

## PROBLEM GAMBLING COUNSELLING IN NEW ZEALAND 2003 NATIONAL STATISTICS

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*This report is available on;*

*Gambling Problem Helpline website: [www.gamblingproblem.co.nz](http://www.gamblingproblem.co.nz)*

*Problem Gambling Foundation website: [www.pgfnz.co.nz](http://www.pgfnz.co.nz)*

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# Contents

<b>FOREWORD</b> .....	<b>4</b>
<b>INTRODUCTION</b> .....	<b>5</b>
<b>SERVICE FUNDING STRUCTURE</b> .....	<b>6</b>
<b>SERVICE DELIVERY STRUCTURE</b> .....	<b>7</b>
<b>SUMMARY STATISTICS</b> .....	<b>8</b>
<b>New Clients</b>	<b>8</b>
<b>Growth Pattern over Last Seven Years (New Clients)</b>	<b>9</b>
<b>Growth Pattern Over Last Seven Years (Total Clients)</b>	<b>10</b>
<b>New Client Characteristics - 2003</b>	<b>12</b>
<b>Measurement of Client Progress in Personal Face-to-Face Counselling Services</b>	<b>16</b>
Assessment Measures	16
<b>Client Progress</b>	<b>17</b>
Gambler Follow-up Clients	17
Family/Whanau Outcomes	19
<b>Screening for Gambling Problems: Preliminary Data on Trial Projects</b>	<b>20</b>
Preliminary Summary Results (all projects)	20
<b>TELEPHONE HELPLINE SERVICES</b> .....	<b>21</b>
<b>Service Description</b>	<b>21</b>
National Telephone Helpline (0800 654 655)	21
Asian Telephone Hotline	21
Summary	22
Number of Clients Accessing Service	23
<b>Information Packs Distributed</b>	<b>25</b>
<b>Website “Visits”</b>	<b>25</b>
<b>Client Characteristics</b>	<b>26</b>
Primary Mode of Problem Gambling (Gamblers)	26
Origin of Calls	28
Reasons for Call: Gambling, Family/Whanau & Others	29
Gender - Gamblers and Family/Whanau/Others	29
Age Distribution	30
Ethnicity – Gamblers	31
Ethnicity - Family/Whanau/Others	33
Suicide Ideation (Gambler/ Family-whanau)	34
<b>FACE-TO-FACE COUNSELLING SERVICES</b> .....	<b>35</b>
<b>Service Delivery</b>	<b>35</b>
Numbers of Clients	35

Monthly Spread for New Client Admissions	36
Time Spent in Treatment	37
<b>Client Characteristics</b>	<b>39</b>
Overview	39
Main Mode of Problem Gambling (New Gambler Clients)	40
Additional Mode of Problem Gambling (New Gambler Clients)	42
Primary and Additional Mode Combined (New Gambler Clients)	43
Main Mode of Problem Gambling (All Gambler Clients)	44
Geographic Spread of Client Access to Services (New Clients)	45
Client Composition: Gamblers, Family/Whanau & Others (New Clients)	46
Gender - Gamblers and Family/Whanau of Gamblers (New Clients)	46
Main Mode of Problem Gambling by Gender (New Gambler Clients)	47
Age Distribution – Gamblers & Family/Whanau/Significant Others of Gamblers (New Clients)	48
Main Mode of Problem Gambling by Age (New Gambler Clients)	49
Ethnicity – New Gambler Clients	49
Family/Whanau of Gamblers (New Clients)	51
Main Mode of Problem Gambling by Ethnicity (New Gambler Clients)	52
Main Mode of Problem Gambling by Gender and Ethnicity (New Clients)	53
<b>Measurement of Client Progress</b>	<b>54</b>
Introduction	54
Results: Problem Gambling Assessment Measures	55
Results: Problem Gambling Outcome and Progress Measures	55
Problem Gambling Assessment Measures	56
Dollars Lost	61
Control Over Gambling	65
Reduction in SOGS-3M Scores	66
Reduction in Dollars Lost	67
Increased Sense of Control	69
Outcomes and Treatment “Completion”	70
The Representativeness of the Gambler Outcomes Clients	72
Outcomes: Family/Whanau	73
<b>SCREENING FOR GAMBLING PROBLEMS: PRELIMINARY DATA ON TRIAL PROJECTS .....</b>	<b>74</b>
<b>Early identification of gambling problems</b>	<b>74</b>
<b>Preliminary Summary Results (all projects)</b>	<b>75</b>
<b>APPENDIX 1: THE PROBLEM GAMBLING COMMITTEE .....</b>	<b>76</b>
<b>APPENDIX 2: PROBLEM GAMBLING PREVALENCE .....</b>	<b>77</b>
<b>APPENDIX 3: CORRECTIONS OF RESULTS IN PREVIOUS NATIONAL STATISTICS REPORTS .....</b>	<b>78</b>
<b>APPENDIX 4: GAMBLING PROBLEM HELPLINE DATA .....</b>	<b>78</b>

## Foreword

The Problem Gambling Committee (PGC)<sup>1</sup> is very pleased to publish this seventh set of national statistics for problem gambling counselling services in New Zealand. The report gives a comprehensive profile of the people receiving help for gambling problems from PGC funded services during 2003 and includes information from the 1997 to 2003 reports.

The Committee promotes the development of good quality data to aid in the development of effective services. National Statistics reports are published on an annual basis to provide objective and reliable data about people seeking help for problem gambling.

The Problem Gambling Committee is committed to ensuring assistance is provided to people with gambling problems, including their families/whanau. It does this through the provision of a 24 hour national free Telephone Helpline and a national network of face-to-face<sup>2</sup> counselling centres.

The number of people seeking help from problem gambling counselling services in 2003 continued the growth trend of previous years. The total number of clients completely new to the services was 6,730, up 9.1%.

The Gambling Problem Helpline, the Problem Gambling Foundation and the Salvation Army Oasis Centres provide national coverage of services. Specific Maori counselling services are available in most areas throughout the country, some of these have been established in the past year. Specialist services for Asian people are available in Auckland, Hamilton and Christchurch. Pacific Peoples services are available in Auckland and Hamilton. All services are to be congratulated on their continued professional delivery of problem gambling services and their dedicated efforts to achieve the best possible results for problem gamblers and their families/whanau.

The Problem Gambling Committee's work is drawing to a close. It is working towards a smooth transition of its responsibilities to the Ministry of Health. From 1 July 2004, the Ministry of Health will be responsible for the co-ordination and management of all problem gambling services. This report adds to the quality database built up over the past seven years and will provide the Ministry and other interested parties detailed national statistical information on problem gambling, including results of client progress after receiving counselling.

The Committee is pleased with its achievements in establishing extensive national service coverage. Telephone Helpline and counselling services are of a high international standard. The new funding and management structure of the Ministry of Health will have a firm foundation to continue development of this important work in reducing gambling harms to individuals and communities.

*Jim Lynch*

Chairperson  
The Problem Gambling Committee

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<sup>1</sup> See Appendix 1

<sup>2</sup> In previous National Statistics the term "personal counselling" was used.

## Introduction

This is the seventh and final National Statistics report to be published by the Problem Gambling Committee. The Ministry of Health will be taking over responsibility for problem gambling from July 1 2004.

The collection and publication of reliable statistical information is a fundamental priority in the development of services for problem gamblers. The database and statistical publication have continued to be improved since their inception in 1997.<sup>3</sup>

These facts and figures do not present the human side of the story and every number represents people's personal experiences and the adverse effects gambling can have on people's lives. It is therefore very encouraging to see the continuing trend towards improvement in gambling problems which occurs for most people who have been followed up after face-to-face counselling. Over the past 18 months the Helpline and face-to-face counselling services have worked closely together to provide an integrated service to clients. This greatly improves the ability of services to respond to the changing needs of problem gamblers and their families/whanau.

Over the past seven years a picture has emerged of the problem gamblers and their families/whanau who present for help at PGC services. The first notable trend is the increasing numbers. More people are receiving help each year. In the past seven years, 33,518 people have received help for a gambling problem.

Help seeking behaviour is influenced by knowledge of both the problem and the services available. Over 2003, more people have gone for help directly from their local face-to-face counselling agency, rather than through the Helpline. This could be indicative of problem gambling counselling services becoming well known in local communities. Many local agencies have increased their profile through providing information and comment to their Local Territorial Authorities in preparation for local policies on gambling venues. New legislation passed in 2003 (The Gambling Act) will have an important impact on gambling activity, particularly in relation to the role of Territorial Authorities.

A positive initiative over 2003 has been the introduction of a number of screening projects to uncover gambling problems both at an earlier stage and also in populations more at risk for gambling problems. It is anticipated that this is a direction of service provision that will be taken up by the Ministry of Health.

An important achievement of problem gambling services over past years has been the incorporation of systematic follow-up of clients to ensure a lasting reduction in gambling problems.

Three quarters of problem gamblers who were followed up after counselling had improved significantly. This is a good indication that services are effective.

We would like to take this opportunity to again thank the many people involved in the production of these statistics – the many clinicians and office staff in each of the services for their fine work in collecting the data for this report, the perfectionism of the data entry, and the expert work in system development and data analysis.

*John Hannifin*                      *Margaret Gruys*  
Directors, Hannifin & Gruys Ltd, Problem Gambling Purchasing Agency

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<sup>3</sup> Concept design by Problem Gambling Purchasing Agency; Software design Grant Paton-Simpson.

## Service Funding Structure

The Problem Gambling Committee (PGC) is the body providing funding for problem gambling counselling services in New Zealand. The Problem Gambling Committee is recognised by the Gaming and Lotteries Amendment Act (No.2) 1996, and consists of an independent chairperson and equal representation from the providers of problem gambling treatment services and the major gaming industry sectors.

The Problem Gambling Committee is funded solely from contributions from Funder Trustee Organisations. This includes a levy on non-casino gaming machines and grants from the Lottery Grants Board, the TAB, Sky City Group (casinos in Auckland, Hamilton, and Queenstown) and the Christchurch and Dunedin Casinos.

The gaming industry provides funds to the Committee on an annual basis to purchase services for people with gambling problems. These services take the form of a national Telephone Helpline, a national network of face-to-face counselling services, and contributions to related research, workforce development, education, and in 2003, public health services aimed at the prevention of gambling problems.

The Problem Gambling Purchasing Agency, established by Hannifin & Gruys Ltd in 1996 to provide services for The Problem Gambling Committee, works to ensure an independent approach to the funding and purchasing of services for problem gamblers.

This is the final year of the Problem Gambling Committee's work. The Government passed the Gambling Act in 2003. This Act places the co-ordination and management of problem gambling with the Ministry of Health. Work is well under way to achieve a smooth transition with the focus on continuation of high quality services to problem gamblers and their families, and to extending public health activities to reduce gambling harms.

## Service Delivery Structure

A national Telephone Helpline and a network of face-to-face counselling services are the two key types of service established to help people with gambling problems. These services offer complementary but different types of service.

**The Telephone Helpline** (Gambling Problem Helpline) is a national free telephone service for problem gamblers, their families/whanau and the general public interested in problem gambling. Services offered include motivational counselling, assessment, ongoing support, crisis management, programmes for gambling debt/budget management, referral to face-to-face counselling and other agencies, and integrated care to assist in follow-up of clients. The Helpline also provides general gambling problem information and statistics.

The Gambling Problem Helpline delivers its services to a diverse range of callers and as such has developed, along with the main Helpline, a number of specialist services including: Maori, Pasifika, youth and gambling debt/budget management. It also has an online talk forum for self-help on its website: [www.gamblingproblem.co.nz](http://www.gamblingproblem.co.nz).

**Face-to-face counselling** services provide a more in depth face-to-face service including assessment, counselling, follow-up, education and therapy. Services are located in major cities and towns throughout the country, with a number of outreach clinics operating to service smaller areas.

The Helpline and face-to-face counselling services work closely together. Just under a fifth of referrals (19.9%) to face-to-face counselling come directly from the Helpline. The remainder come directly via self-referral and various community sources. Approximately 18% of new clients have been registered in both services.

The two main national face-to-face counselling services are enhanced by a number of local services targeted to specific client groups, particularly Maori. Separate services are provided for Maori in Northland, Auckland, Waikato, Rotorua, Gisborne/ East Coast, Wellington, Christchurch and the Hawkes Bay; for Pacific people in Auckland and Hamilton; and Asian people in Auckland, Hamilton and Christchurch.

**Client Progress Outcome Indicators.** A unique feature of services is the client follow-up system. Both the telephone and face-to-face counselling services are committed to the best possible outcomes for clients. This involves contacting clients after a period of face-to-face counselling, to check on progress and offer further assistance where needed. This follow-up system is considered critical in achieving a beneficial outcome for problem gamblers and their families/whanau. Measures of progress are reported in this publication in the Face-to-face counselling section; "Measurement of Client Progress", page 54.

## Summary Statistics

### New Clients

The number of new clients who have received personal face-to-face counselling for a gambling problem for the *first time ever* in their life continued to rise in 2003.

There was a slight drop in the number of new clients calling the Telephone Helpline. This drop was due to fewer general enquiry calls; the number of gamblers and concerned relatives continued to show an increase (see page 22).

**Numbers of New Clients**

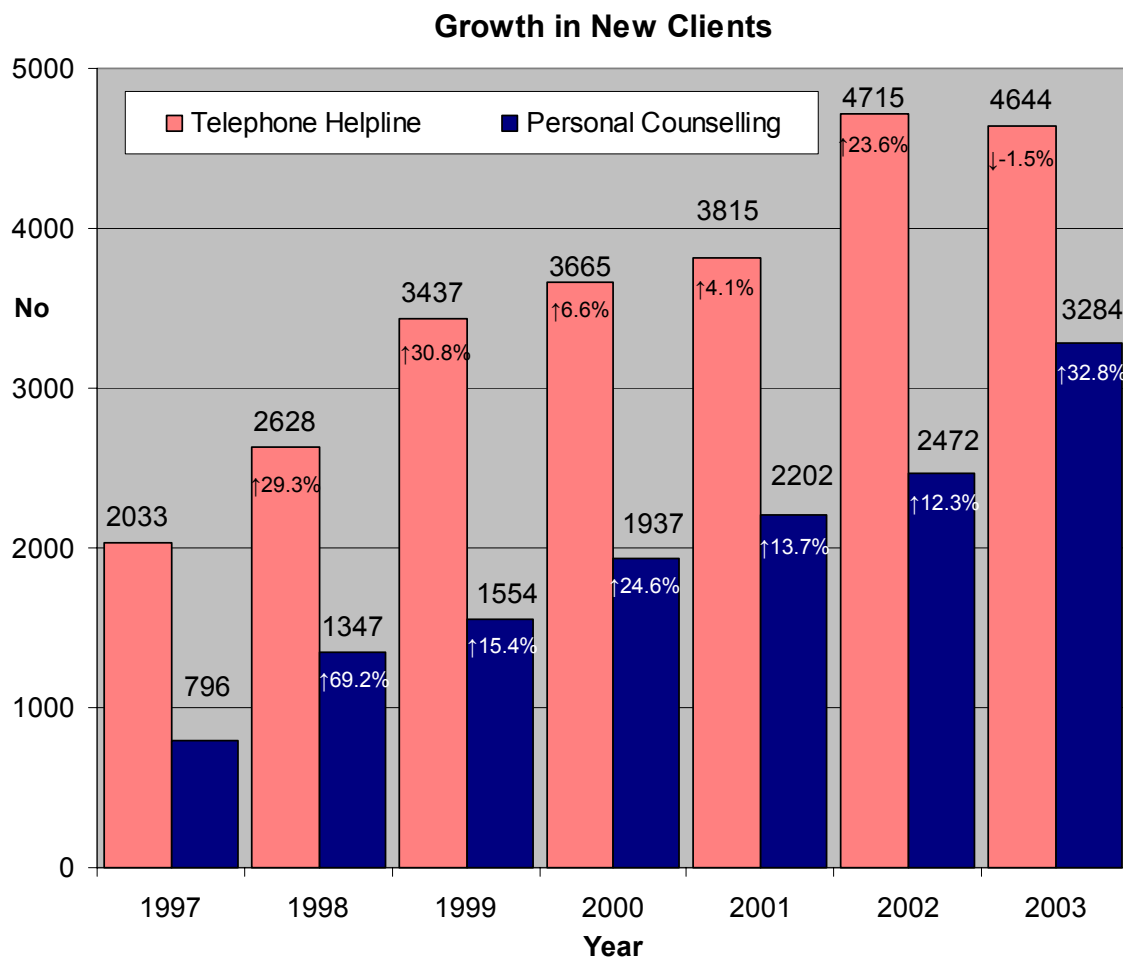
	2003	2002	2001	2000	1999	1998	1997
<b>Telephone Helpline</b>	4644 ↓ -1.5%	4715	3815	3665	3437	2628	2033
<b>Face-to-face counselling</b>	3284 ↑ 32.8%	2472	2202	1937	1554	1347	796
<b>Estimated Combined New Clients Total</b>	6730 ↑ 9.1%	6171	5277	4986	4329	3538	2487

Note: The number of new clients at face-to-face counselling services who list the Telephone Helpline as their referral source (709) is subtracted as part of the calculation of the combined total. This gives a more accurate estimated total as it takes into account double counting of clients attending both the Helpline and Face-to-Face counselling. The number of new Integrated Care clients referred to the Helpline but not already in the Helpline system<sup>4</sup> (489) also needs to be subtracted from the total to prevent double counting. An estimated 1,198 (17.8%) of new clients are clients of both services for 2003.

- In 2003, 6,730 new clients received problem gambling counselling, up 9.1% on 2002.
- Each year the total pool of people who have received problem gambling counselling continues to rise. A total pool of 33,518 people in the New Zealand population has now been counselled for a gambling problem over the past seven years.

<sup>4</sup> Those already in the Helpline system will already have been subtracted from the total.

## Growth Pattern over Last Seven Years (New Clients)



- The number of clients receiving personal face-to-face counselling continues to rise each year, with a significant increase in 2003.
- Face-to-face counselling services experienced a 312.6% increase in new clients in the seven years from 1997-2003 (13,592 new clients in total)
- For the Telephone Helpline there was a slight decrease in 2003 after six years of sustained growth. This drop was due to fewer enquiry calls
- In spite of the decrease in 2003, Telephone Helpline services experienced a 128.4% increase in new clients in the seven years from 1997-2003 (24,937 new clients in total).
- An estimated 17.8% of clients received services at both the Telephone Helpline and face-to-face counselling services in 2003.

## Growth Pattern Over Last Seven Years (Total Clients)

### Face-to-Face Counselling Services: Total Clients by Type

	2003		2002		2001		2000		1999		1998		1997	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
New clients	3284	75.5	2472	72.9	2202	75.1	1937	78.8	1554	67.1	1347	74.3	796	86.2
Brought forward clients	768	17.7	694	20.5	566	19.3	400	16.3	684	29.5	448	24.7	126	13.7
Repeat admission clients	299	6.9	227	6.7	166	5.7	122	5.0	79	3.4	18	1.0	1	0.1
Total	4351	100	3393	100	2934	100	2459	100	2317	100	1813	100	923	100

- The total number of face-to-face counselling clients continues to increase each year (up 28.9% in 2003). Most of the growth occurred in the new client numbers.
- 299 repeat clients returned to face-to-face counselling services for additional help during 2003. This represents a small but growing percentage of the total clients. The majority are new, first-time users of services. (Brought forward clients are those who began their counselling episode in the previous year).

### Telephone Helpline – Number of Client Calls

	2003	2002	2001	2000	1999	1998	1997
<b>New calls/callers<sup>5</sup></b>	4,644	4,715	3,815	3,665	3,437	2,628	2,033
<b>Followup calls</b>	15,901	14,732	9,874	10,676	7,670	5,133	*
<b>Total</b>	20,545	19,447	13,689	14,341	11,107	7,761	*

\* Note: Comparative 1997 data is unavailable

- There was a slight decrease (1.5%) of new callers in the past year. This was due to fewer general enquiry calls.
- Callers: 24,937 new callers contacted the Helpline over the past seven years. The number of new callers has increased by 128.4% over the past seven years.
- Calls: The total number of calls received in 2003 was 20,545. This represents a 164.7% increase since 1998.
- Nearly 90,000 calls (86,890) were received over the 6 year period. The total number of calls per year to the Helpline has more than doubled during this period.

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<sup>5</sup> NB The number of new calls is the same as the number of new callers (people).

## New Client Characteristics - 2003

### Reason for Attending: Own Gambling, or Other (Family/Whanau of Gambler, or Other Affected)

	Own Gambling		Family/Whanau of Gambler or Other Affected		Total	
	N	%	N	%	N	%
Telephone Helpline	2,926	68.2%	1,366	31.8%	4,292 <sup>6</sup>	100.0%
Face-to-face counselling	2,368	72.1%	915	27.9%	3,283	100.0%

### Problem Gambling Mode of Gamblers

	Telephone Helpline Primary Mode <sup>7</sup> %	Face-to-face counselling Primary Mode %	Face-to-face counselling Additional Mode %
Non-casino Gaming Machines	83.9%	76.7%	11.0%
Casino Gaming Machines	7.7%	9.9%	35.2%
Track	3.8%	4.7%	13.5%
Casino Tables	2.4%	4.6%	5.7%
Sports Betting	1.0%	0.9%	3.7%
Other & Multiple	0.7%	2.1%	6.9%
Lotto/Keno/scratchies	0.3%	0.8%	21.5%
Housie	0.1%	0.4%	2.5%
<b>Total</b>	100.0%	100.0%	100.0%
<b>N</b>	2,199	2,044	437

**Problem Gambling Primary Mode:** Telephone and Face-to-Face: The majority of gambler clients seek help due to problems from gaming machines in pubs and clubs. The trend over past years has been for this percentage to increase.

