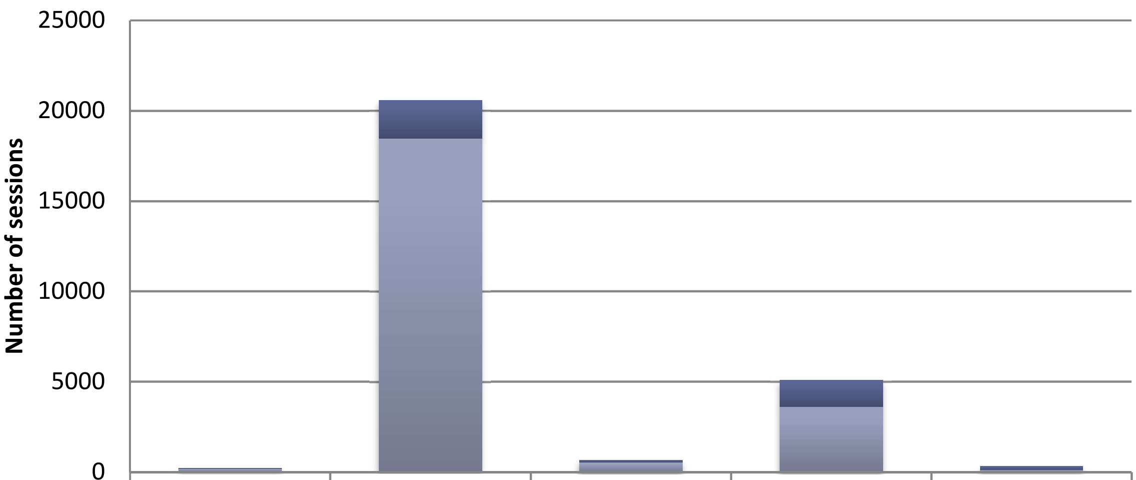
Table 2: Session to client ratio for all counselling sessions

Number of clients	Number of Counselling sessions	Average sessions per client
5,543	26,833	4.8

Problem gambling sessions made up 85.5 per cent of all counselling sessions. 76.7 per cent of sessions were conducted as individual face to face sessions.

Financial counselling sessions comprised 14.5 per cent of all counselling sessions during the time period. Of all financial counselling sessions, 54.0 per cent were conducted as individual face-to-face sessions, and 37.8 per cent were conducted as telephone sessions. 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



	Group	Individual	Couple/Family	Telephone	Online
Financial	9	2100	131	1469	182
Problem Gambling	193	18475	538	3612	124

Of all clients who attended problem gambling counselling sessions, 24.4 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
4542	1107	24.4%

Of all clients who attended financial counselling, 44.0 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
1250	550	44.0%