**Additional Problem Gambling Mode:** Face-to-Face: Just under half (46.2%) of gambler clients in face to face agencies who have an additional problem mode cite gaming machines (club, pub or casino). Lotto/Keno/scratchies and track feature more strongly as additional mode problems (21.5% and 13.5%).

<sup>6</sup> Excludes people calling solely for information (e.g. operators of gaming venues phoning in for information on problem gambling, information packs, machine stickers and so on).

<sup>7</sup> All clients who receive problem gambling counselling are asked what type or mode of gambling is causing them the most problems. They are also asked if additional types or modes are causing them problems. Additional mode data for the Helpline is unavailable.

**Gender: Gambler Clients**

	Telephone Helpline %	Face-to-face counselling %
Female	49.2%	45.3%
Male	50.8%	54.7%
<b>Total</b>	100.0%	100.0%
<b>N</b>	2,926	2,365

The number of female gamblers receiving face-to-face counselling has dramatically risen since 1997, with an increase of 482% (Refer to pp.29, 46).

Female client numbers have also risen in the Helpline, males and females now presenting in near equal numbers.

**Age: Gambler Clients**

	Telephone Helpline %	Face-to-face counselling %
Under 20	2.4%	4.1%
20-24	13.3%	12.5%
25-29	16.3%	13.9%
30-34	16.2%	17.0%
35-39	13.1%	15.5%
40-44	12.2%	13.9%
45-49	9.6%	8.8%
50-54	7.3%	6.6%
55-59	4.3%	3.9%
60-64	2.4%	1.8%
65+	2.9%	2.1%
<b>Total</b>	100.0%	100.0%
<b>N</b>	1,932	2,143

Almost half of the users of both services are aged under 35 years: Telephone Helpline 48.2% and face-to-face counselling 47.5%.

### Ethnicity of Gambler Clients

	Telephone Helpline		Face-to-face counselling		NZ Population 18+
	N	%	N	%	%
NZ European/ Pakeha	1197	54.4%	1191	56.4%	78.4%
Maori	611	27.8%	662	31.3%	10.9%
Pacific Nations	200	9.1%	137	6.5%	4.7%
Asian	96* (174)	4.4%* (7.6%)	73	3.5%	6.1%
Other (including multiple)	97	4.4%	49	2.3%	
Total	2,201	100.0%	2,112	100.0%	–

\* The Telephone Helpline figure excludes the 78 Asian gambler clients receiving services in 2003 from the Asian Telephone Hotline. When included (see bracketed figures), Asian increases to 7.6%. Because it is possible that some Asian clients contacted both services, this figure should be interpreted as an upper limit. See page 32 for additional Asian Helpline figures

The high presentation of Maori and Pacific Nation clients is consistent with the findings of the 1999 New Zealand problem gambling prevalence survey<sup>8</sup>. In this study, high rates of problem gambling have been reported for Maori and Pacific Nation respondents.

In contrast to the Abbot and Volberg study, which found no serious gambling problems in the Asian population, Asian people do represent a percentage of the clients attending problem gambling counselling services. The proportion of Asian clients receiving counselling services is consistent with their percentage in the population for helpline services but lower for face-to-face counselling.

Taking into account the age structure of the problem gambling client population (half of whom are under 35) reduces the gap between the proportions of Maori and Pacific clients and the proportions found in the 18+ NZ population. In the 20-34 age group of the 18+ population, 16.6% are Maori, and 7.6% are Pacific (8.5% are Asian).

<sup>8</sup> See Appendix 2

## Geographic Spread of Client Access to Services

	Telephone Helpline (New Clients)		Face-to-face counselling (New Clients)	
	N	%	N	%
Whangarei/Northland	98	2.2%	152	4.6%
Auckland	1530	34.3%	1122	34.2%
Hamilton/Waikato	312	7.0%	219	6.7%
Central North Island*	43	1.0%	17	0.5%
Taranaki	90	2.0%	28	0.9%
Bay of Plenty*	315	7.1%	160	4.9%
Hawkes Bay/ East Coast	172	3.9%	119	3.6%
Wanganui	44	1.0%	13	0.4%
Palmerston North/ Manawatu	142	3.2%	53	1.6%
Wellington	612	13.7%	488	14.9%
Christchurch/ Canterbury	695	15.6%	618	18.8%
West/Upper South Island*	122	2.7%	132	4.0%
Dunedin/Otago	159	3.6%	131	4.0%
Invercargill/Southland	125	2.8%	32	1.0%
<b>Total</b>	<b>4459</b>	<b>100.0%</b>	<b>2467</b>	<b>100.0%</b>

\* Central North Island refers to: Rotorua, Tokoroa, Taupo, and surrounding areas. Bay of Plenty includes Tauranga, Paeroa, Thames, Te Aroha, and Whakatane. West/Upper South Island refers to the West Coast, Nelson, Blenheim, and Marlborough.

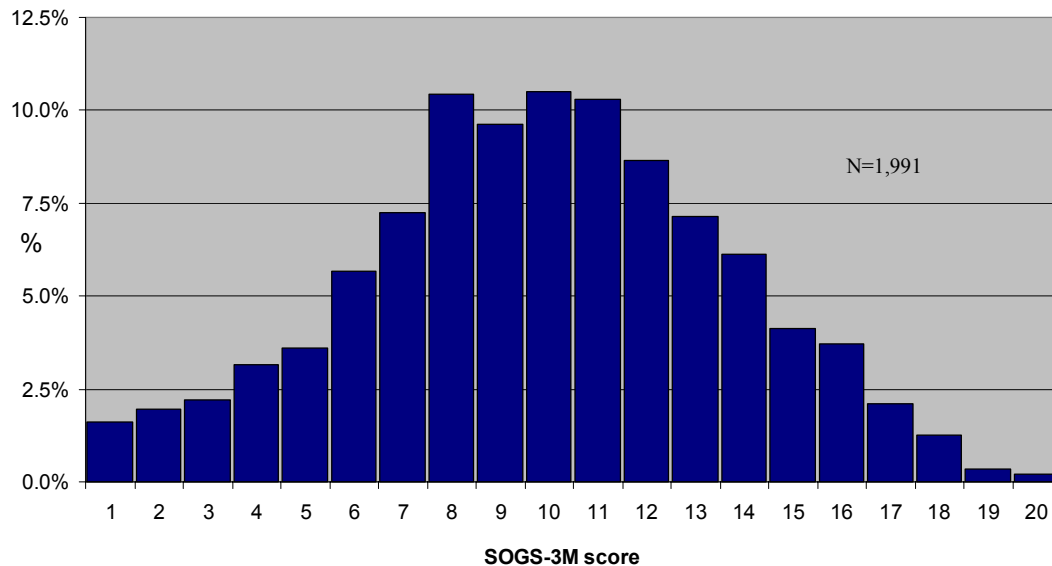
Annual trends (1999-2003) on client presentation by geographic area are presented on page 28 for the Helpline and page 45 for Face-to-face counselling

## Measurement of Client Progress in Personal Face-to-Face Counselling Services

### *Assessment Measures*

All clients are assessed on entering problem gambling counselling services and efforts are made to follow up every six months to monitor progress and to ensure long-term recovery from gambling problems.

**Distribution of SOGS-3M scores at first assessment**



SOGS-3M scores were collected at first assessment for 1991 clients in 2003. The majority (54.4%) scored ten or higher on the screen indicating most that clients are at the severe end of problem gambling.

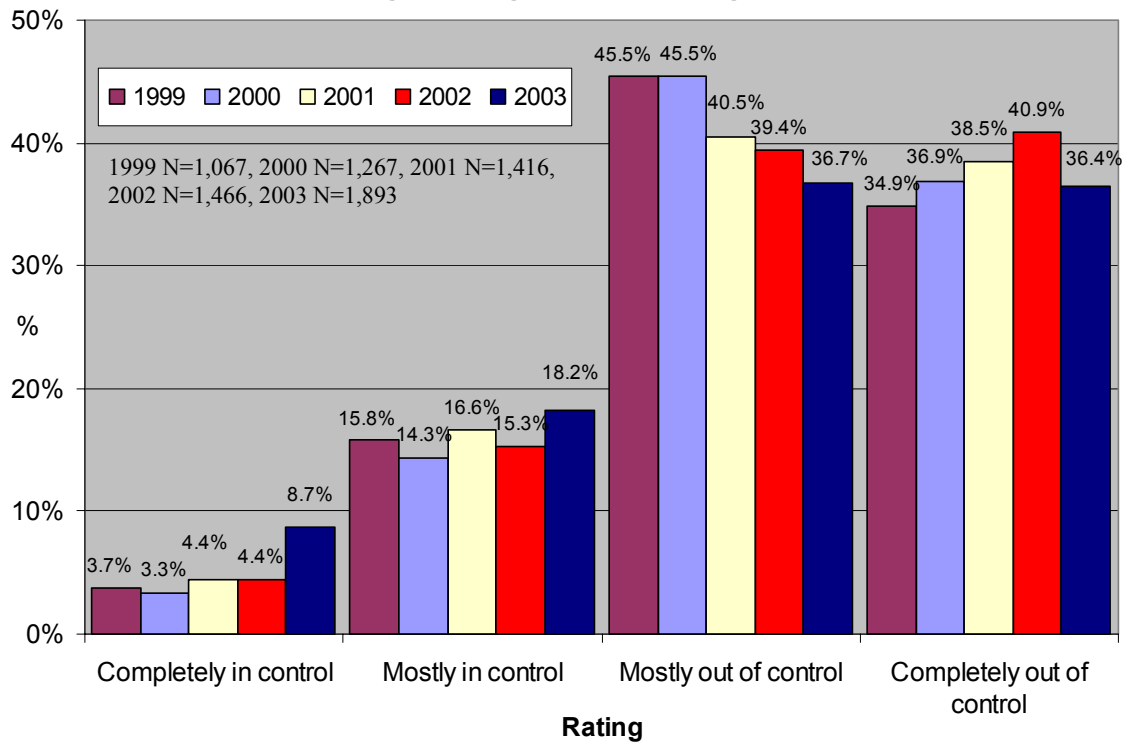
### **Dollars Lost**

Distribution of Dollars Lost in 4 Weeks Prior to First Admission	2003		2002		2001		2000		1999	
	Count	%	Count	%	Count	%	Count	%	Count	%
Under \$100	114	6.6%	56	3.9%	83	6.0%	54	4.6%	55	5.3%
\$100-\$499	452	26.3%	391	27.2%	399	28.7%	317	26.8%	275	26.6%
\$500-\$999	433	25.2%	374	26.0%	353	25.4%	312	26.3%	261	25.3%
\$1000-\$1,999	381	22.2%	331	23.0%	302	21.7%	261	22.0%	228	22.1%
\$2,000-\$4,999	230	13.4%	204	14.2%	181	13.0%	170	14.3%	163	15.8%
\$5,000-\$9,999	60	3.5%	52	3.6%	40	2.9%	37	3.1%	29	2.8%
\$10,000 plus	48	2.8%	32	2.2%	33	2.4%	34	2.9%	21	2.0%
<b>Total</b>	<b>1718</b>	<b>100%</b>	<b>1440</b>	<b>100%</b>	<b>1391</b>	<b>100%</b>	<b>1185</b>	<b>100%</b>	<b>1032</b>	<b>100%</b>

In the four weeks prior to entering treatment services the majority of clients (73.7%) reported losing between \$100 and \$1,999. 19.7% lost \$2,000 or more.

On average, clients lost \$1,834 in the four weeks before assessment.

**Distribution of gambling control ratings at first assessment**



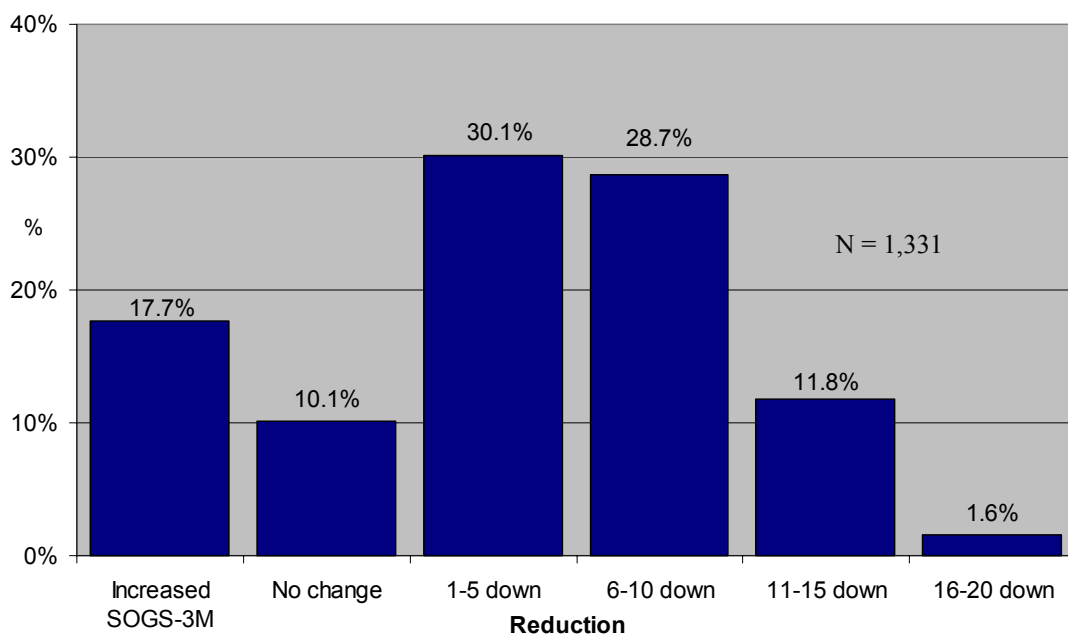
73.1% of clients described their gambling as being mostly or completely out of control when first contacting problem gambling counselling services.

## Client Progress

### *Gambler Follow-up Clients*

These outcomes for gambler client progress are collected an average of 15 months after the first assessment.

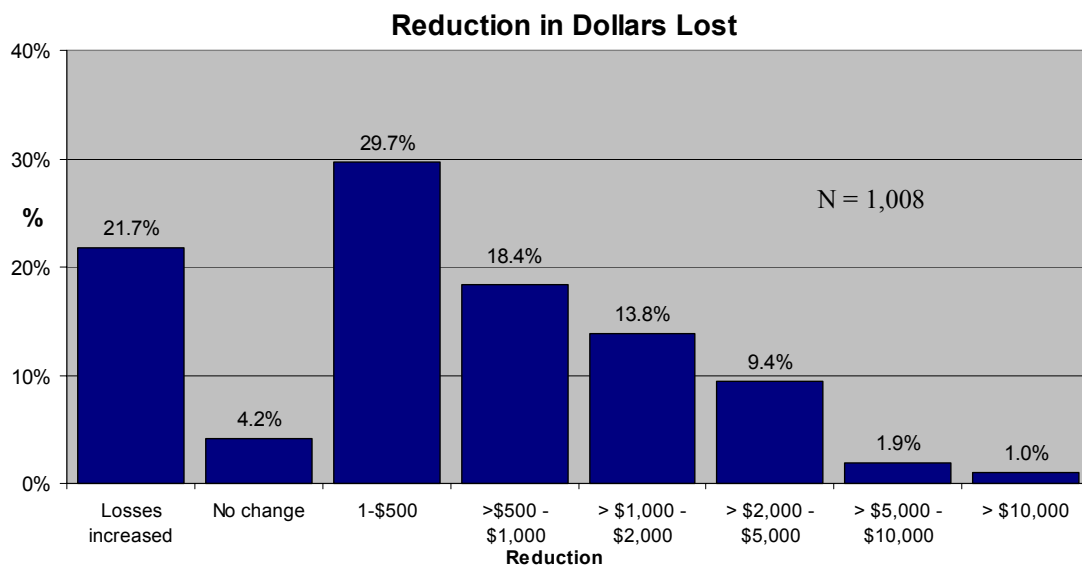
**Reduction in SOGS-3M Scores**



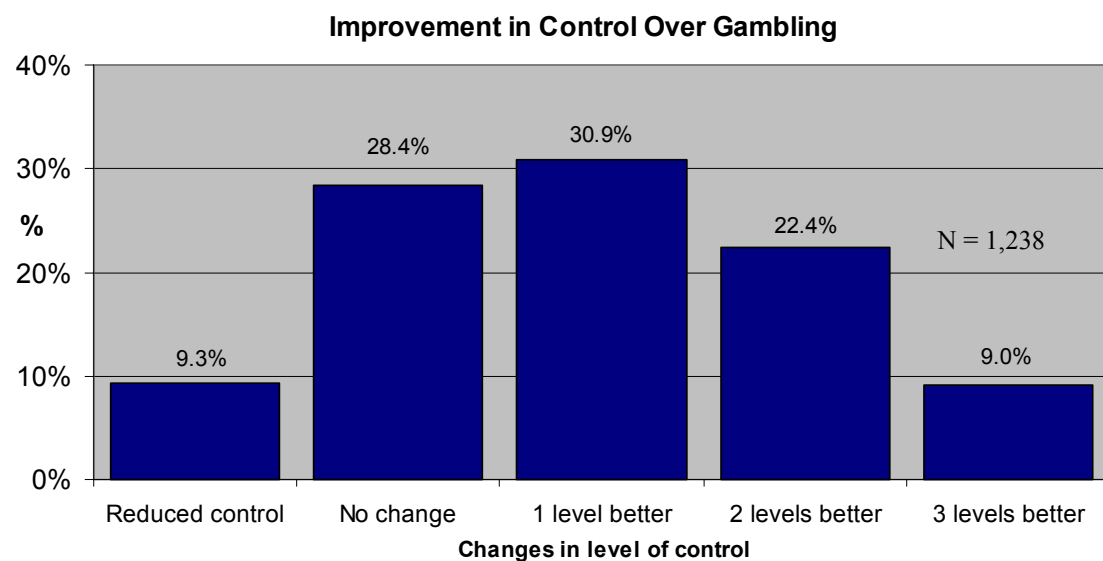
The pool of gambler clients who have one or more follow-up measures is increasing each year. 1,609 gambler clients have competed one or more of the three follow-up measures.

At their last follow-up assessment (an average of 15 months after first assessment):

- 72.2% of follow-up clients reported a reduction in their SOGS-3M score, indicating a major improvement in their gambling problems.
- 17.7% of follow-up clients reported an increase in their SOGS-3M score, indicating a deterioration in their gambling problem.
- 10.1% of follow-up clients showed no change in SOGS-3M score
- Follow-up clients who have completed recommended treatment and been discharged, report better outcomes overall than those with partially completed treatment episodes.



- On average, follow-up clients lost \$996 less than at first assessment
- 74.1% of follow-up clients reported losing less money
- 21.7% reported an increase in money losses



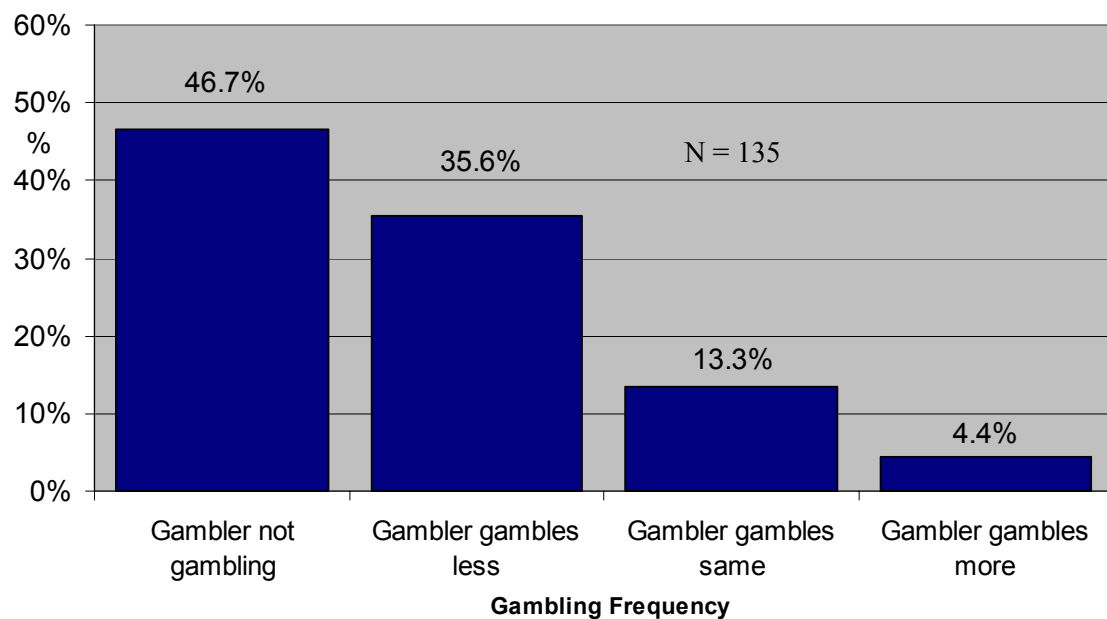
At one year (average) follow-up:

- 62.4% of follow-up clients reported an improvement in their sense of control over gambling
- 9.3% became worse, reporting reduced control over their gambling

### *Family/Whanau Outcomes*

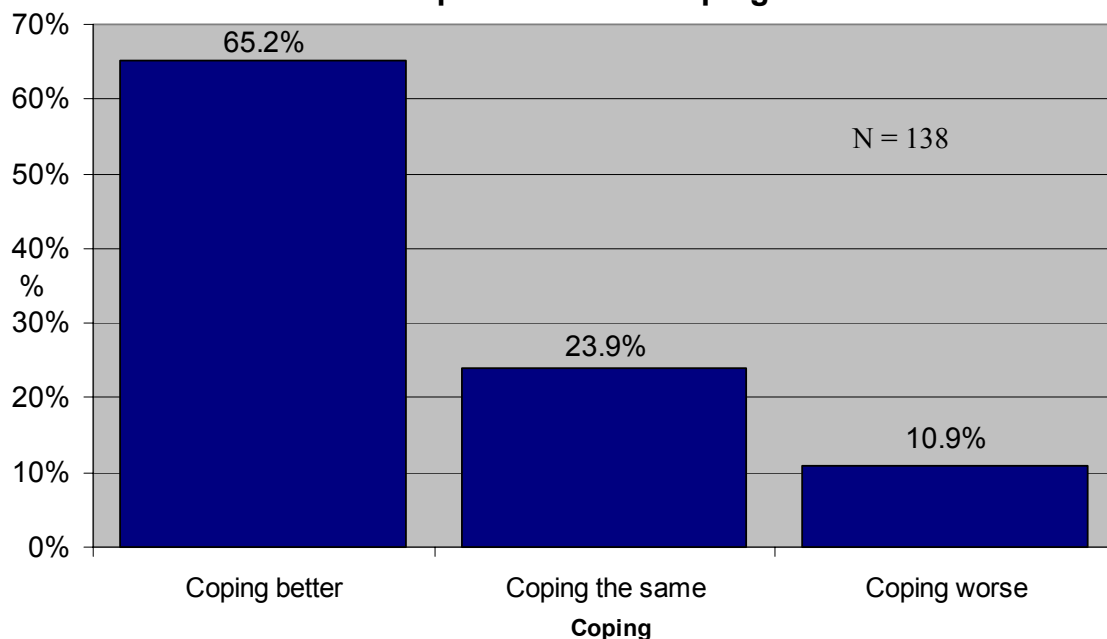
Nearly half of family/whanau follow-up clients reported that the gambler had ceased gambling (46.7%). Only a very small percentage reported increased gambling by the gambler (4.4%).