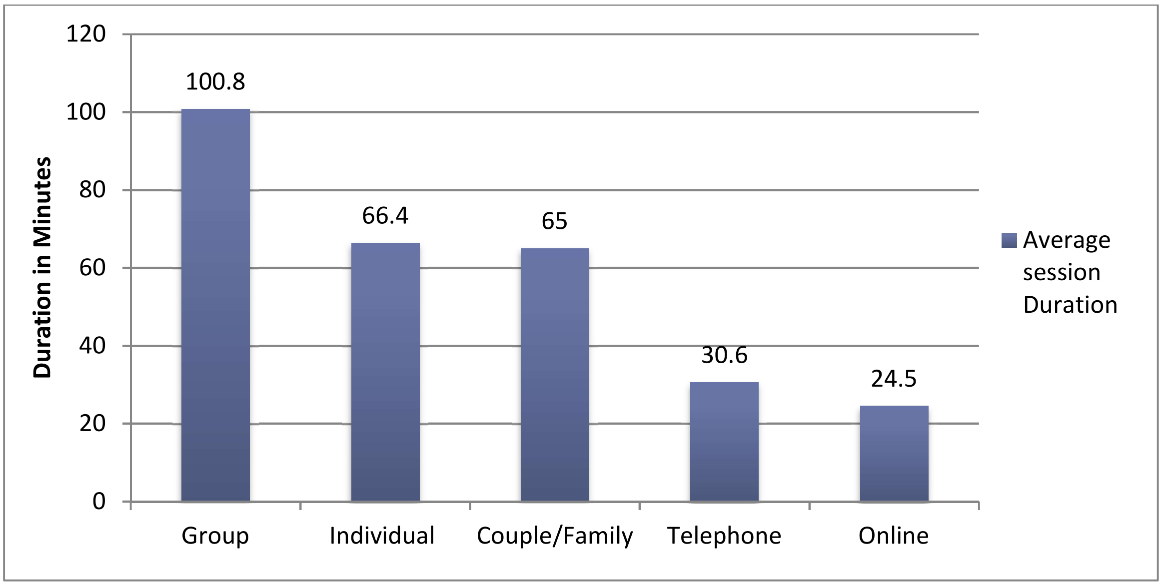
Session Duration and Location

Session Duration

The average session length was 59.3 minutes.

Group sessions had an average duration of 100.8 minutes, followed by couple/family (65.0 mins), individual face to face (66.4 mins), telephone (30.6 mins), and online (24.5 mins). The breakdown of each session type is in Figure 2.

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



Session Location

In 2014/15, counselling sessions were conducted in 187 suburbs across 253 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

2014/15	Number of sessions
Darlinghurst	1513
Darlington	1416
Parramatta	1356
Sydney	946
Campbelltown	886

Demographics

Age and Gender

Of the clients counselled during the reporting period, 61.8 per cent were male and 38.2 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	12	0.4%	9	0.5%
18-34 years	1163	39.8%	440	24.4%
35-49 years	1095	37.5%	613	34.0%
50-64 years	516	17.7%	571	31.6%
65+ years	134	4.6%	172	9.5%

Indigenous Status

Of the clients counselled during the reporting period who indicated whether they were Aboriginal, Torres Strait Islander, or both, 317 (6.7 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 (72.0 per cent), followed by partners/ex partners (9.6 per cent).

Table 7: Number and percentage of client type by gender

	Total	Percentage	Male	Percentage	Female	Percentage
Person with gambling problem	**3460**	**72.0%**	2489	83.9%	965	52.7%
Partner/ex-partner	**462**	**9.6%**	79	2.7%	383	20.9%
Family member (other than partner)	**456**	**9.5%**	161	5.4%	295	16.1%
Financial counselling client (not related to problem gambling)	**269**	**5.6%**	140	4.7%	129	7.0%
Friend	**96**	**2.0%**	52	1.8%	44	2.4%
Other	**54**	**1.1%**	42	1.4%	12	0.7%
Colleague or employer	**7**	**0.1%**	4	0.1%	3	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 911 clients (19.3 per cent) spoke a language other than English at home.

Table 8: The top five most frequently reported languages spoken

2014/15	Number	Percentage	2013/14	Number	Percentage
Arabic	226	4.8%	Arabic	190	5.1%
Vietnamese	89	1.9%	Vietnamese	111	3.0%
Italian	58	1.2%	Italian	41	1.1%
Korean	46	1.0%	Greek	35	0.9%
Turkish	37	0.8%	Spanish	29	0.8%

Of the clients reporting speaking a language other than English at home, 268 (29.4 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"