#### Improvement in Gambling Frequency of Gambler



Just under two-thirds of all family/whanau follow-up clients (65.2%) said that they were coping better than three months previously. A significant minority (10.9%) said that they were coping worse.

#### Improvement in Coping



## Screening for Gambling Problems: Preliminary Data on Trial Projects

During 2003, three trial problem gambling screening projects were established. Preliminary information about these projects is included in this statistical publication to indicate the extent of gambling problems in different segments of the population. The projects are not fully completed and analysis is at different stages for each project. Each project is targeted to a different segment of the population. *Results should be treated as provisional.*

### *Preliminary Summary Results (all projects)*

#### Rates of Problem Gamblers (Trial Screening Projects)

National NZ Prevalence Survey 1999 (SOGS screen)	GP Project (8 screen) N=898	Auckland social services (8 screen) N=774	Christchurch social services (8 screen) N=184	Waikato Health services (8 screen) N=435
0.5%	6.2%	13%	21%	10.5%

The results show problem gambling rates in the groups selected for the trials are higher than the national prevalence rate. These results provide support for screening as a means to improve access to help for individuals as well as opportunities to widen community responses to problem gambling.

# Telephone Helpline Services

## Service Description

### *National Telephone Helpline (0800 654 655)*

The Telephone Helpline, operated by the Gambling Problem Helpline, is a national free telephone service for problem gamblers, their families/whanau and the general public interested in problem gambling.

The Helpline offers the following services:

- Confidential gambling problem counselling and support over the phone
- Gambling problem crisis support and intervention
- Gambling debt and budget counselling and programmes
- Gambling self-help tools and other written information on gambling
- Referrals to local face-to-face counselling and other relevant agencies
- Regular phone calls to clients to provide ongoing support
- In partnership with face-to-face counselling agencies, an integrated care programme to assist clients achieve long term improvement of their gambling problems
- An online talking forum where gamblers and others can share their stories ([www.gamblingproblem.co.nz/talkingpoint](http://www.gamblingproblem.co.nz/talkingpoint))
- Gambling problem background information and statistics for other health providers, territorial authorities, researchers, students and the general public.

### *Asian Telephone Hotline*

An Asian Hotline is operated separately from the national helpline by the Problem Gambling Foundation providing services for Asian people in Auckland, in Mandarin, Cantonese and Korean languages.

In 2003, the Asian Hotline had 144 new callers; 66 female; 78 male. 78 were gamblers (female 16, male 62) and 66 were family members (female 50, male 16). The primary mode of problem gambling were Casino – 126, primarily tables and some gaming machines; non-casino gaming machines – 13; Lotto – 0; other or multiple – 3; track and sports betting – 2.

## Summary

*All statistics refer to the National Telephone Helpline unless otherwise stated*

- 4,644 new clients in 2003. Decrease of 1.5% over the 2002 total of 4715. Breaking this down, there were 2,926 gambler clients in 2003 (0.8% increase cf 2,902 in 2002), 1,366 Significant Others (10.6% increase cf 1,235 in 2002), and 352 Interested Others (39.1% decrease cf 578 in 2002).
- The majority of new problem gambler callers state that non-casino gaming machines are their main problem (83.9%). The proportion of clients citing this mode has continued to increase since 1997 (with a small drop in 2002), providing the largest group of clients.
- Sports betting (1.0%), Lotto, Keno, and scratchies (0.3%) are only reported as problems by a small percentage of clients.
- Over 2003, 7.9% (362) of Helpline callers had thought about, planned, or attempted suicide, or were, at the time of assessment, at risk of suicide. 60 callers over 2003 had planned, attempted or were at risk of suicide.
- Near equal percentages of male and female problem gambler clients phoned the Helpline in 2003 (Male: 50.8%, Female: 49.2% cf Male: 61.6%; Female: 38.4% in 1998). Most family/whanau members were female (71.6%).
- Problem gamblers and family/whanau of gamblers come from a wide range of ages, with little change in age distribution from previous years. Problem gamblers are typically slightly younger than family/whanau callers.
- Maori problem gambler clients present at more than double their representation in the New Zealand population aged over 18 (27.8% cf 10.9% of the population).
- Pacific Nations clients are significantly over-represented in comparison to their representation in the New Zealand population over 18 (9.1% cf 4.7%).
- New Zealand European/Pakeha clients are under-represented (54.4% cf 78.4%).
- The percentage of Asian gamblers is in keeping with the population if the Asian Telephone Hotline's 78 clients are taken into account (7.6% cf 6.1%).
- 2,948 information packs were distributed in 2003, down 4.5% from 2002.
- 41 people per day access the Helpline website.

### Number of Clients Accessing Service

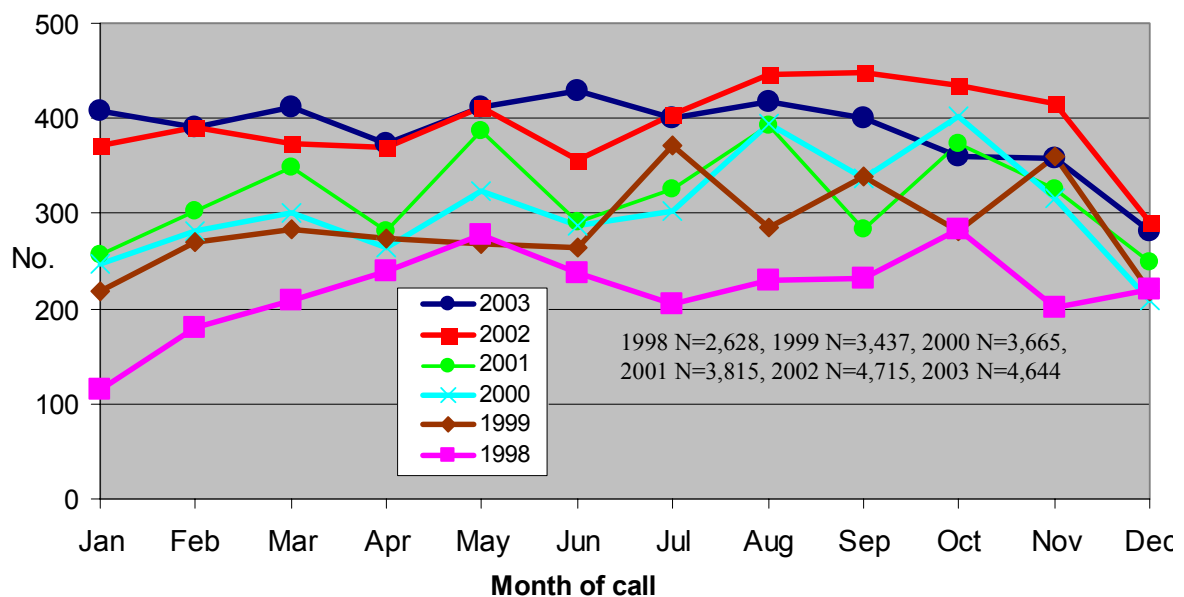
Although the number of new gamblers and their families/whanau calling the Helpline has increased substantially over the last six years, it has reduced slightly in 2003 (1.5% decrease) due to a drop off in the number of interested others.

In 2003 there were:

- 2,926 gambler clients (0.8% increase of 2,902 in 2002),
- 1,366 Significant Others (10.6% increase of 1,235 in 2002); and
- 352 Interested Others (39.1% decrease of 578 in 2002).

First time callers increased 128.4% over the 1997-2003 period, reaching a total of 4,644 in 2003.

**New Callers by Month**



**New Callers by Month**

Month of call	2003	2002	2001	2000	1999	1998
Jan	408	372	256	247	219	114
Feb	390	391	303	281	270	181
Mar	412	374	348	301	283	208
Apr	374	369	281	264	274	240
May	411	412	387	323	269	277
Jun	430	356	291	288	265	237
Jul	400	405	326	302	371	205
Aug	418	446	392	395	286	229
Sep	401	448	283	337	340	231
Oct	360	434	373	402	281	283
Nov	359	416	326	317	360	202
Dec	281	292	249	208	219	221
<b>Total</b>	<b>4,644</b>	<b>4,715</b>	<b>3,815</b>	<b>3,665</b>	<b>3,437</b>	<b>2,628</b>

Note: Comparative 1997 data is unavailable

### Telephone Helpline – Number of Client Calls

	2003	2002	2001	2000	1999	1998	1997
New calls/callers <sup>9</sup>	4,644	4,715	3,815	3,665	3,437	2,628	2,033
Followup calls	15,901	14,732	9,874	10,676	7,670	5,133	*
<b>Total</b>	<b>20,545</b>	<b>19,447</b>	<b>13,689</b>	<b>14,341</b>	<b>11,107</b>	<b>7,761</b>	<b>*</b>

\* Note: Comparative 1997 data is unavailable

#### *Trends in caller numbers*

24,937 new callers contacted the Helpline over the past seven years. There was a decrease in new calls of 1.5% in 2003. Overall the number of new callers has increased by 128.4% over the past seven years.

#### *Trends in call numbers:*

The total number of calls received in 2003 was 20,545 representing a 164.7% increase since 1998.

Nearly 90,000 calls (86,890) were received over the six year period (1997-2003). The total number of calls per year to the Helpline has more than doubled during this period.

#### *Call frequency:*

#### Number of Callers According to Frequency of Calls in 2003

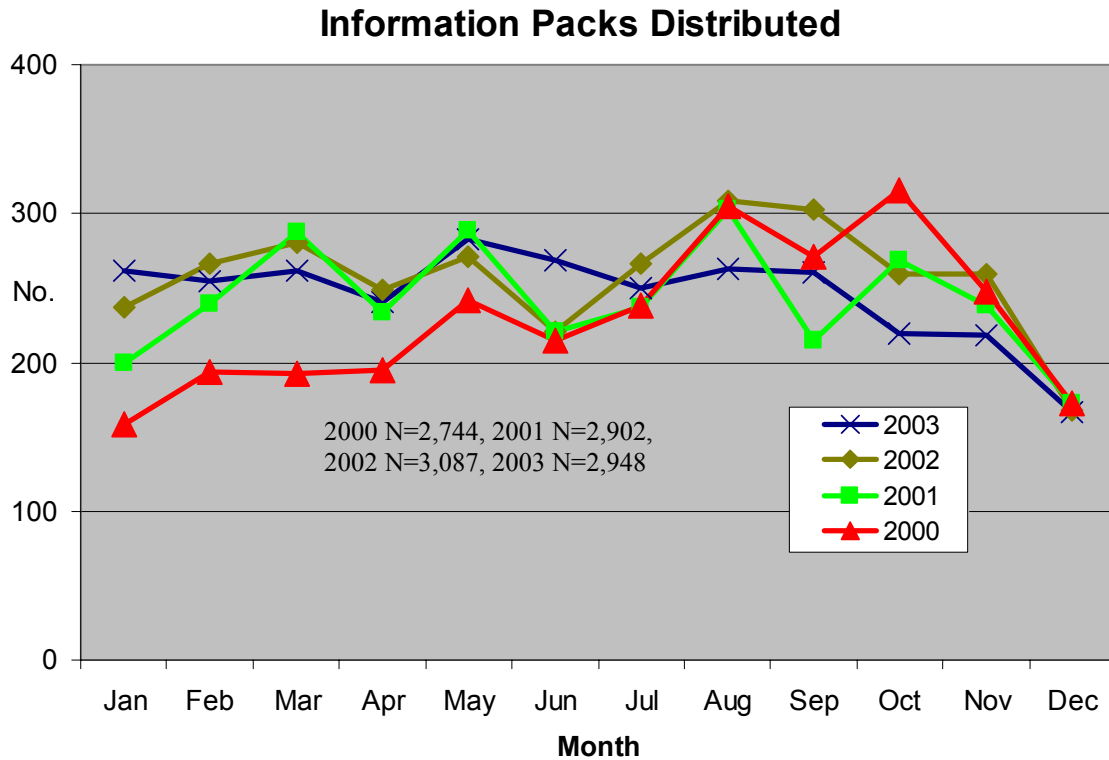
	Gambler		Significant Others		Total	
	N	%	N	%	N	%
1 call only	1,886	44.4%	1,431	80.0%	3,317	55.0%
2-4 calls	1,657	39.0%	303	16.9%	1,960	32.5%
5-9 calls	562	13.2%	50	2.8%	612	10.1%
10 + calls	140	3.3%	5	0.3%	145	2.4%
<b>Total callers</b>	<b>4,245</b>	<b>100.0%</b>	<b>1,789</b>	<b>100.0%</b>	<b>6,034</b>	<b>100.0%</b>

Over half of the gambler clients contacting the Telephone Helpline in 2003 contacted the service more than once. Significant Other clients rarely made more than one phone call (20.0%).

<sup>9</sup> NB Although the number of new calls is the same as the number of new callers, this number should not be confused with the number of once-only callers. Many new callers will make more than one call in a year and will be counted instead as multiple callers.

## Information Packs Distributed

2,948 information packs were distributed by the Telephone Helpline, a reduction of 4.5% from the previous year.



## Website “Visits”

Over 40 separate people access the site each day, which represents over 1,260 people per month. On average each person visits between two and three times.

### Website “Visits”

	<b>Total</b>
Visitor addresses	15,132
Visits to Home page	6,672
Total Visits	39,432
Visits per visitor	2.61
Visits per day	<b>108.0</b>
Visitors per day	41.5

## Client Characteristics

### *Primary Mode of Problem Gambling (Gamblers)*

The main work of the Helpline has become helping people with problems related to gaming machine gambling.

Over the years 1997-2003, gaming machines in pubs and clubs were the main reason for people calling the Helpline. With the exception of a minor decrease in 2002 the percentage of people calling about gaming machines in pubs and clubs has increased steadily since the start of data collection in 1997.

Gaming machines in casinos, although significantly lower than gaming machines in pubs and clubs, account for the next highest percentage (7.7%) of reasons for people calling the Helpline.

Gaming machines (casino and non-casino) have consistently been the main reason given, and the percentage has risen annually (1999 77.4%, 2000 86.6%, 2001 89.8%, 2002 90.3%, 2003 91.6%).

Casinos (gaming machines and tables) accounted for 10.1% of problem gamblers.

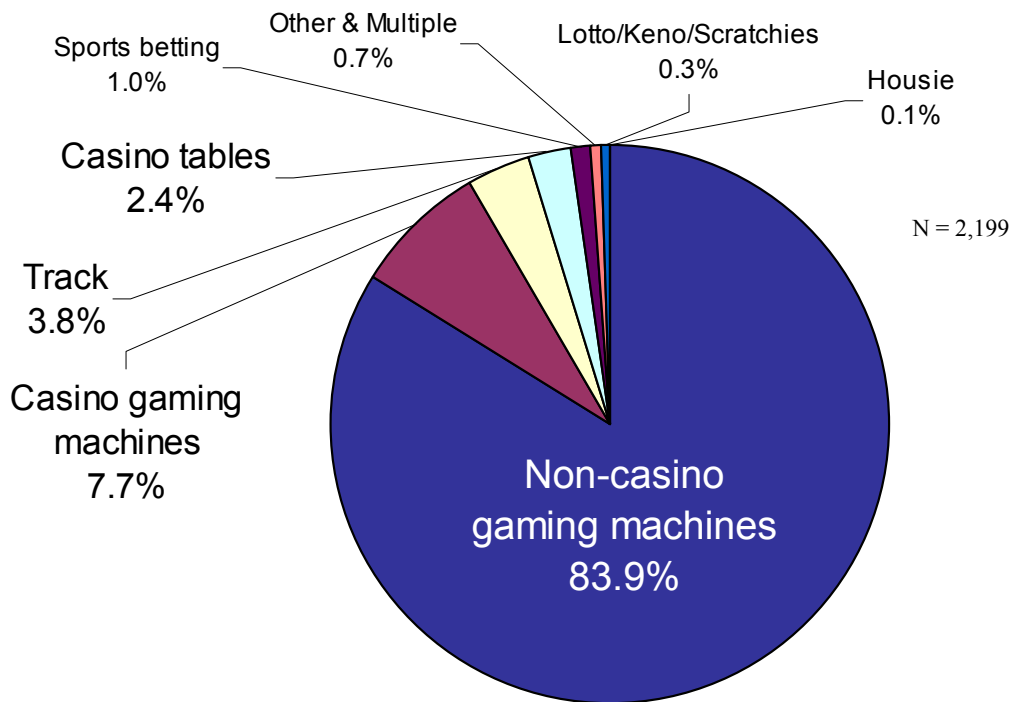
The percentage of track problem gambling presentations has been declining over the past five years (3.8% in 2003 vs 13.5% in 1999).

Declines have occurred in the percentages for casino table problem gamblers (4.3% in 1999 to 2.4% in 2003) and casino gaming machines (13.0% 1999 vs 7.7% 2003)

Lotto/Keno/scratchies has also decreased as a primary mode over the past five years (0.3%; N=7 in 2003 vs 1.4% (N=28) in 1999).

The Asian Hotline (operated separately from the main telephone helpline) showed a significantly different primary mode trend. 79.5% of gambler clients attributed their primary gambling problem to casino tables. This trend is also evident in face-to-face counselling (61.5% of Asian clients cite casino tables as their primary problem mode).

### Primary Mode of Gambling for Gamblers (New Clients)

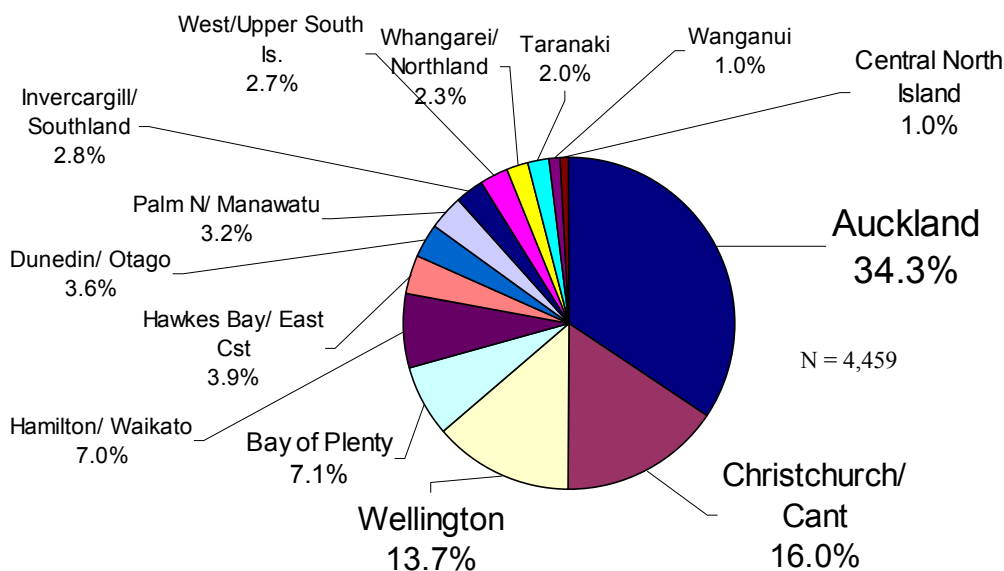


Primary Mode of Problem Gambling (New Gamblers)	2003		2002		2001		2000		1999	
	N	%	N	%	N	%	N	%	N	%
Non-casino gaming machines	1,844	83.9%	1,826	80.7%	1,677	81.8%	1,415	73.4%	1,250	64.4%
Casino gaming machines	170	7.7%	218	9.6%	164	8.0%	255	13.2%	253	13.0%
Track	84	3.8%	101	4.5%	113	5.5%	145	7.5%	263	13.5%
Casino tables	52	2.4%	66	2.9%	62	3.0%	73	3.8%	84	4.3%
Sports betting	23	1.0%	18	0.8%	8	0.4%	8	0.4%	15	0.8%
Other & Multiple	16	0.7%	26	1.1%	13	0.6%	16	0.8%	35	1.8%
Lotto/Keno/scratchies	7	0.3%	5	0.2%	9	0.4%	13	0.7%	28	1.4%
Housie	3	0.1%	4	0.2%	5	0.2%	3	0.2%	13	0.7%
<b>Total</b>	<b>2,199</b>	<b>100%</b>	<b>2,264</b>	<b>100%</b>	<b>2,051</b>	<b>100%</b>	<b>1,928</b>	<b>100%</b>	<b>1,941</b>	<b>100%</b>

### Origin of Calls

Calls were received from throughout New Zealand. Substantially more calls were received from Auckland than any of the other individual regions (34.3%). Canterbury and Wellington were the next most frequent source of callers. The percentage of calls from each region has remained markedly similar over the five years 1999-2003 with the exception of Hamilton/Waikato which is showing an upward trend (7.0% vs 5.4% 2002).