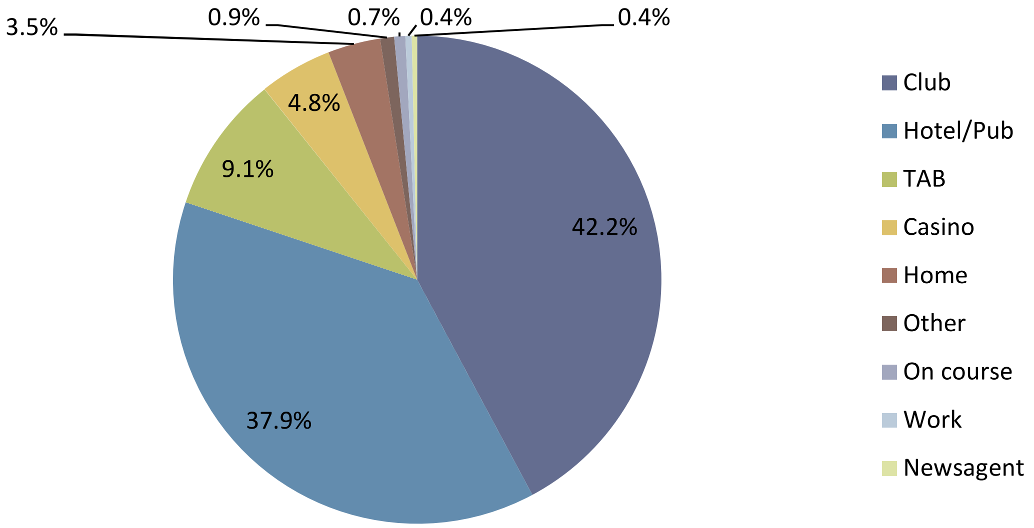
2014/15	Number	Percentage	2013/14	Number	Percentage
Arabic	82	30.6%	Arabic	66	34.7%
Vietnamese	51	19.0%	Vietnamese	62	32.6%
Korean	28	10.4%	Turkish	11	5.8%
Turkish	23	8.6%	Mandarin	9	4.7%
Mandarin	15	5.6%	Korean	8	4.2%

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 Club (42.2 per cent) and Hotel/pub (37.9 per cent).

Figure 4: Preferred gambling venue for problem gambling clients



Principal Gambling Activity

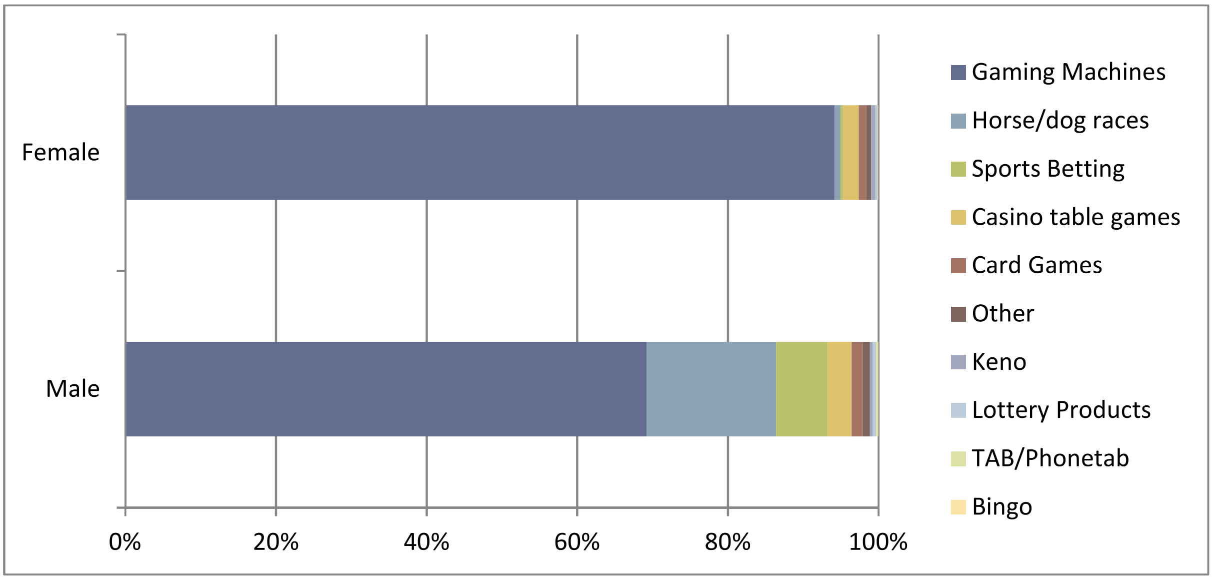
Of those problem gamblers specifying a principal gaming activity, gaming machines was the most common (76.3 per cent) followed by horse/dog races (13 per cent). The experience for males and females is different with 94.2 per cent of women specifying gaming machines as their principal gaming activity compared to 69.2 per cent for males. Table 10 and Figure 5 display the principal gambling activity breakdowns for male and female problem gamblers.