**Origin of Calls by Region (New Clients)**



**Origin of Calls by Region**

Region	2003		2002		2001		2000		1999	
	N	%	N	%	N	%	N	%	N	%
Auckland	1,530	34.3%	1,654	36.3%	1,322	35.5%	1,249	34.4%	1,124	33.4%
Christchurch/Cant	695	15.6%	730	16.0%	565	15.2%	564	15.5%	538	16.0%
Wellington	612	13.7%	567	12.5%	431	11.6%	467	12.9%	406	12.1%
Bay of Plenty	315	7.1%	275	6.0%	238	6.4%	216	6.0%	205	6.1%
Hamilton/Waikato	312	7.0%	248	5.4%	199	5.3%	182	5.0%	147	4.4%
Hawkes Bay/East Cst	172	3.9%	186	4.1%	188	5.0%	183	5.0%	120	3.6%
Dunedin/ Otago	159	3.6%	172	3.8%	162	4.3%	151	4.2%	206	6.1%
Palm N/ Manawatu	142	3.2%	157	3.4%	149	4.0%	146	4.0%	160	4.8%
Invercargill/Southland	125	2.8%	142	3.1%	96	2.6%	104	2.9%	86	2.6%
West/Upper South Is.	122	2.7%	147	3.2%	130	3.5%	119	3.3%	126	3.7%
Whangarei/Northland	98	2.2%	105	2.3%	93	2.5%	78	2.1%	66	2.0%
Taranaki	90	2.0%	75	1.6%	70	1.9%	69	1.9%	90	2.7%
Wanganui	44	1.0%	48	1.1%	51	1.4%	45	1.2%	44	1.3%
Central North Island	43	1.0%	46	1.0%	32	0.9%	57	1.6%	49	1.5%
<b>Total</b>	<b>4,459</b>	<b>100.0</b>	<b>4,552</b>	<b>100.0</b>	<b>3,726</b>	<b>100.0</b>	<b>3,630</b>	<b>100.0</b>	<b>3,367</b>	<b>100.0</b>

**Reasons for Call: Gambling, Family/Whanau & Others**

Most people (68.2%) phone the Telephone Helpline because of their own gambling problem. The service is also available to the family/whanau of gamblers. 1,366 relatives/friends of gamblers phoned for help for the first time in the year 2003. These proportions are similar to those in previous years.

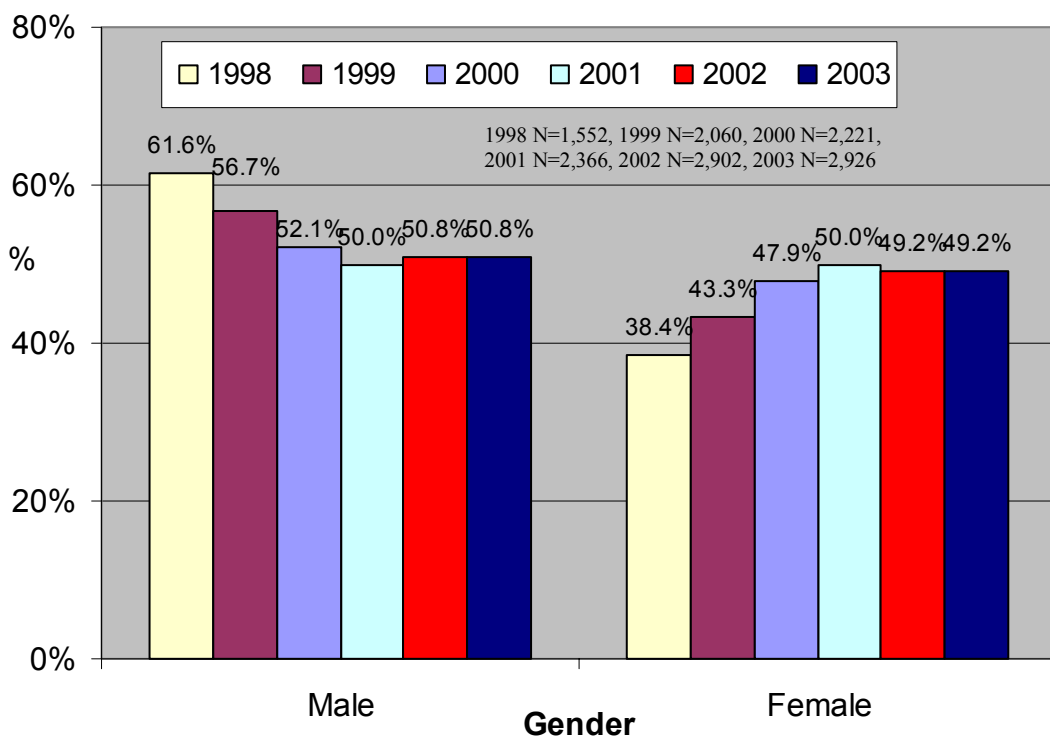
Type of Client (new clients)	2003		2002		2001		2000		1999		1998	
	N	%	N	%	N	%	N	%	N	%	N	%
Gambler	2926	68.2	2902	70.1	2366	68.2	2221	65.5	2060	65.8	1552	64.1
Significant Other	1366	31.8	1235	29.9	1101	31.8	1171	34.5	1071	34.2	868	35.9
<b>Total<sup>10</sup></b>	<b>4292</b>	<b>100.0</b>	<b>4137</b>	<b>100.0</b>	<b>3467</b>	<b>100.0</b>	<b>3392</b>	<b>100.0</b>	<b>3131</b>	<b>100.0</b>	<b>2420</b>	<b>100.0</b>

**Gender - Gamblers and Family/Whanau/Others**

The number of female problem gamblers has continued to increase steadily and has now caught up with the number of males. An almost equal number of male and female problem gamblers contacted the Helpline in 2003 (Male: 50.8%, Female: 49.2%). In 1998, the ratio was nearer to two males for every female. Female problem gamblers have increased from 38.4% of new callers in 1998 to 49.2% in 2003.

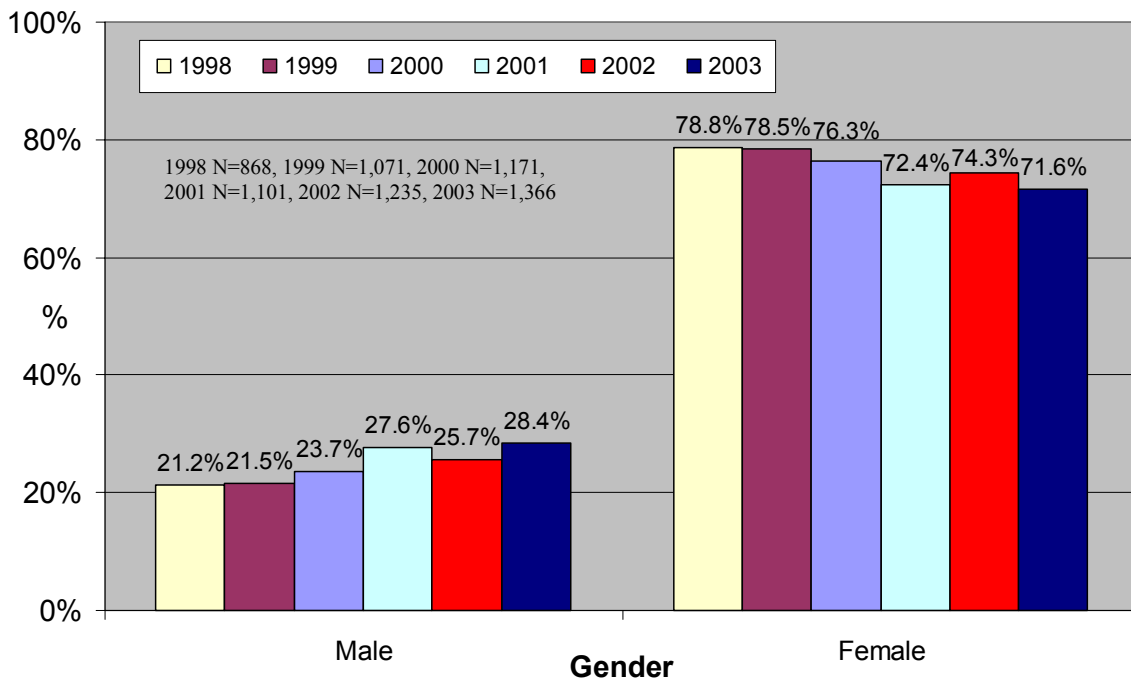
The clear majority of family/whanau members making contact were female (71.6%). For all clients, especially gambler clients, the trend so far has been towards a reduction in gender differences.

**Gender of Gamblers (new clients)**



<sup>10</sup> Excludes people calling solely for information.

**Gender of family/whanau (new clients)**

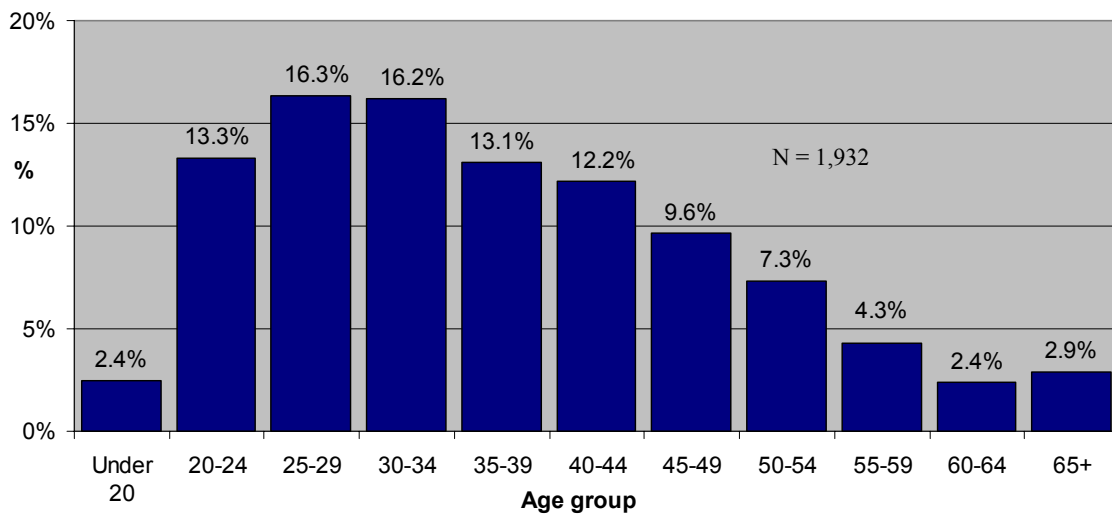


**Age Distribution**

**Gamblers:**

Problem gamblers contacting the Telephone Helpline vary widely in age. Almost half of problem gamblers are under 35 (48.2%) and almost 16% are under 25.

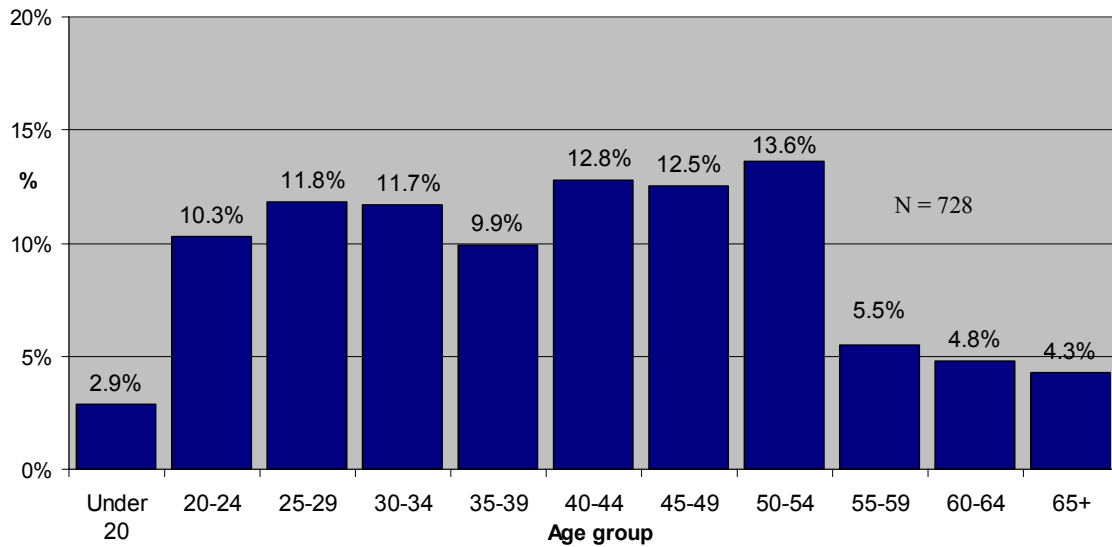
**Age distribution of gamblers (new clients)**



**Family/Whanau/Others:**

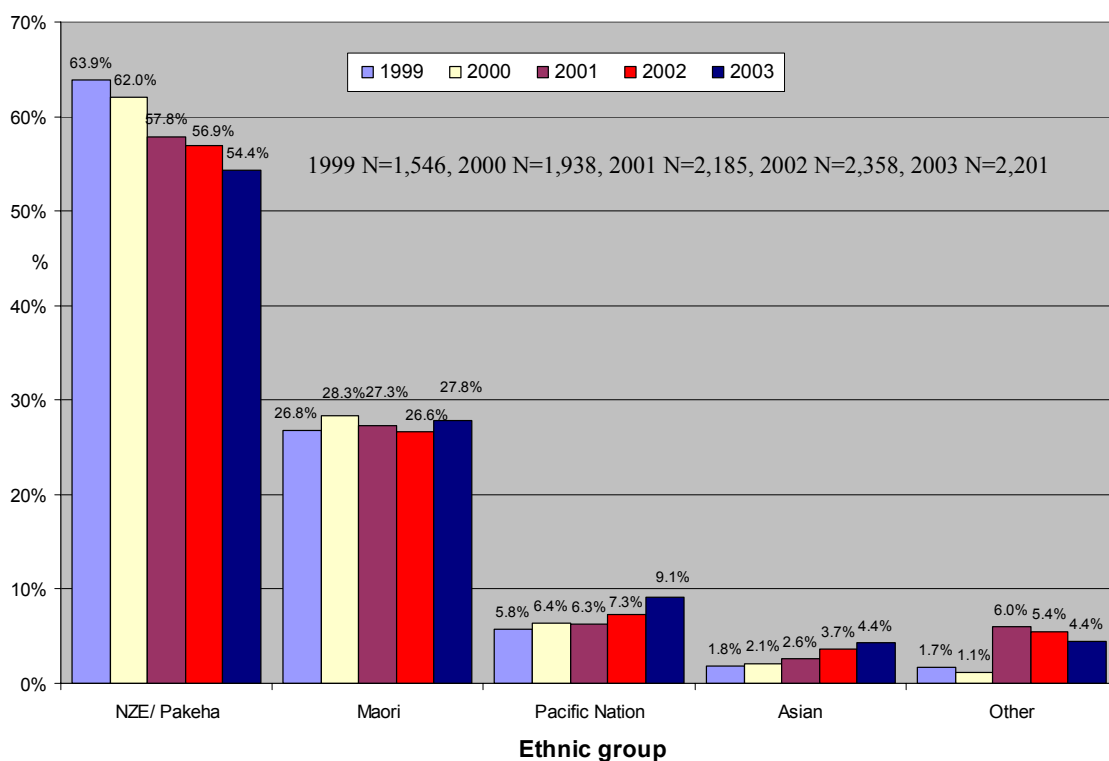
Family/whanau members are slightly older than problem gamblers with fewer young callers (36.7% aged under 35) and a greater proportion of older callers (9.1% aged 60 and over).

**Age distribution of family/whanau (new clients)**



**Ethnicity – Gamblers**

**Ethnicity of gamblers (new clients)**



### Ethnicity of Gamblers (New Clients)

Ethnicity	2003		2002		2001		2000		1999	
	N	%	N	%	N	%	N	%	N	%
NZE/ Pakeha	1,197	54.4%	1,342	56.9%	1,263	57.8%	1,201	62.0%	988	63.9%
Maori	611	27.8%	628	26.6%	596	27.3%	549	28.3%	414	26.8%
Pacific Nation	200	9.1%	173	7.3%	138	6.3%	125	6.4%	89	5.8%
Asian	96 <sup>11</sup> (174)	4.4% (7.6%)	87	3.7%	56	2.6%	41	2.1%	28	1.8%
Other	97	4.4%	128	5.4%	132	6.0%	22	1.1%	27	1.7%
<b>Total</b>	<b>2,201</b>	<b>100%</b>	<b>2,358</b>	<b>100%</b>	<b>2,185</b>	<b>100%</b>	<b>1,938</b>	<b>100%</b>	<b>1,546</b>	<b>100%</b>

When compared to the ethnic profile of the New Zealand population aged 18+<sup>12</sup> the ethnic profile of problem gamblers shows:

- Lower proportions for New Zealand European/Pakeha clients (54.4% of problem gambling clients cf 78.4% of 2001 population 18+).
- The percentage of Asian gamblers is in keeping with the population if the Asian Telephone Hotline's 78 clients are taken into account (as high as 7.6%<sup>13</sup> of problem gambling clients cf 6.1% of 2001 18+ population).
- Greater presentations for Maori clients (27.8% of problem gambling clients cf 10.9% of 2001 population 18+) and for Pacific Nations clients (9.1% cf 4.7% of 2001 population 18+).
- The number of Asian gambler clients receiving service from either the general Telephone Helpline, or the new Asian Telephone Hotline, was as high as 174 in 2003.
- It is important to take into account the age structure of the client base in which half of all clients are under 35 years old. In the 20-34 NZ population age group: 16.6% are Maori, 6% Pacific and 8.5% Asian.
- The current age structure of the NZ population has high proportions of Maori, Pacific and Asian in the 15-19 year age range (19.3% Maori, 8.3% Pacific and 10.5% Asian). This could have a significant impact on future problem gambling client presentation rates.

<sup>11</sup> The Telephone Helpline figure excludes the 78 Asian gambler clients receiving services in 2003 from the Asian Telephone Hotline. When included, Asian is 7.6%.

<sup>12</sup> There are very few clients under 18 years old. See Appendix 2 for notes on population statistics.

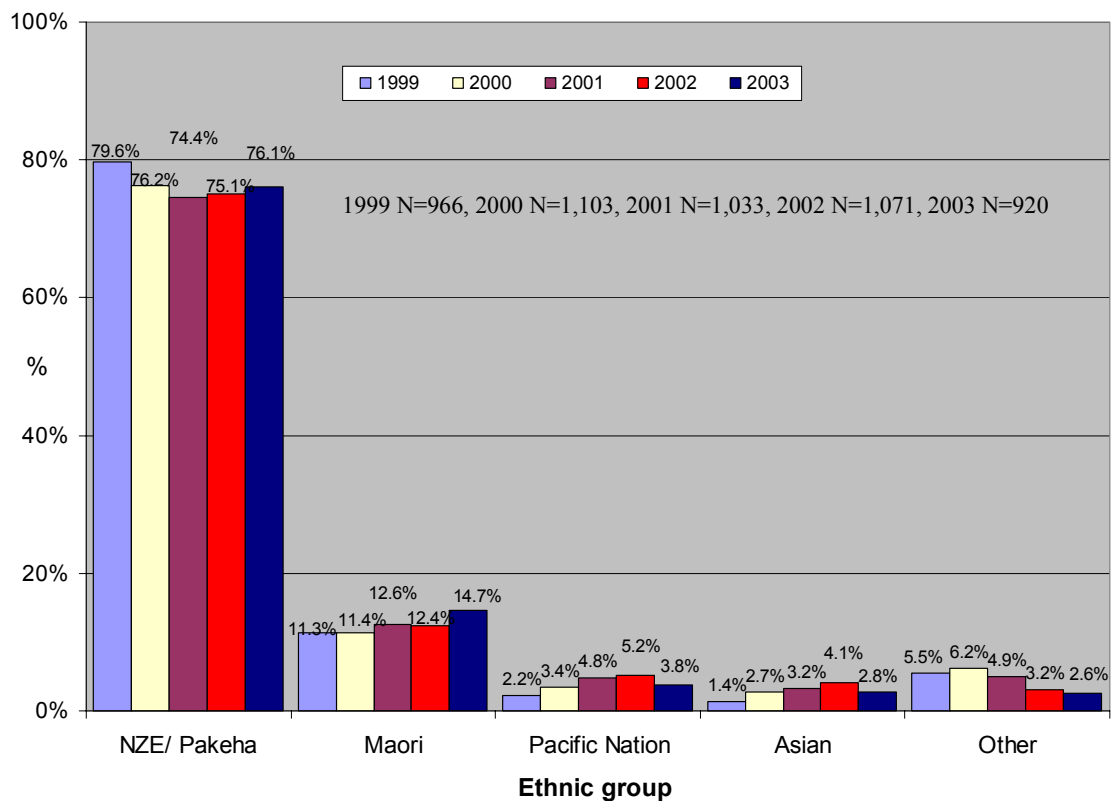
<sup>13</sup> Because it is possible that some Asian clients contacted both services, this figure should be interpreted as an upper limit.

***Ethnicity - Family/Whanau/Others***

For the family/whanau of clients, the pattern is slightly different:

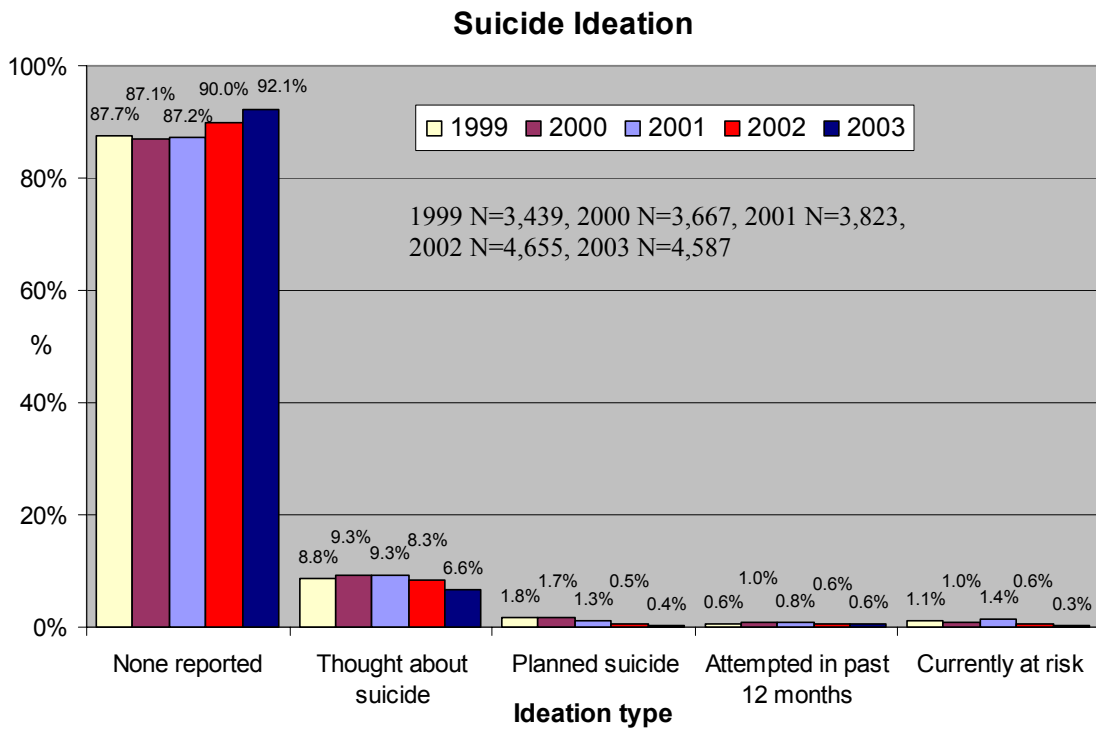
- The percentage of New Zealand European/Pakeha family/whanau callers is about the same as the general population (76.1% for callers cf 78.4% of 2001 population 18+) whereas the percentage of Maori family/whanau callers is higher (14.7% cf 10.9%).
- Pacific Nation clients are in proportion to their population (3.8% for callers cf 4.7% of 2001 population 18+).
- Asian family clients are slightly over-represented, if the 66 family/whanau clients served by the separate Asian Telephone helpline are also taken into account (as high as 9.3% of clients cf 6.1% of 2001 population 18+).

**Ethnicity of family/whanau (new clients)**



**Suicide Ideation (Gambler/ Family-whanau)**

A small but significant percentage (7.9%) of callers have considered or are considering suicide at the time they call the Helpline. 6.6% thought about suicide; 0.4% had planned suicide; 0.6% had attempted suicide in the past 12 months. 0.3% (15 clients) were currently at risk of suicide.



**Suicide Ideation**

	2003		2002		2001		2000		1999	
	N	%	N	%	N	%	N	%	N	%
None reported	4,225	92.1%	4,188	90.0%	3,334	87.2%	3,194	87.1%	3,015	87.7%
Thought about suicide	302	6.6%	387	8.3%	354	9.3%	340	9.3%	303	8.8%
Planned suicide	17	0.4%	23	0.5%	48	1.3%	63	1.7%	63	1.8%
Attempted in past 12 months	28	0.6%	27	0.6%	32	0.8%	35	1.0%	19	0.6%
Currently at risk	15	0.3%	30	0.6%	55	1.4%	35	1.0%	39	1.1%
<b>Total</b>	<b>4,587</b>	<b>100%</b>	<b>4,655</b>	<b>100%</b>	<b>3,823</b>	<b>100%</b>	<b>3,667</b>	<b>100%</b>	<b>3,439</b>	<b>100%</b>

## Face-to-Face Counselling Services

### Service Delivery

Face-to-face counselling services provide an in-depth face-to-face service including brief advice, assessment, counselling, education and therapy. Services are located in major cities and towns throughout the country, with a number of outreach clinics operating to service smaller areas.

### *Numbers of Clients*

4,351 clients received face-to-face problem gambling counselling services during 2003.

Just over three-quarters (3,284) of these clients were “new” (that is, had *not* received counselling for gambling-related problems in the past). A person is counted as a new client when they have their first face to face appointment, usually an assessment of their gambling related problems.

An additional number of people contact face-to-face counselling services on a one-off basis for information and advice but do not continue to the next stage of an appointment.

In addition to the new clients for the year 2003, the services catered for 768 “brought-forward” clients (began their treatment in previous years) and 299 “repeat” clients (previously discharged and re-presented for further treatment).

**Face-to-face Counselling Services: Total Clients by Type**

	2003		2002		2001		2000		1999		1998		1997	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
New clients	3284	75.5	2472	72.9	2202	75.1	1937	78.8	1554	67.1	1347	74.3	796	86.2
Brought forward clients	768	17.7	694	20.5	566	19.3	400	16.3	684	29.5	448	24.7	126	13.7
Repeat admission clients	299	6.9	227	6.7	166	5.7	122	5.0	79	3.4	18	1.0	1	0.1
<b>Total</b>	<b>4351</b>	<b>100</b>	<b>3393</b>	<b>100</b>	<b>2934</b>	<b>100</b>	<b>2459</b>	<b>100</b>	<b>2317</b>	<b>100</b>	<b>1813</b>	<b>100</b>	<b>923</b>	<b>100</b>

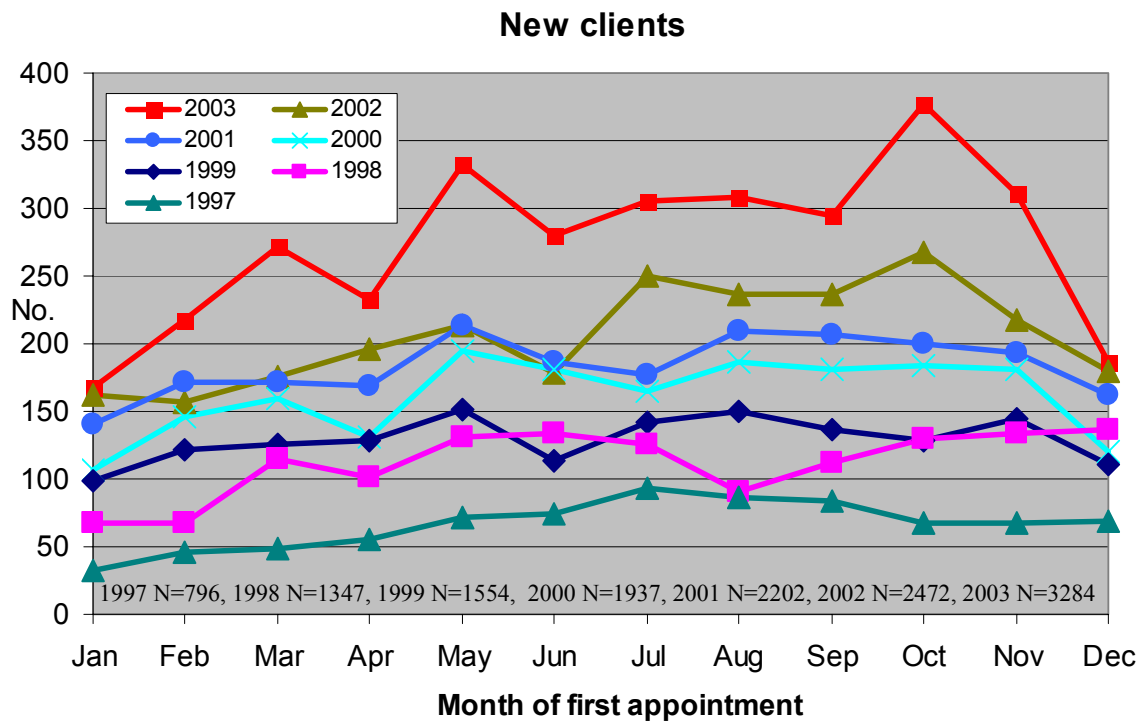
Over the past seven years, 13,592 people have received face-to-face counselling for gambling problems.

New client numbers continued to grow with an increase of 32.8% from 2002. This represents growth of 312.6% since 1997.

In 2003, total client numbers grew by 28.9%. Since 1997, the total number of clients has more than quadrupled from 923 to 4,351, a growth of 371.4%.

There has also been a steady but relatively small increase in the percentage of repeat admission clients.

*Monthly Spread for New Client Admissions*



**New Clients**

Month of first appointment	2003	2002	2001	2000	1999	1998	1997
Jan	167	162	141	107	99	67	32
Feb	218	157	171	146	122	68	46
Mar	271	176	172	160	126	115	49
Apr	233	196	169	131	128	102	56
May	332	214	214	194	151	131	71
Jun	280	179	186	181	114	134	74
Jul	305	250	177	165	142	126	93
Aug	308	236	210	187	150	91	87
Sep	295	237	207	181	137	112	84
Oct	377	267	200	184	129	130	68
Nov	311	218	193	181	145	134	67
Dec	187	180	162	120	111	137	69
<b>Total</b>	3,284	2,472	2,202	1,937	1,554	1,347	7,96

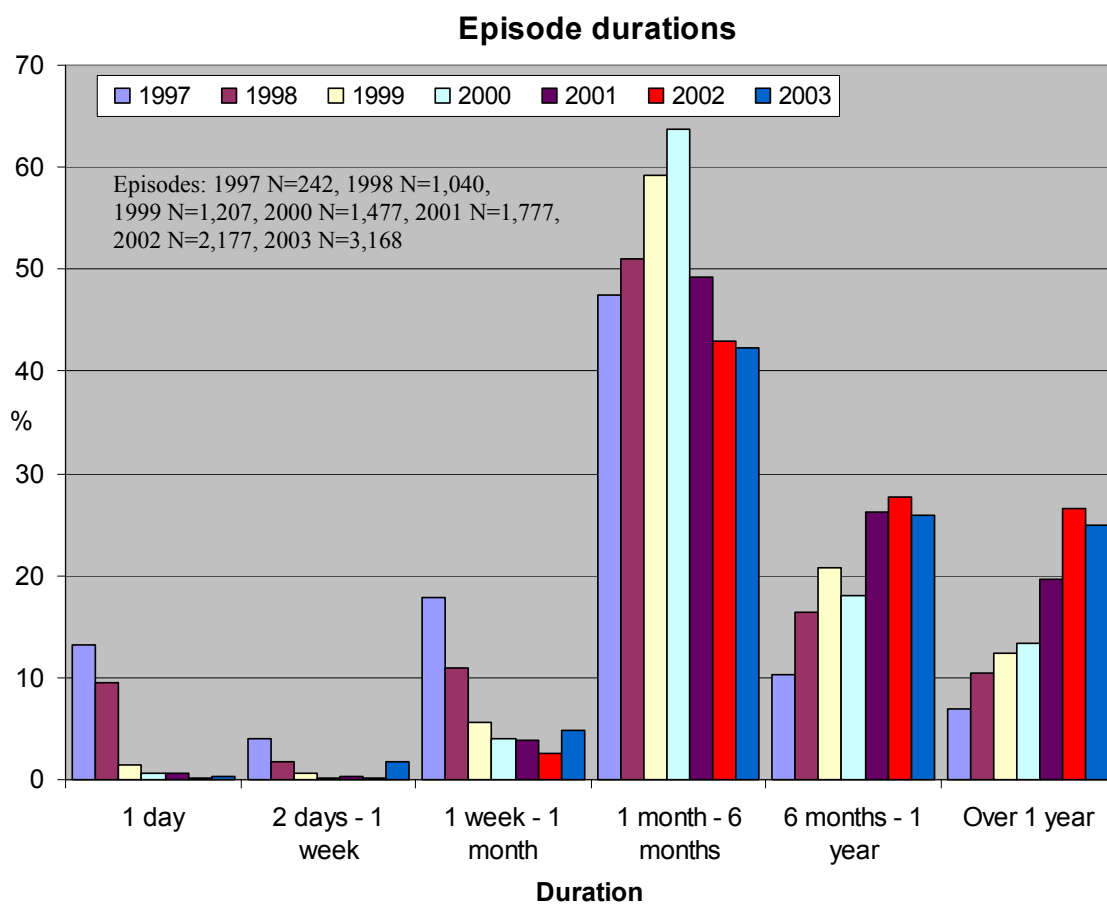
## Time Spent in Treatment

### Duration of Treatment Episodes

A treatment episode is the time span a person attends for counselling from assessment to discharge. Clients receiving problem gambling services remain in treatment for varying lengths of time.

Generally over the past seven years clients are staying in treatment longer but in 2003 the time spent in treatment decreased from 2002.

The number of clients who have attended counselling services for more than six months (50.8%) and for more than one year (24.9%) seems to have reached a plateau.



### Hours of Treatment Received

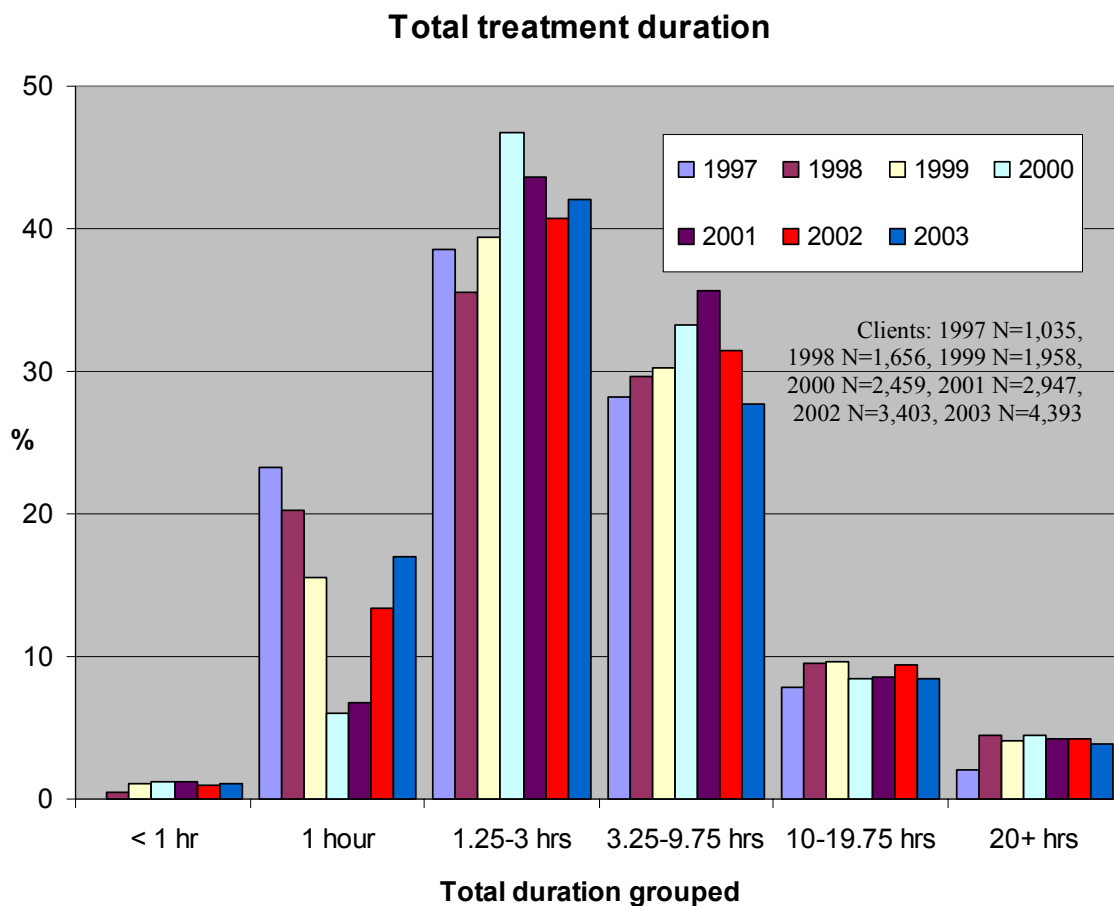
Optimum treatment time for problem gambling has not been established.

Service delivery statistics show clients have very different patterns of attendance, tending to indicate the need for a variety of time frames spanning from very brief “one-off” contacts to longer-term interventions of over ten sessions. When compared to previous years, the figures indicate minor changes in the pattern of hours of treatment received.

The majority of clients (82%) continue counselling past the first session. Just over 18% of clients in 2003 received one hour or less of counselling. This is about the same as in 1999, and lower than in 1997 and 1998, but represents an increase over levels in 2000, 2001, and 2002.

Just over 60% of all clients received up to three hours of counselling.

Approximately 28% received over three but less than ten hours of treatment in total.



## Client Characteristics<sup>14</sup>

### Overview

- 34.2% of new clients attending face-to-face counselling services are in the Auckland area.
- The majority of new gambler clients are male (54.7%) and the majority of new family/whanau members are female (65.8%).
- The proportion of new female problem gambler clients has increased by 16.3 percentage points since 1997. This is even more significant in terms of whole numbers given the increase in total client numbers. In 1997 there were 184 new female clients out of a total of 632 new clients<sup>15</sup>, and in 2003 there were 1,071 new female clients out of a total of 2,365 new clients<sup>16</sup>. The number of new female gamblers has dramatically risen since 1997 with an increase of 482%.
- 76.7% of clients state that non-casino gaming machines are their main gambling problem.
- 21.5% of those clients who give an additional type of gambling problem state Lotto/Keno/scratchies.
- Even though Lotto/Keno/scratchies are only cited by 0.8% as a primary problem, when primary and additional modes are combined the proportion is much higher (5.4% in 2003).
- New female problem gamblers report gaming machines (non-casino and casino) as their primary problem (94.5% for females cf 79.8% for males).

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<sup>14</sup> Differences in the total numbers of clients in the tables in this section occur due to missing data in certain categories.

<sup>15</sup> This is the total number of clients for whom a gender was recorded.

<sup>16</sup> See previous footnote.

### ***Main Mode of Problem Gambling (New Gambler Clients)***

Most clients were able to identify a “main” or “primary” mode of problem gambling. All clients who receive problem gambling counselling are asked what type or mode of gambling is causing them the most problems (main or primary mode). They are also asked if additional types or modes of gambling caused them problems. 24.4% of all new gambler clients identifying a primary mode of problem gambling also identified additional modes of problem gambling.

Just over three-quarters of all clients receiving problem gambling counselling seek help due to problems related to gambling on gaming machines in pubs and clubs (76.6%). The trend over the past years has been for this percentage to steadily increase.