Table 10: Principal Gambling Activity

	Male		Female		Total	
Gaming Machines	1685	69.2%	895	94.2%	2586	76.3%
Horse/dog races	419	17.2%	7	0.7%	426	12.6%
Sports Betting	167	6.9%	4	0.4%	171	5.0%
Casino table games	78	3.2%	19	2.0%	97	2.9%
Card Games	36	1.5%	10	1.1%	46	1.4%
Other	23	0.9%	6	0.6%	29	0.9%
Keno	9	0.4%	5	0.5%	14	0.4%
Lottery Products	11	0.5%	3	0.3%	14	0.4%
TAB/Phonetab[2]	6	0.2%	0	0.0%	6	0.2%
Bingo	1	0.0%	1	0.1%	2	0.1%

[2] 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), 56.8 per cent reported that they engaged in no gambling activities other than their principal gambling activity.

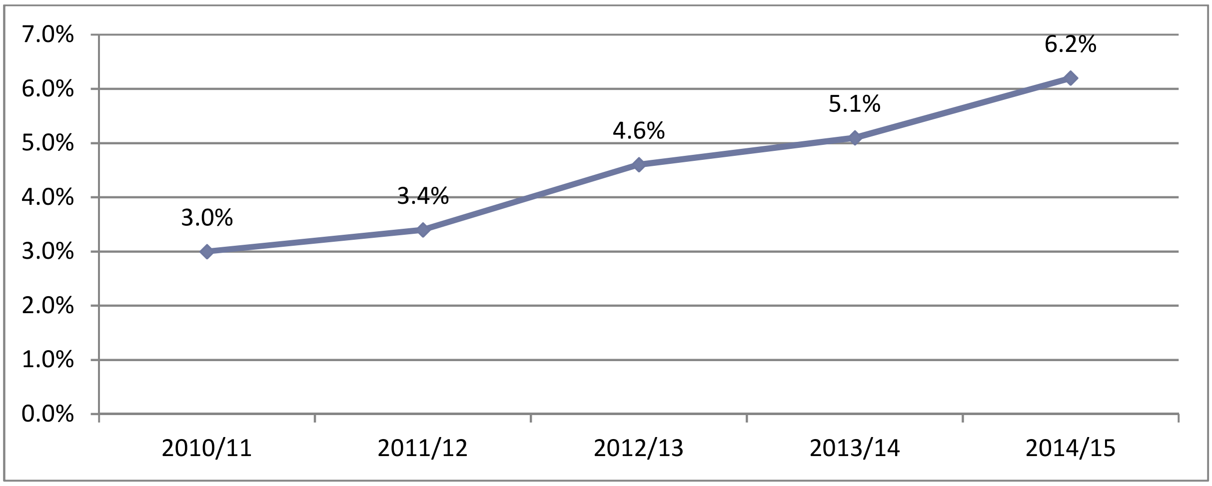
Preferred Means of Accessing Gambling

Across all problem gamblers, the vast majority preferred to gamble in person. Table 11 shows the preferred means of accessing gambling for problem gamblers. As shown in Figure 6, internet gambling has increased over the five years to 2014/15 from 3.0 per cent of all problem gamblers in 2010/11 to 6.2 per cent in 2014/15.

Table 11: Preferred means of accessing gambling for problem gamblers

	2014/15		2013/14	
In person	3130	92.7%	2631	94.3%
Internet	211	6.2%	142	5.1%
Telephone	35	1.0%	16	0.6%
Other	2	0.1%	2	0.1%

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 12.

Table 12: The top five suburbs/towns of residence for clients in 2014/15 and 2013/14

2014/15		2013/14	
Albury	81	Albury	87
Wagga Wagga	73	Lavington	68
Lavington	71	Coffs Harbour	51
Coffs Harbor	61	Surry Hills	44
Wollongong	55	Blacktown	44

Access to Services

Referral Source

Of those clients from whom responses were obtained, 20.4 per cent reported Another Agency (e.g. mental health, financial etc.) as the most recent referral source, 17.7 per cent reported self, 17.7 per cent reported the Gambling Helpline, and 15.0 per cent reported family/friend/neighbour/partner. The percentage of clients reporting Gambling Helpline as their most recent referral has decreased from 19 per cent in 2013/14. 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