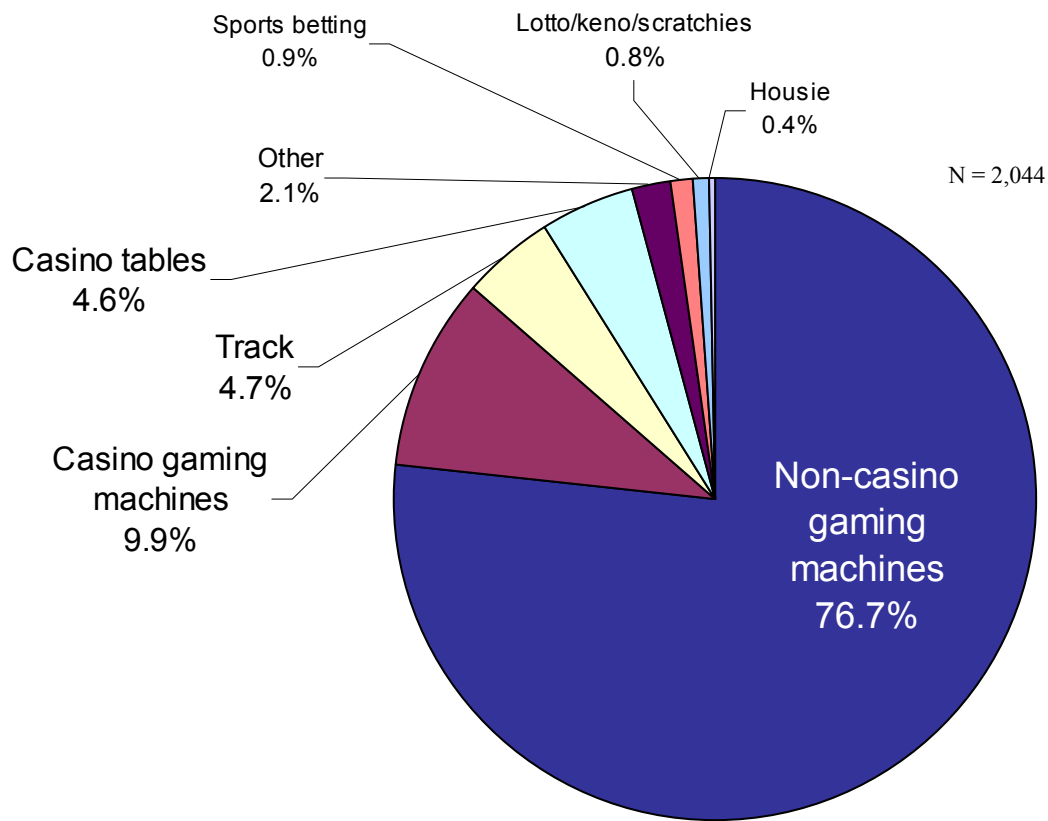
The next most frequently cited modes of problem gambling are casino gaming machines, track gambling, and casino tables (9.9%, 4.7%, and 4.6% respectively). Even combined these are still significantly less cited than non-casino gaming machines (76.7%).

The proportion of clients reporting track gambling as a primary mode of problem gambling has shrunk to nearly a quarter of its 1997 size (4.7% in 2003 cf 18.4% in 1997). The actual number of clients reduced far less dramatically (96 in 2003 cf 113 in 1997).

Gaming machines (casinos and non-casinos) are the primary mode of problem gambling for 86.2% of new gambling clients receiving treatment. This represents continued growth since 1997 (1997: 67.8%, 1998: 71.6%, 1999: 75.6%, 2000: 81.3%, 2001: 84.1%, 2002: 86.3%, 2003: 86.6%).

Casino gaming machines and casino tables combined are the primary gambling modes cited by 14.5% of new gambling clients. The percentage of problem gambling related to Casino gaming machines and Casino tables has shown a decline over the years.

**Primary Mode of Gambling for Gamblers (New Clients)**



**Gamblers Primary Mode of Problem Gambling (New Clients)**

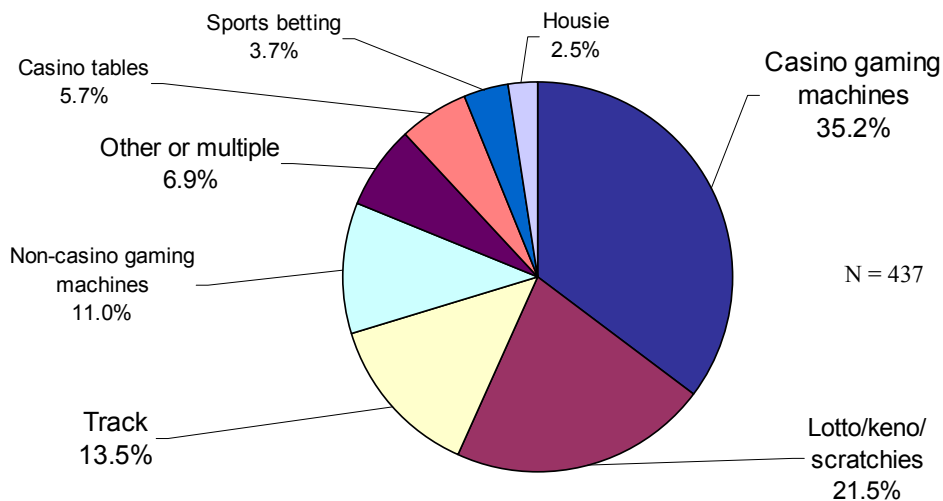
	2003	2002	2001	2000	1999	1998	1997
Non-casino gaming machines	76.7%	75.1%	71.7%	68.7%	60.9%	56.1%	56.9%
Casino gaming machines	9.9%	11.2%	12.4%	12.6%	14.7%	15.5%	10.9%
Track	4.7%	6.7%	8.1%	10.3%	14.7%	15.3%	18.4%
Casino tables	4.6%	4.9%	5.3%	5.6%	6.8%	9.9%	10.1%
Other	2.1%	0.7%	1.3%	1.4%	1.4%	2.0%	2.6%
Sports betting	0.9%	0.6%	0.5%	0.4%	0.9%	0.8%	0.8%
Lotto/Keno/scratchies	0.8%	0.6%	0.4%	0.8%	0.2%	0.4%	0.2%
Housie	0.4%	0.3%	0.5%	0.2%	0.4%	0.1%	0.2%
<b>N</b>	2,044	1,771	1,497	1,330	1,119	1,009	615

**Additional Mode of Problem Gambling (New Gambler Clients)**

Some people who have a problem with gambling will have more than one type or mode of gambling causing problems. 24.4% of new gambler clients who identify a primary mode of problem gambling also identified additional modes of gambling causing problems.

In past years, non-casino gaming machines, casino gaming machines, and track have been the main additional modes cited. In 2001, these were joined by Lotto/Keno/scratchies. Track betting, which has been one of the “main” additional modes since 1997, has dropped from 29.5% in 1998 to 13.5% in 2003. Casino gaming machines have increased by 27.3% since 2002 as an additional mode of gambling. Sports betting and housie feature as an additional rather than a main mode of problem gambling, but in comparatively small numbers. These modes of gambling rarely appear as a primary mode of gambling.

**Additional Mode of Gambling for Gamblers (New Clients)**



**Gamblers Additional Mode of Problem Gambling (New Clients)**

	2003	2002	2001	2000	1999	1998	1997
Casino gaming machines	35.2%	25.3%	23.3%	20.6%	21.4%	18.2%	15.7%
Lotto/Keno/scratchies	21.5%	18.2%	23.1%	12.9%	7.7%	5.8%	10.0%
Track	13.5%	19.2%	16.6%	24.4%	23.9%	29.5%	20.5%
Non-casino gaming machines	11.0%	19.0%	17.6%	19.0%	22.4%	25.8%	24.0%
Other or multiple	6.9%	3.5%	7.0%	8.3%	9.0%	3.7%	9.6%
Casino tables	5.7%	7.1%	5.8%	6.7%	9.4%	9.5%	12.7%
Sports betting	3.7%	4.4%	4.5%	4.4%	5.1%	5.5%	3.5%
Housie	2.5%	3.3%	2.0%	3.8%	1.1%	2.1%	3.9%
<b>N</b>	<b>437</b>	<b>479</b>	<b>601</b>	<b>505</b>	<b>468</b>	<b>380</b>	<b>229</b>

### *Primary and Additional Mode Combined (New Gambler Clients)*

The combined primary and additional mode totals for each mode show the numbers of people experiencing gambling problems with each particular form of gambling. The data shows the effect of including “additional mode” with total numbers in each mode.

The various different combinations clients can select from primary and additional modes of problem gambling results in multiple responses for the same people. The data primarily indicates the changing trend in total numbers affected by different modes when primary and additional modes are considered together. Even though Lotto/Keno/scratchies are a primary mode for only 0.8%, they are cited as a problem by nearly seven times that (5.4%). Track and casino gaming machines also feature more significantly.

The major presenting mode remains non-casino gaming machines.

#### Primary and Additional Mode Combined

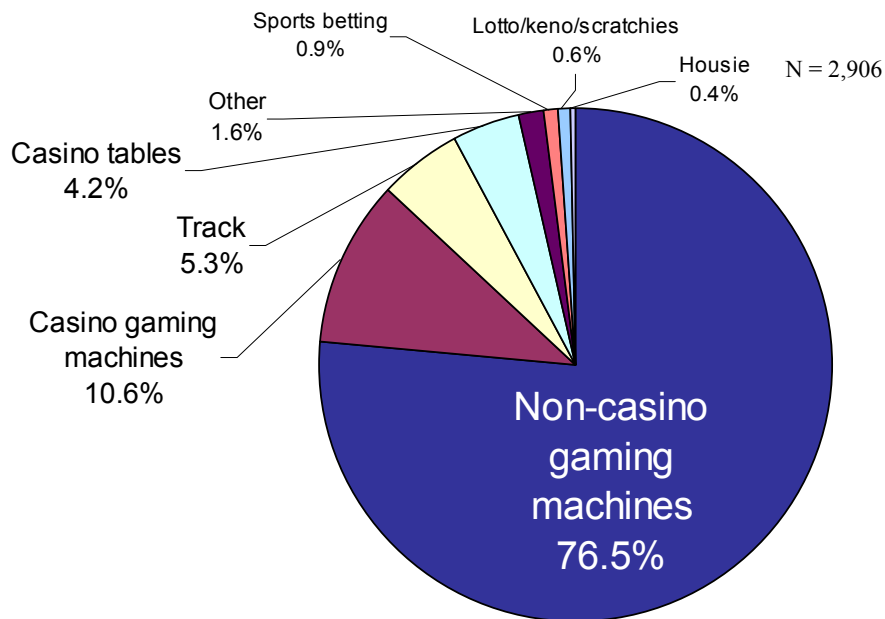
Gambling mode	Primary mode N		Additional mode N		Either Primary or Additional mode Total N		% of new gambler clients (with mode data)  Client N: 2002 = 1,771, 2003 = 2,044	
	2003	2002	2003	2002	2003	2002	2003	2002
Non-casino Gaming Machines	1,568	1,330	48	91	1,616	1,421	79.1	80.2
Casino Gaming Machines	202	198	154	121	356	319	17.4	18.0
Track	96	118	59	92	155	210	7.6	11.9
Casino Tables	94	86	25	34	119	120	5.8	6.8
Lotto/Keno/ scratchies	16	10	94	87	110	97	5.4	5.5
Other	42	13	30	17	72	30	3.5	1.7
Sports Betting	18	11	16	21	34	32	1.7	1.8
Housie	8	5	11	16	19	21	0.9	1.2
					Inappropriate to total due to multiple responses		Inappropriate to total due to multiple responses	

Note: The number of individual clients for 2003 who gave primary mode and additional mode data is 2,044; this is the number used to get percentage rates.

**Main Mode of Problem Gambling (All Gambler Clients)**

The pattern for all gambler clients (i.e. “brought forward” and “repeat” gambler clients as well as “new” gambler clients) was very similar to that for new gambler clients. This is not particularly surprising given that new clients typically make up about three-quarters of all clients. Non-casino gaming machines dominate with 76.5% followed by casino gaming machines on 10.6%.

**Primary Mode of Gambling for Gamblers (All Clients)**



**Gamblers' Primary Mode of Problem Gambling (All Clients)**

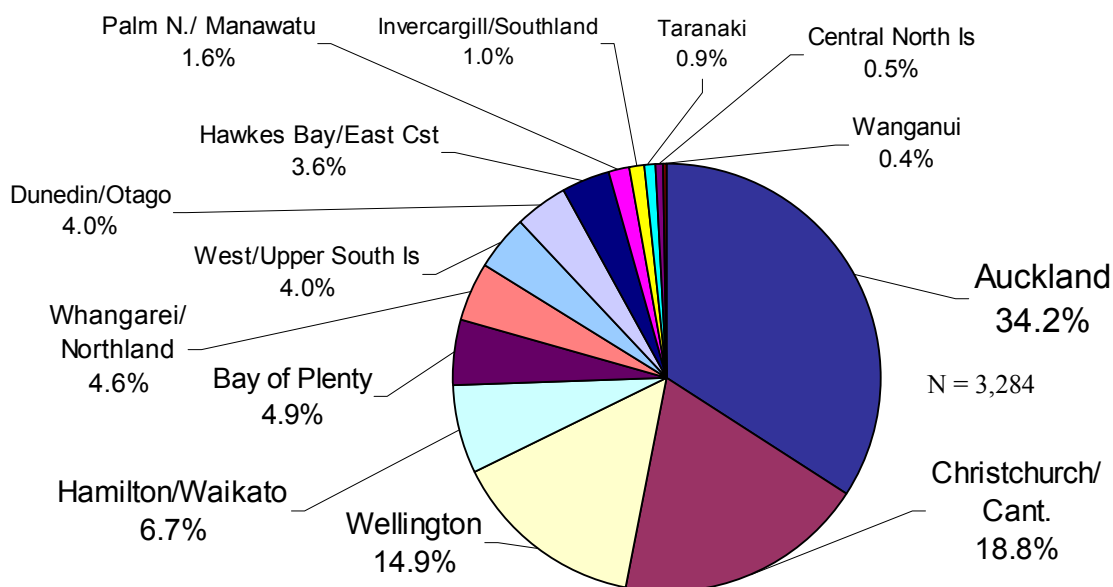
	2003	2002	2001	2000	1999	1998	1997
Non-casino gaming machines	76.5%	73.3%	70.2%	66.2%	59.7%	56.4%	56.8%
Casino gaming machines	10.6%	11.9%	12.8%	13.2%	15.9%	14.9%	9.7%
Track	5.3%	7.7%	9.4%	11.8%	14.5%	16.1%	19.5%
Casino tables	4.2%	4.8%	5.1%	5.8%	7.0%	9.1%	10.6%
Other	1.6%	0.9%	1.5%	1.6%	1.5%	2.3%	2.4%
Sports betting	0.9%	0.8%	0.3%	0.5%	0.9%	0.8%	0.7%
Lotto/Keno/scratchies	0.6%	0.5%	0.3%	0.7%	0.2%	0.4%	0.1%
Housie	0.4%	0.2%	0.3%	0.2%	0.3%	0.1%	0.1%
<b>N</b>	2,906	2,469	2,045	1,688	1,272	1,196	699

### Geographic Spread of Client Access to Services (New Clients)

Just over a third of new clients (34.2%) attending face-to-face counselling services are in the Auckland area. This proportion was much higher when services were not available around the country (55.3% in 1997).

The main centres also service outlying areas with clinics. Clinic clients are included in the main centre totals.

#### New Clients by Main Geographic Location



#### Main Geographic Location by Clinic Location

Region	2003		2002		2001		2000		1999	
	N	%	N	%	N	%	N	%	N	%
Auckland	1,122	34.2%	836	33.8%	737	33.8%	592	30.9%	614	40.2%
Christchurch/ Cant.	618	18.8%	471	19.1%	438	19.6%	470	24.0%	356	22.7%
Wellington	488	14.9%	370	15.0%	272	12.4%	293	15.1%	264	16.7%
Hamilton/Waikato	219	6.7%	103	4.2%	110	4.9%	123	6.3%	92	5.9%
Bay of Plenty	160	4.9%	98	4.0%	91	4.1%	73	3.7%	62	3.9%
Whangarei/Northland	152	4.6%	78	3.2%	41	1.9%	34	1.8%	19	1.2%
West/Upper South Is	132	4.0%	51	2.1%	71	3.2%	17	0.9%	0	0.0%
Dunedin/Otago	131	4.0%	152	6.1%	160	7.3%	152	7.8%	76	4.8%
Hawkes Bay/ East Coast	119	3.6%	126	5.1%	84	3.8%	28	1.4%	0	0.0%
Palm N./ Manawatu	53	1.6%	65	2.6%	71	3.2%	87	4.5%	36	2.3%
Invercargill/Southland	32	1.0%	39	1.6%	35	1.5%	11	0.6%	0	0.0%
Taranaki	28	0.9%	23	0.9%	18	0.8%	0	0.0%	0	0.0%
Central North Island	17	0.5%	42	1.7%	48	2.1%	41	2.1%	0	0.0%
Wanganui	13	0.4%	18	0.7%	26	1.2%	16	0.8%	35	2.2%
<b>Total</b>	<b>3,284</b>	<b>100.0</b>	<b>2,472</b>	<b>100.0</b>	<b>2,202</b>	<b>100.0</b>	<b>1,937</b>	<b>99.9</b>	<b>1,554</b>	<b>100.0</b>

### *Client Composition: Gamblers, Family/Whanau & Others (New Clients)*

Most people (72.1%) arrived at a service for help for their own gambling problem. A smaller proportion (20.2%) sought help as a family/whanau member of a gambler. The remainder (7.7%) fell into the category of “Other” such as friends/employers of gamblers.

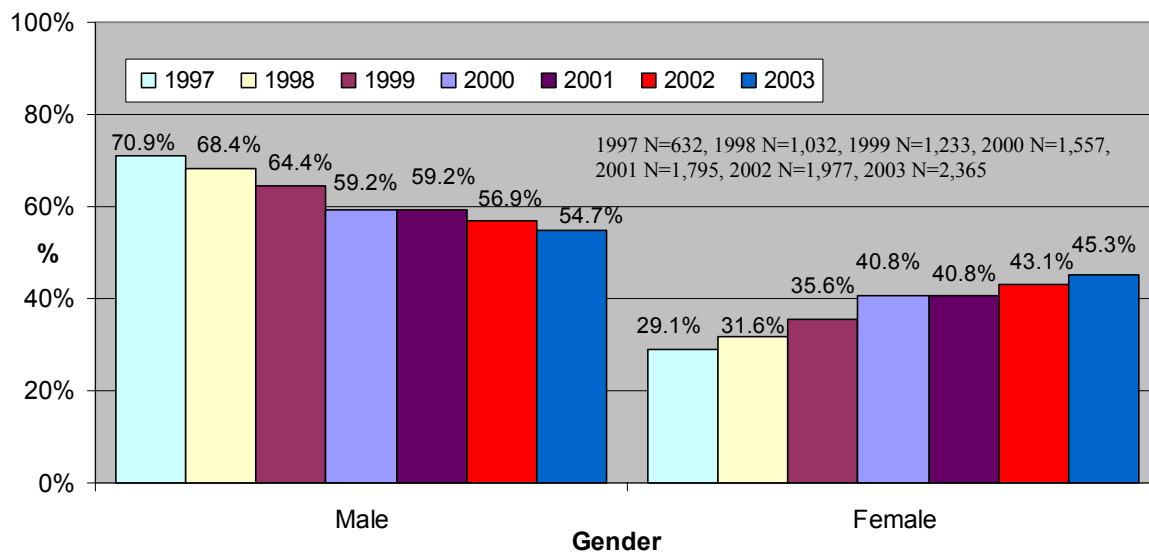
Type of Client (New Clients)	N	%
Gambler	2,368	72.1%
Family member	662	20.2%
Other person affected	253	7.7%
<b>Total</b>	<b>3,283</b>	<b>100.0%</b>

### *Gender - Gamblers and Family/Whanau of Gamblers (New Clients)*

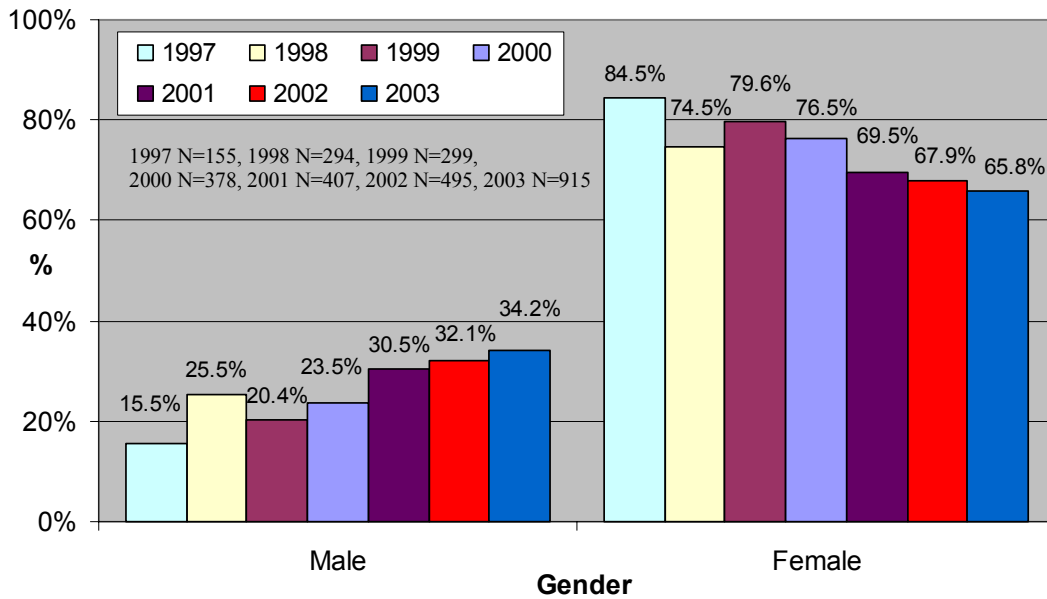
Most problem gamblers attending treatment services are male (54.7%); most family/whanau members attending services are female (65.8%).

A steady increase in the proportion of female gambler clients has occurred over the years 1997-2003. (1997: 29.1%, 1998: 31.6%, 1999: 35.6%, 2000: 40.8%, 2001: 40.8%, 2002: 43.1%, 2003: 45.3%).

**Gender of gamblers (new clients)**



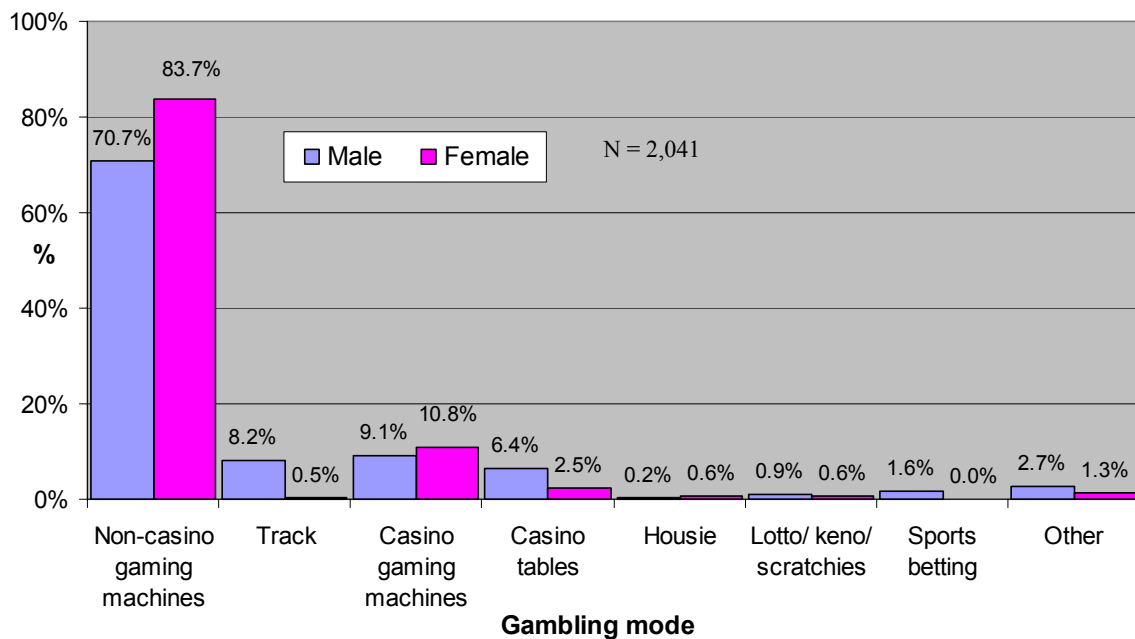
**Gender of family/whanau/others (new clients)**



**Main Mode of Problem Gambling by Gender (New Gambler Clients)**

Female problem gamblers were more likely to report gaming machines (both casino and non-casino) as primary modes of problem gambling (94.5% for females cf 79.8% for males). Compared to males, female clients were less likely to report track as their primary mode.

**Primary mode of gambling for gamblers by gender (new clients)**



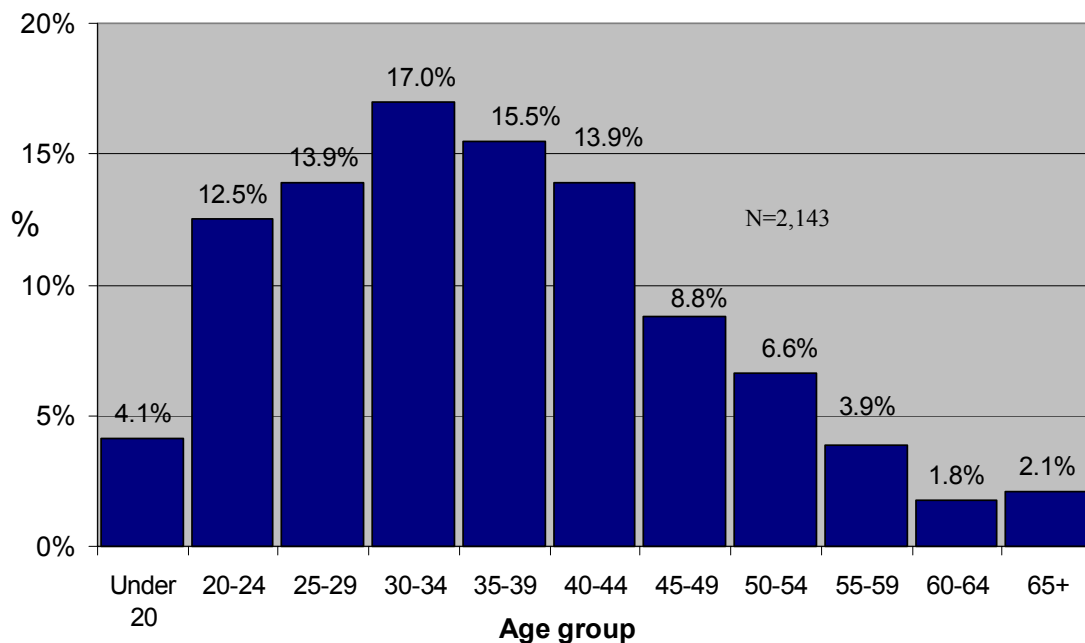
### *Age Distribution – Gamblers & Family/Whanau/Significant Others of Gamblers (New Clients)*

Nearly half (47.5%) of new gambler clients are under 35 years of age. Almost 17% are under 25. This is very similar to the Telephone Helpline.

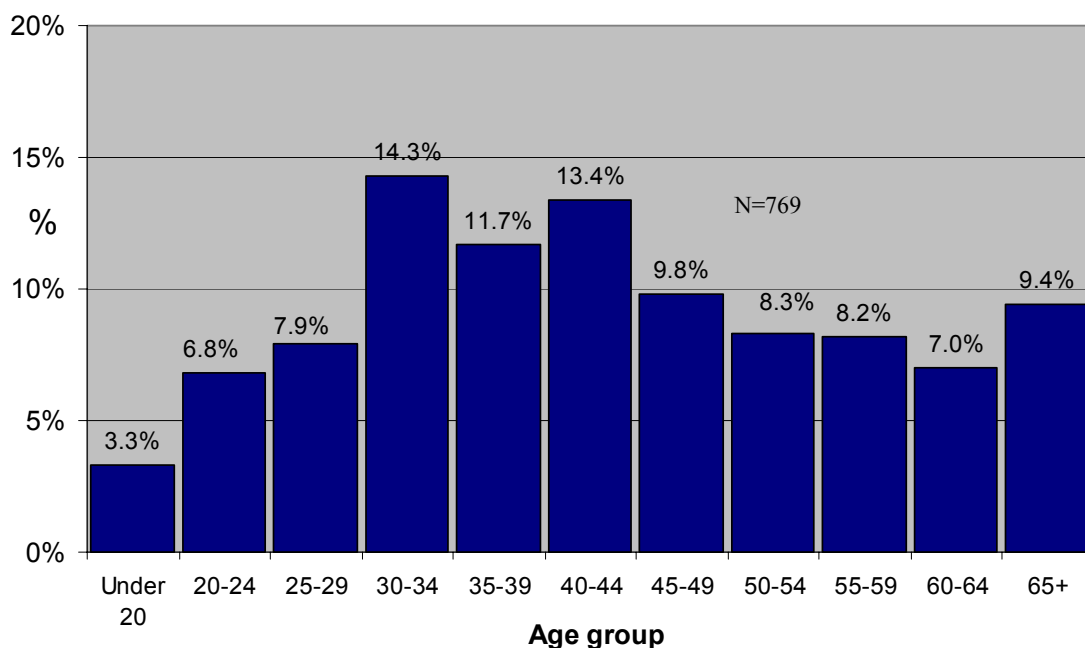
The majority of gamblers presenting for treatment are aged between 20 and 49 (mean 37, S.D. 12). The pattern for significant others is similar with slightly more being in the 50-plus age group (Mean 44, S.D. 15).

There has been little change since 1997 in the age distribution of either gamblers or family/whanau of gamblers.

**Age distribution of gamblers (new clients)**



**Age distribution of family/whanau/others (new clients)**



### *Main Mode of Problem Gambling by Age (New Gambler Clients)*

In all age ranges, the most common problem gambling mode is non-casino gaming machines. Similar results were found in previous years.

#### **Primary mode of gambling for gamblers by age (new clients)**

	Age														Total	
	Under 20		20-29		30-39		40-49		50-59		60+		MISSING age data		N	%
	N	%	N	%	N	%	N	%	N	%	N	%	N	%		
Non-casino gaming machines	43	86.0	404	80.5	473	76.0	329	73.4	160	75.1	46	70.8	113	78.5	1568	76.7
Casino gaming machines	1	2.0	40	8.0	64	10.3	57	12.7	25	11.7	6	9.2	9	6.3	202	9.9
Track	0	.0	9	1.8	30	4.8	26	5.8	13	6.1	11	16.9	7	4.9	96	4.7
Casino Tables	1	2.0	26	5.2	34	5.5	22	4.9	6	2.8	1	1.5	4	2.8	94	4.6
Other	5	10.0	10	2.0	8	1.3	7	1.6	3	1.4	0	.0	9	6.3	42	2.1
Sports betting	0	.0	8	1.6	3	.5	3	.7	2	.9	0	.0	2	1.4	18	.9
Lotto/Keno/scratchies	0	.0	3	.6	5	.8	4	.9	3	1.4	1	1.5	0	.0	16	.8
Housie	0	.0	2	.4	5	.8	0	.0	1	.5	0	.0	0	.0	8	.4
<b>Total</b>	50	100	502	100	622	100	448	100	213	100	65	100	144	100	2044	100

### *Ethnicity – New Gambler Clients*

When compared to the ethnic profile of the New Zealand population aged 18+<sup>17</sup>, the ethnic profile of problem gamblers (and of their family/whanau) shows:

- Lower proportions for New Zealand European/Pakeha clients compared with the general population (56.4% cf 78.4%) and for Asian clients (3.5% cf 6.1%).
- Much greater presentations for Maori clients (31.3% cf 10.9%).
- Higher presentation rates for Pacific Nations clients (6.5% cf 4.7%).

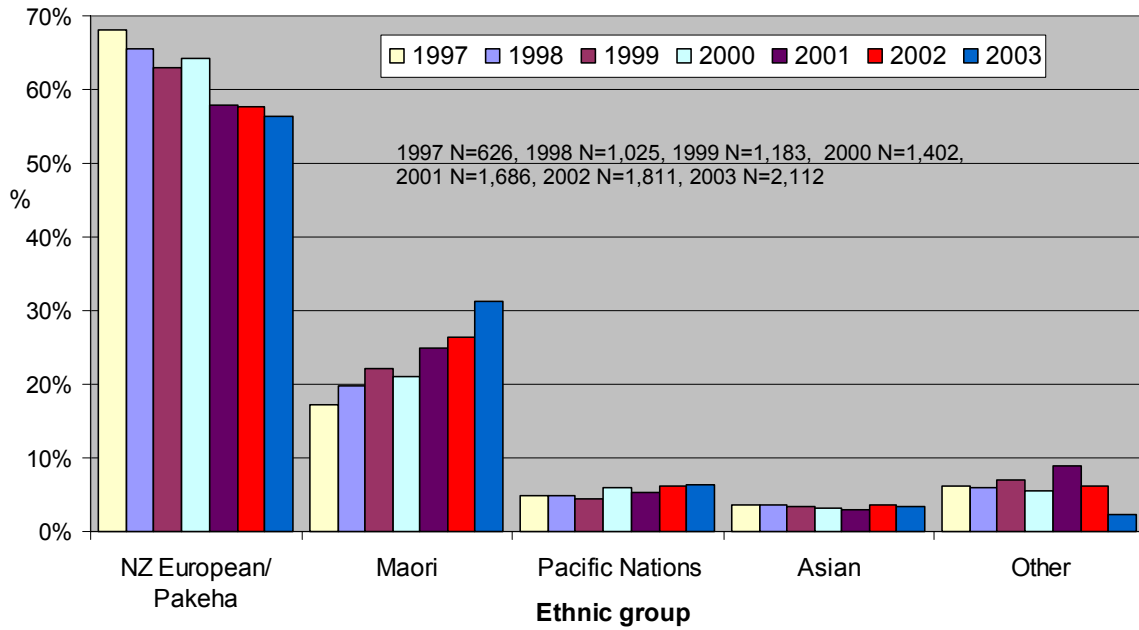
The high presentation of Maori and Pacific Nation clients is consistent with the findings of the 1999 New Zealand problem gambling prevalence survey<sup>18</sup>. In this study, high rates of problem gambling have been reported for Maori and Pacific Nation respondents.

The main trend since 1997 has been an increase in the proportion of Maori clients (31.3% cf 17.3%) and a decrease in the proportion of New Zealand European/Pakeha clients (56.4% cf 68.1%). Note the discussion on ethnicity issues in the Helpline section page 31.

<sup>17</sup> NZ Statistics Population projections for 2001 aged 18+.

<sup>18</sup> See Appendix 2

**Ethnicity of gamblers (new clients)**



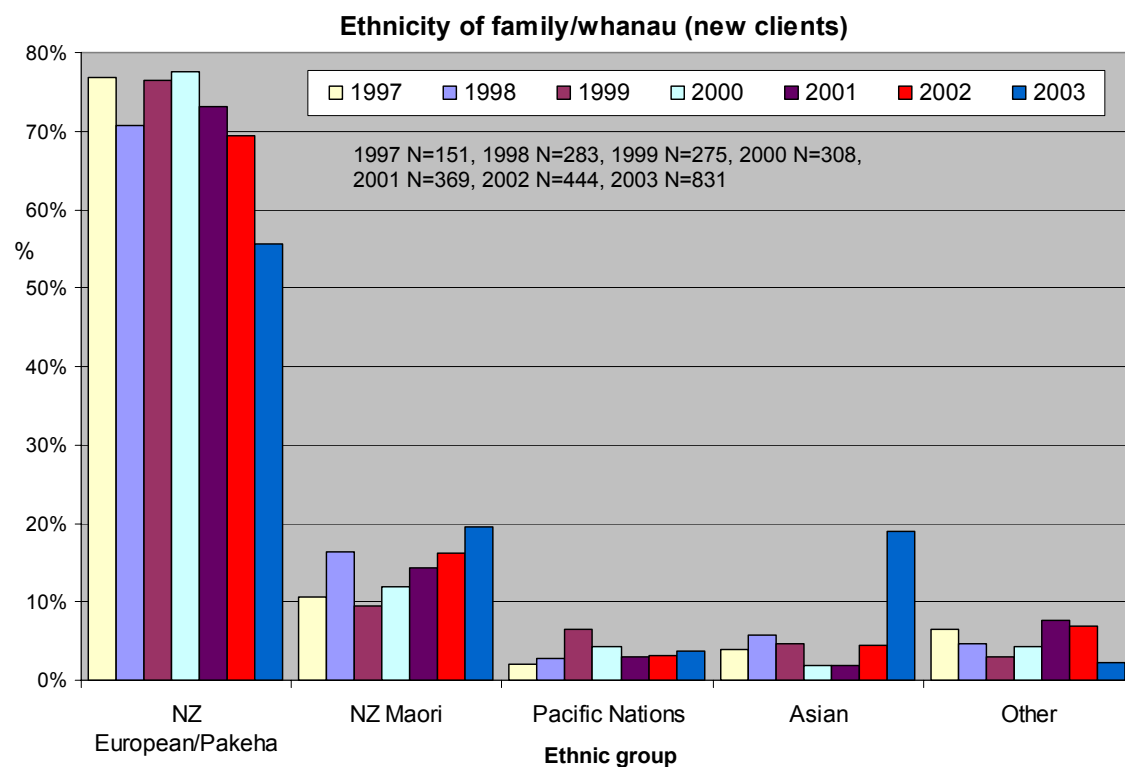
	2003		2002		2001		2000		1999		1998		1997	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
NZ European/Pakeha	1,191	56.4%	1,044	57.6%	976	57.9%	901	64.3%	745	63.0%	672	65.6%	426	68.1%
Maori	662	31.3%	477	26.3%	421	25.0%	295	21.0%	261	22.1%	203	19.8%	108	17.3%
Pacific Nations	137	6.5%	112	6.2%	89	5.3%	83	5.9%	54	4.6%	51	5.0%	31	5.0%
Asian	73	3.5%	65	3.6%	51	3.0%	44	3.1%	41	3.5%	37	3.6%	23	3.7%
Other and multiple	49	2.3%	113	6.2%	149	8.8%	79	5.6%	82	6.9%	62	6.0%	38	6.1%
<b>Total</b>	<b>2,112</b>	<b>100%</b>	<b>1,811</b>	<b>100%</b>	<b>1,686</b>	<b>100%</b>	<b>1,402</b>	<b>100%</b>	<b>1,183</b>	<b>100%</b>	<b>1,025</b>	<b>100%</b>	<b>626</b>	<b>100%</b>

### *Family/Whanau of Gamblers (New Clients)*

For the family/whanau clients, the presentation pattern is different than for gambler clients:

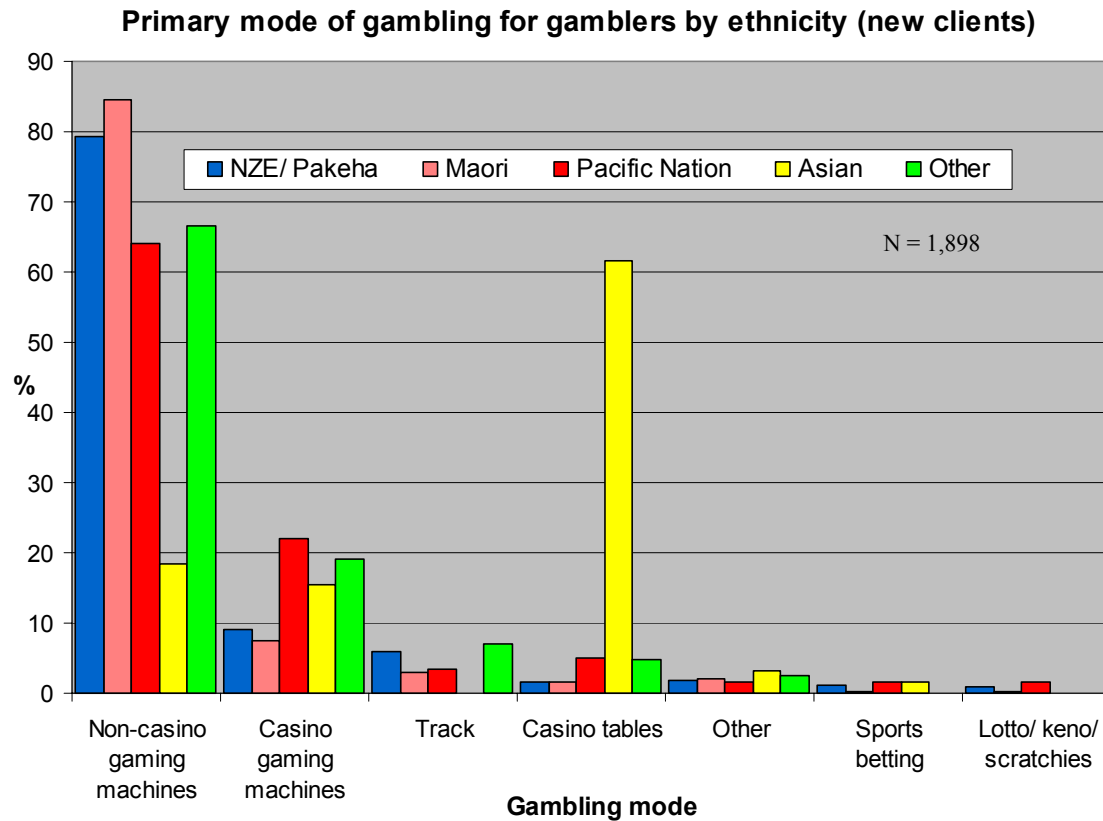
- Maori family/whanau are over-represented (19.5% of clients cf 10.9% of 2001 population 18+)
- New Zealand European/Pakeha family/whanau are under-represented (55.6% of clients cf 78.4% of 2001 population 18+).
- Asian family/whanau are significantly over-represented in 2003 (18.9% of clients cf 6.1% of 2001 population 18+). The 2003 figures represent a substantial rise for this group and appears to be the result of special groups being run for Asian family members at one of the larger providers.
- Pacific Nations family/whanau are under-represented (3.7% cf 4.7% of 2001 population 18+ respectively).

The proportions of the various ethnic backgrounds for problem gamblers and family/whanau attending counselling services appear to have shifted in 2003 after a period of relative stability.



### *Main Mode of Problem Gambling by Ethnicity (New Gambler Clients)*

NZ European/Pakeha and Maori gamblers had similar proportions of primary problem gambling across all modes.



Asian clients have a very different pattern of primary gambling problems compared with other clients. Caution is required when interpreting this data as the client numbers for Asians (N=65) are low.

61.5% (N=40) of the Asian problem gamblers reported casino tables as their primary problem gambling mode. Relatively few Asian clients reported problems with non-casino gaming machines (18.5%; N=12) or track (0.0%; N=0).

Compared with previous years there are only moderate changes in the overall ethnicity patterns for primary gambling mode, especially for groups with larger client populations.

### *Main Mode of Problem Gambling by Gender and Ethnicity (New Clients)*

New clients who are female gamblers are more likely to cite gaming machines in pubs and clubs as their primary mode of problem gambling (83.7%<sup>19</sup>). An increasing percentage of Maori women problem gamblers report this mode at a rate of 88.4% up from 64.2% in 1997.

The percentages of Asian men and women receiving counselling for problems with casino tables are both high (Asian men 60.0%, N=30; Asian women 66.7%, N=10).