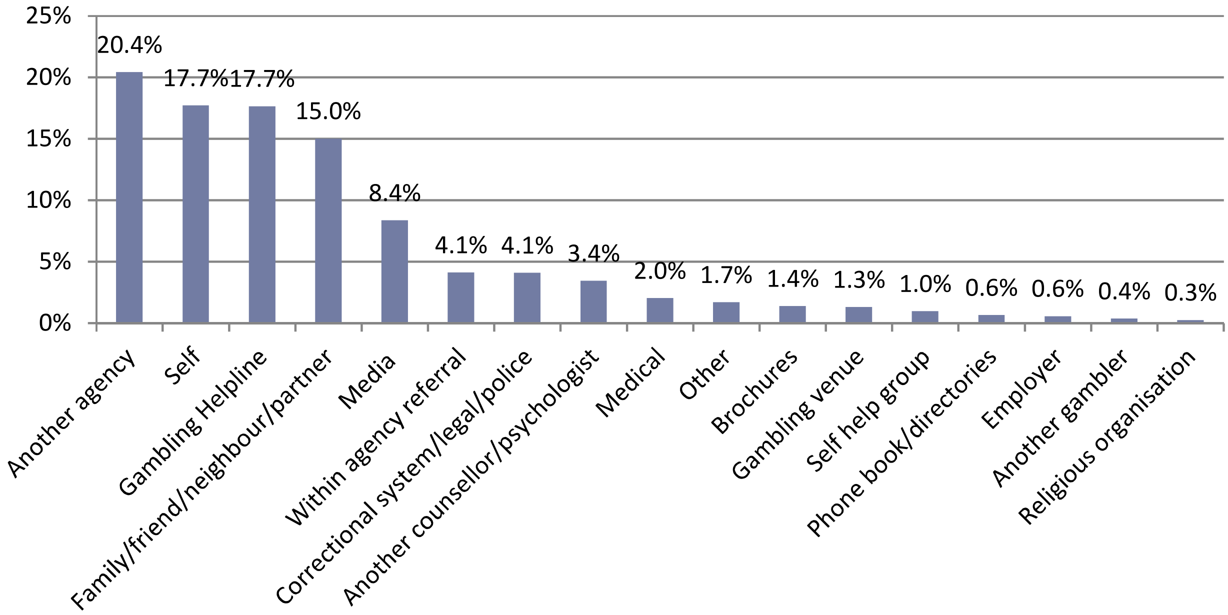
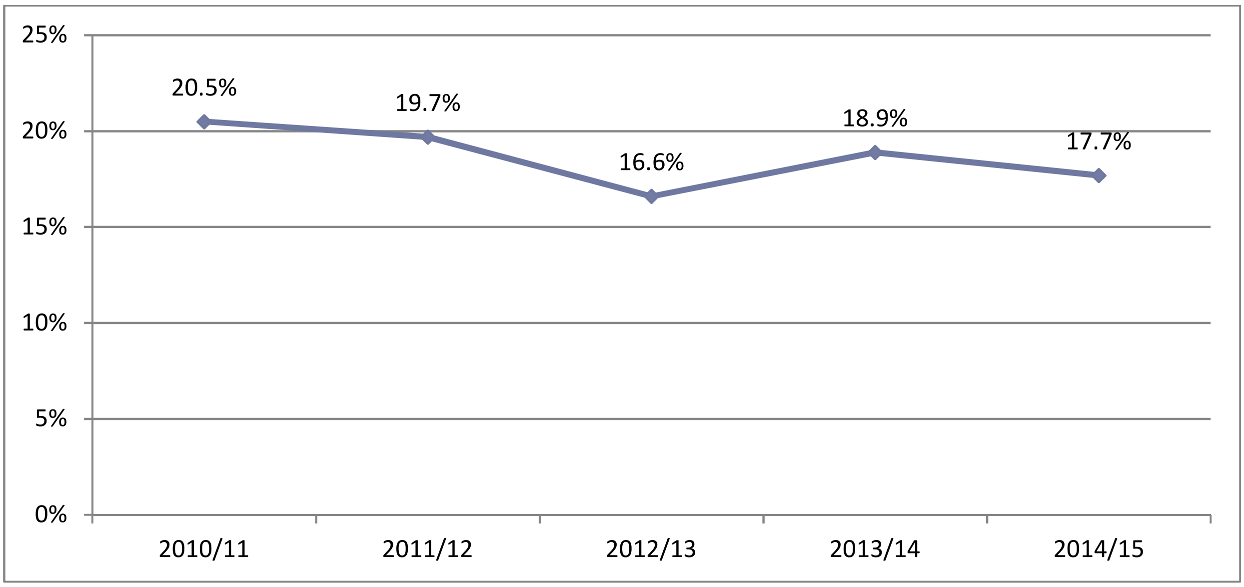
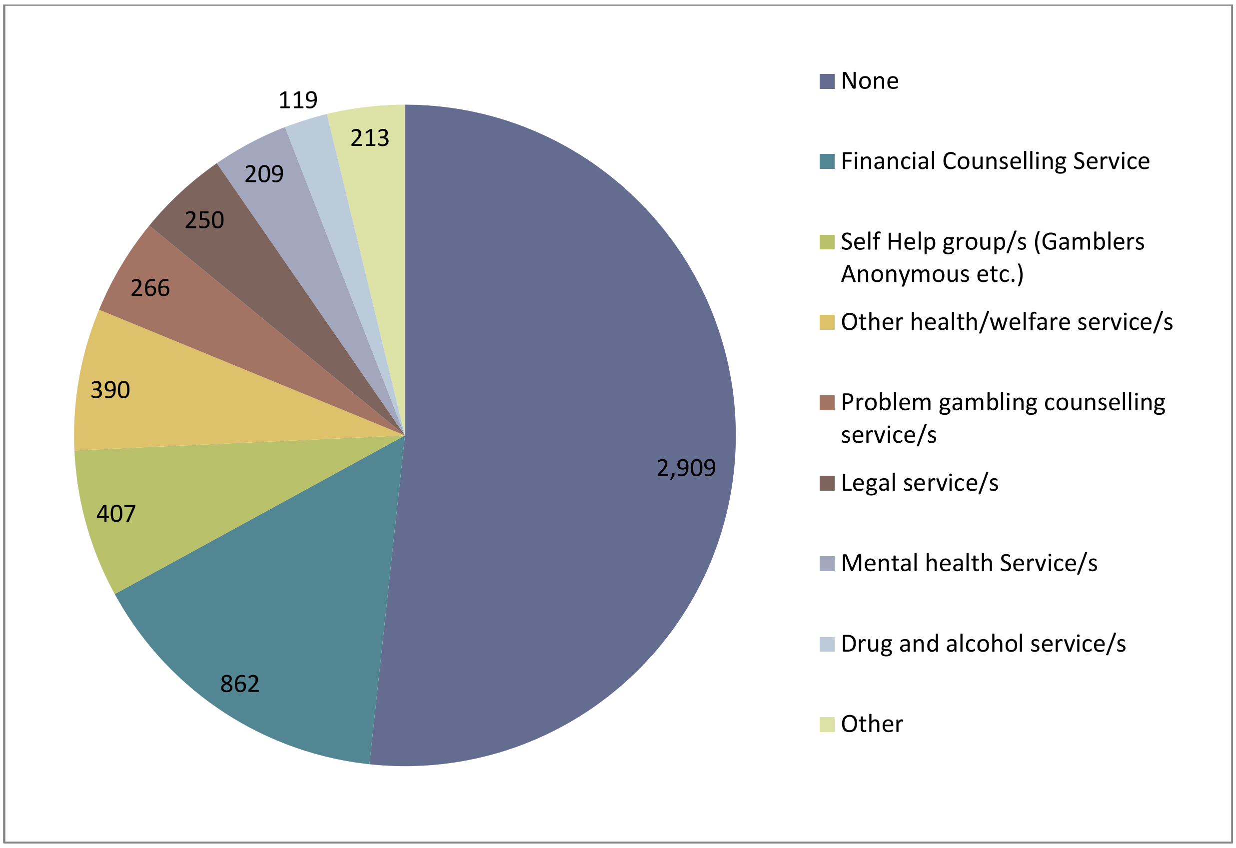


Figure 8: Gambling Helpline Referrals



Across all clients, 60.0 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, 17.8 per cent were referred to financial counselling services, 8.4 per cent to self-help groups, 8.0 per cent to other health and welfare services, 5.5 per cent to other problem gambling services, and 5.2 per cent to legal services. Fewer than 5 per cent of clients were referred to each of the following types of service: mental health services and drug and alcohol services.

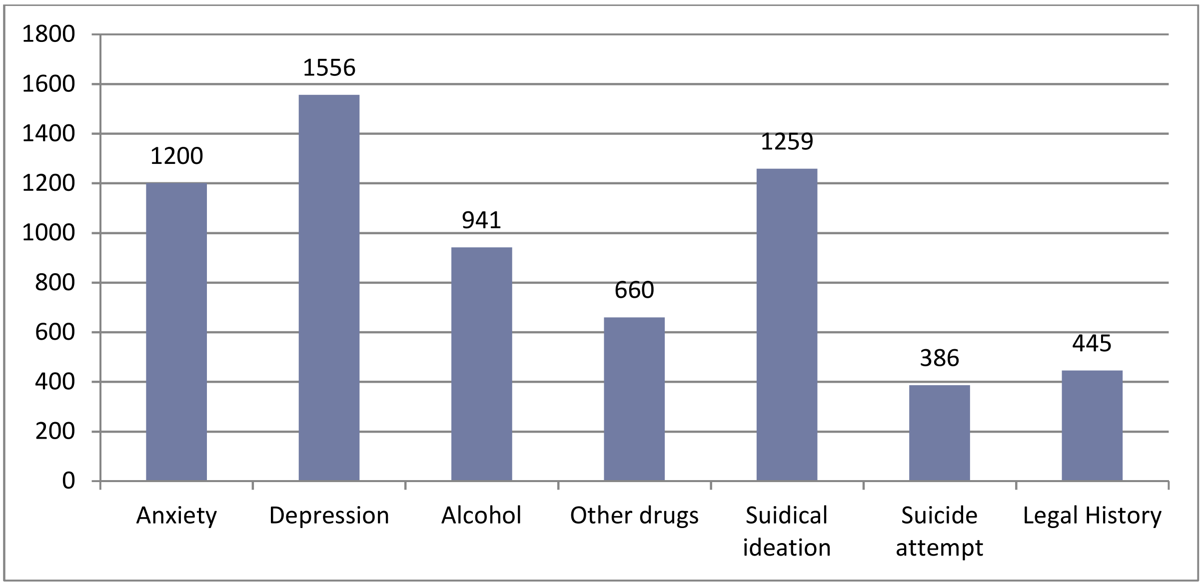
Figure 9: Number of clients referred to other service providers



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 who reported mental health, substance abuse or legal issues



Anxiety

Across all problem gamblers, 37.3 per cent (1200) stated they had been diagnosed with anxiety[3]. The percentage was higher for females (51.5 per cent) than for males (31.9 per cent).

Depression

Across all problem gamblers, 48.1 per cent (1556) had been diagnosed with depression. The percentage was higher for females (61.0 per cent) than for males (43.2 per cent).

Alcohol

Across all problem gamblers, 29.0 per cent (941) have had a problem with alcohol. The percentage was higher for males (30.9 per cent) than for females (23.8 per cent).

Other Drugs

Across all problem gamblers 20.3 per cent (660) have had a problem with other drugs. The percentage was higher for males (22.8 per cent) than for females (13.7 per cent).

Thoughts of suicide

Across all problem gamblers, 38.9 per cent (1259) have had thoughts of committing suicide. The percentage was higher for females (44.7 per cent) than for males (36.7 per cent).

[3] Percentage is of those who had responded to this question.

Suicide Attempt

Across all problem gamblers, 12.0 per cent (386) had attempted suicide. The percentage was higher for females (17.1 per cent) than for males (10.0 per cent).

Legal History [4]

Across all problem gamblers, 14.0 per cent (445) reported a legal history. Male (14.4 per cent) and female (12.6 per cent) problem gamblers had similar percentages.

[4] Legal History refers to having committed an offence relating to gambling.