#### Main Mode by Gender and Ethnicity<sup>20</sup>

	Non-casino gaming machines		Track		Casino gaming machines		Casino Tables		Housie		Lotto/Keno/scratchies		Sports betting		Other		Total		
	N	Row %	N	Row %	N	Row %	N	Row %	N	Row %	N	Row %	N	Row %	N	Row %	N	Row %	
<b>MALE</b>																			
NZE/Pakeha	510	76.2	62	9.3	49	7.3	14	2.1	0	0.0	8	1.2	12	1.8	14	2.1	669	100	
Maori	158	77.5	15	7.4	15	7.4	6	2.9	1	0.5	0	0.0	1	0.5	8	3.9	204	100	
Pacific Nations	35	58.3	4	6.7	12	20.0	4	6.7	0	0.0	1	1.7	2	3.3	2	3.3	60	100	
Asian	8	16.0	0	0.0	10	20.0	30	60.0	0	0.0	0	0.0	1	2.0	1	2.0	50	100	
Other	16	55.2	3	10.3	7	24.1	2	6.9	0	0.0	0	0.0	0	0.0	1	3.4	29	100	
<b>Total (All Male)</b>	727	71.8	84	8.3	93	9.2	56	5.5	1	0.1	9	0.9	16	1.6	26	2.6	1012	100	
<b>FEMALE</b>																			
NZE/Pakeha	349	84.5	3	0.7	50	12.1	2	0.5	1	0.2	3	0.7	0	0.0	5	1.2	413	100	
Maori	335	88.4	2	0.5	29	7.7	4	1.1	4	1.1	1	0.3	0	0.0	4	1.1	379	100	
Pacific Nations	44	69.8	0	0.0	15	23.8	2	3.2	1	1.6	1	1.6	0	0.0	0	0.0	63	100	
Asian	4	26.7	0	0.0	0	0.0	10	66.7	0	0.0	0	0.0	0	0.0	1	6.7	15	100	
Other	12	92.3	0	0.0	1	7.7	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	13	100	
<b>Total (All Female)</b>	744	84.3	5	0.6	95	10.8	18	2.0	6	0.7	5	0.6	0	0.0	10	1.1	883	100	

<sup>19</sup> This percentage is for all female clients with a recorded primary mode *whether or not ethnicity was recorded*.

<sup>20</sup> Differences in the total numbers of clients in the tables in this section occur due to missing data in certain categories e.g. demographics.

## Measurement of Client Progress

### *Introduction*

Measurements of client progress have been collected since 1998. Since this time, the volume and quality of the data has been consolidated and improved with a national auditing system, an enhanced national provider database, and centralised follow-up for face-to-face counselling clients. Since early 2003 there has been a concerted effort to raise the response rate and the fruits of this are starting to emerge at the time of this report.

Three measures are administered for gambler clients at assessment and repeated at followup:

- South Oaks Gambling Screen (SOGS) adapted for the purposes of collecting measures related to the person's gambling behaviour in the three months prior to assessment (SOGS-3M).
- "Total Dollars Lost" which establishes the amount of money the client has lost on all gambling in the 4 weeks prior to assessment at the counselling agency.
- "Control over Gambling" which measures the client's own assessment of the degree of control they have had over their gambling during the three months prior to assessment.

The gambler outcome measurement results discussed below are based on assessment and reassessment data collected since 1998. Just over 1,600 clients are represented. Even though this is a substantial number, it represents only a small proportion of the number of clients who have received treatment. The findings presented should be interpreted with appropriate care. However, note that the demographic and clinical profile of the outcomes subgroup is very similar to that of the entire client population, providing support for results to be generalised.

Outcomes are measured by looking at the difference between first and last assessments. Data is only retained where at least 150 days (approximately five months) have passed between the two. The mean gap between first assessment and last assessment was 450 days, with a range of 150 to 2,163 days. The follow-up results represent progress for clients, on average, 15 months after their first assessment.

Although data from first assessment represents the beginning of treatment, the last assessment cannot be assumed to represent the end of treatment. As in similar counselling services, there is no notion of a fixed course of treatment and many clients interact with services in an episodic way. The last assessment may eventually be superseded by a further assessment. In this sense, the results presented below are progress results rather than outcomes.

For family/whanau members, outcomes are not assessed by comparing scores from the first assessment but by asking directly about perceived change in the previous three months. Two simple measures are used – a question about any changes in the frequency of gambling by the problem gambler they are concerned about as well as a question about changes in how well they (the family/whanau member) are coping with their situation. Results for this group should be seen as indicative only given the low numbers at this stage.

***Results: Problem Gambling Assessment Measures***

- SOGS-3M scores were collected at first assessment for 1991 problem gambler clients in 2003.
- The majority (54.4%) scored ten or higher on the SOGS-3M screen, indicating most clients are at the severe end of problem gambling.
- In the four weeks prior to entering treatment services, the majority of clients (73.7%) reported losing between \$100 and \$1,999. 19.7% lost \$2000 or more.
- On average clients lost \$1,834 in the four weeks before assessment
- 73.1% of clients described their gambling as being mostly or completely out of control when first contacting problem gambling counselling services.

***Results: Problem Gambling Outcome and Progress Measures*****Problem Gambler Client Improvement**

- Progress measures have been collected since 1998 and results are based on 1,609 clients
- Overall most follow-up clients benefit from counselling treatment and their gambling problems decrease.
- Follow-up clients who have been discharged after completing treatment report better outcomes overall than those with partially completed treatment episodes.
- 72.2% of follow-up clients reduced their SOGS-3M score, indicating a major improvement in their gambling problems. Clients who completed treatment were more likely to reduce their scores (77.5%).
- 74.1% of follow-up clients reported losing less money.
- On average, follow-up clients lost \$996 less at follow up than on first entering services. For clients completing treatment, improvement on the amount lost was significantly greater (\$1,872).
- 62.4% of follow-up clients reported an improvement in their sense of control over gambling after a period of counselling. Follow-up clients completing treatment reported an improvement more often (69.5%).

**Problem Gambler Follow-up Client Deterioration**

- A proportion of follow-up clients do not do well and some get worse. These clients are now more easily identifiable, allowing new programmes to be developed to help them reduce their gambling problems.
- 17.7% of follow-up clients increased their SOGS-3M score, indicating a possible deterioration in their gambling problem. Note that fewer follow-up clients who completed treatment deteriorated (12.6%).
- 21.7% reported an increase in money losses. Fewer follow-up clients who completed treatment increased their money losses (13.4%).
- 9.3% became worse, reporting reduced control over their gambling. For follow-up clients completing treatment, the percentage of clients worse off reduces (6.6%).

### **Family/Whanau follow-up Client Improvement**

- Based on 135 family/whanau follow-up clients almost half (46.7%) reported the gambler they were concerned about had stopped gambling
- 65.2% said they were personally coping better than three months previously
- 10.9% of family/whanau members reported they were coping worse than three months previously

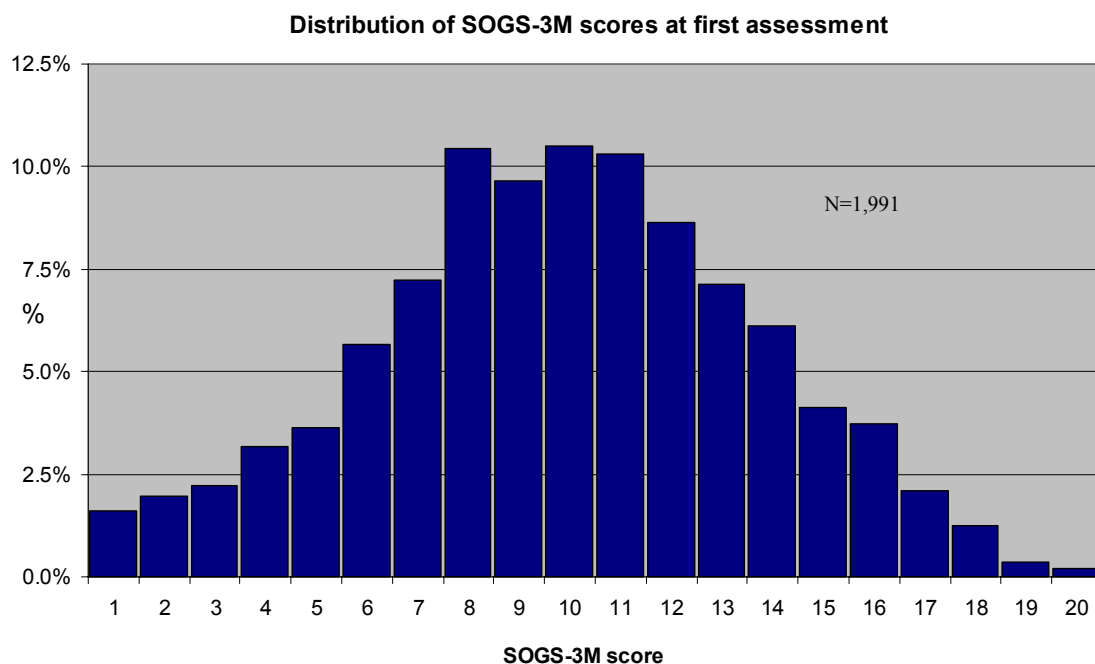
### ***Problem Gambling Assessment Measures***<sup>21</sup>

#### **Severity of Gambling Problems Among Clients – SOGS-3M**

The SOGS-3M screen has the same scoring system as the SOGS with a top score of twenty. People who score three or more can be considered *Problem Gamblers* (see Abbott & Volberg, 1991, p.11<sup>22</sup>). People who score five or more are very likely to also meet the Diagnostic and Statistical Manual III criteria for *Pathological Gambling* (Lesieur and Blume, 1987<sup>23</sup>).

#### **Distribution of SOGS-3M Scores at First Assessment**

SOGS-3M scores were collected at first assessment for 1,991 clients in 2003. The majority (54.4%) of these clients scored ten or higher, indicating most clients attending problem gambling counselling services are at the severe end of problem gambling. The distribution of scores appears to be very stable.



<sup>21</sup> Differences in the total numbers for each assessment type in this section occur due to missing data in certain categories.

<sup>22</sup> Abbott, M. & Volberg, R. (1991). *Gambling and problem gambling in New Zealand: A report on phase one of the national survey*. Wellington: Department of Internal Affairs.

<sup>23</sup> Lesieur, H.R. & Blume, S.B. (1987). The South Oaks Gambling Screen (SOGS): A New Instrument for the Identification of Pathological Gamblers. *American Journal of Psychiatry*, (144:9), 1184-1188.

<b>SOGS-3M scores</b>	<b>2003</b>	<b>2002</b>	<b>2001</b>	<b>2000</b>	<b>1999</b>
1	1.6%	0.6%	0.7%	0.7%	0.7%
2	2.0%	0.8%	1.1%	0.6%	1.0%
3	2.2%	1.6%	1.0%	1.0%	0.6%
4	3.2%	3.1%	2.3%	1.8%	1.1%
5	3.6%	3.5%	3.8%	3.5%	3.0%
6	5.7%	7.0%	5.7%	6.2%	5.2%
7	7.2%	8.8%	8.4%	6.7%	6.7%
8	10.4%	8.6%	8.2%	8.5%	10.1%
9	9.6%	12.1%	9.6%	9.8%	9.4%
10	10.5%	10.9%	12.9%	10.0%	12.0%
11	10.3%	8.8%	10.9%	12.5%	11.2%
12	8.6%	10.1%	9.6%	9.9%	11.1%
13	7.1%	7.5%	7.9%	9.2%	10.4%
14	6.1%	5.7%	6.3%	9.7%	5.6%
15	4.1%	3.3%	4.9%	4.6%	5.5%
16	3.7%	3.9%	3.7%	2.5%	2.9%
17	2.1%	1.9%	1.3%	1.5%	1.8%
18	1.3%	1.2%	1.1%	0.7%	0.6%
19	0.4%	0.4%	0.4%	0.4%	0.6%
20	0.2%	0.2%	0.2%	0.2%	0.3%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>N</b>	<b>1,991</b>	<b>1,565</b>	<b>1,422</b>	<b>1,257</b>	<b>1,085</b>

## SOGS-3M summary statistics for first assessments

<b>SOGS-3M score</b>	<b>Mean</b>	<b>Median</b>	<b>Std. Deviation</b>	<b>N (first assessments)</b>
1999	10.5	11.0	3.4	1,085
2000	10.4	11.0	3.4	1,257
2001	10.2	10.0	3.5	1,422
2002	10.0	10.0	3.6	1,565
2003	9.9	10.0	3.8	1,991

**SOGS-3M Scores by Age**

The severity of gambling problems was similarly high across all age groups. SOGS-3M scores were slightly lower on average for older age group clients and for the under 20s. The overall pattern is very similar to that found in 1999, 2000, 2001, and 2002.

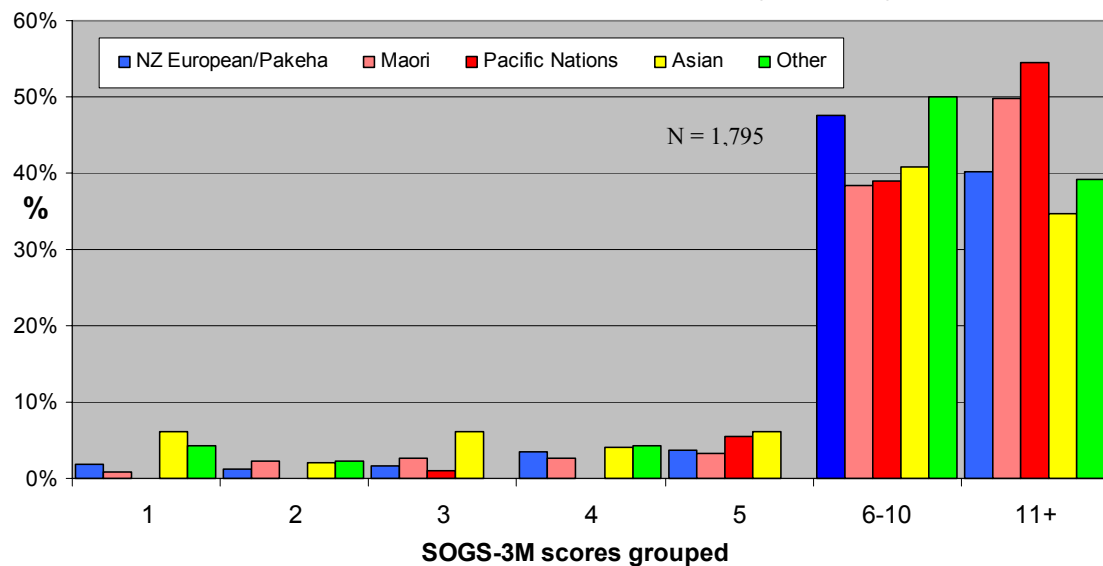
**SOGS-3M Summary Statistics by Age Group for First Assessments**

SOGS-3M score				
Agegroup	Mean	Median	Std Deviation	N
< 20	8.5	9.0	4.4	42
20-24	10.3	11.0	3.9	239
25-29	10.2	10.0	3.9	264
30-34	10.4	10.0	3.9	319
35-39	9.9	10.0	3.8	271
40-44	10.4	11.0	3.7	262
45-49	9.4	10.0	3.6	158
50-54	9.0	9.0	3.5	121
55-59	9.1	8.5	3.1	76
60-64	8.9	9.0	2.9	29
65 plus	8.0	8.0	3.7	42
				1,823

**SOGS-3M Scores by Ethnicity**

There were only minor differences in SOGS-3M scores among the different ethnic groups.

**SOGS-3M scores at first assessment by ethnicity**



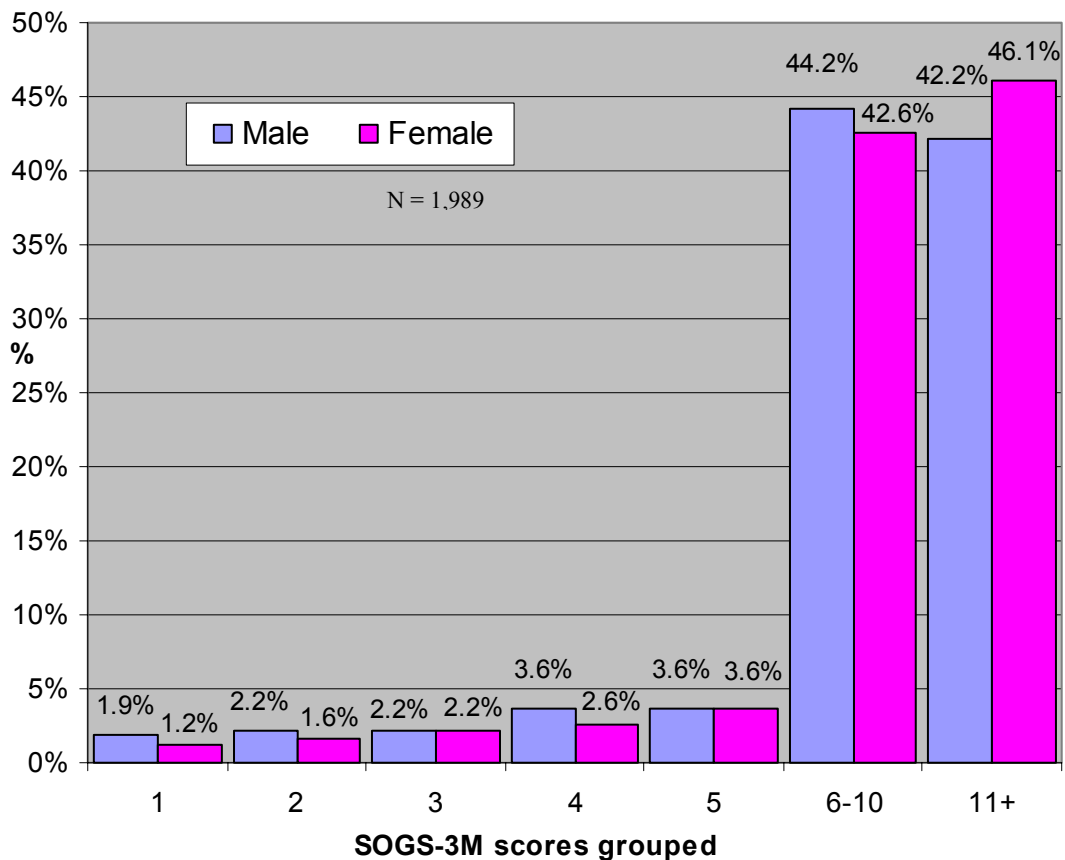
**SOGS-3M Summary Statistics by Ethnicity for First Assessments**

	SOGS-3M score			
	Mean	Median	Std Deviation	N
NZ European/Pakeha	9.7	10.0	3.6	1,054
Maori	10.4	10.0	4.1	556
Pacific Nations	11.0	11.0	3.4	90
Asian	8.5	10.0	3.9	49
Other	10.0	10.0	3.6	46
				1,795

**SOGS-3M Scores by Gender**

There was very little difference in SOGS-3M score according to gender. The average score for men is 9.7 and the average for women is 10.1. Similar results were obtained in 1999, 2000, 2001, and 2002.

**SOGS-3M scores at first assessment by gender**



### SOGS-3M Summary Statistics by Gender for First Assessments

SOGS-3M score				
	Mean	Median	Std Deviation	N
Male	9.7	10.0	3.8	1,078
Female	10.1	10.0	3.8	911
				1,989

### SOGS-3M Scores by Primary Mode

There were only modest differences in SOGS-3M problem severity scores for the four top modes of primary problem gambling in 2003. The same trend was found in 1999, 2000, 2001, and 2002 data.

### SOGS-3M Summary Statistics by Primary Gambling Mode for First Assessments

SOGS-3M score				
	Mean	Median	Std Deviation	N
Non-casino Gaming Machines	10.0	10.0	3.7	1,386
Track	10.0	10.0	4.0	84
Casino Gaming Machines	10.5	10.0	3.5	177
Casino Tables	9.1	10.0	4.0	60
Housie	8.1	5.0	5.5	7
Lotto/Keno/scratchies	8.3	8.0	4.2	11
Sports Betting	9.3	10.0	4.0	13
Other or Multiple	8.0	9.0	4.6	35
				1,773

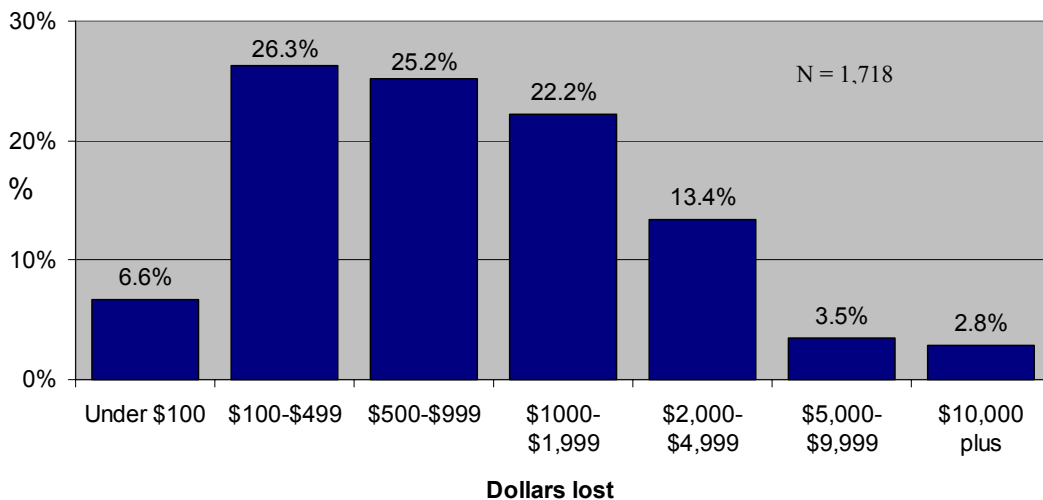
**Dollars Lost**

**Total Dollars Lost**

The second progress measure for problem gamblers is “Total Dollars Lost”. This measure establishes the amount of money the client has lost on all gambling in the four weeks prior to assessment at the counselling agency.

In the four weeks prior to entering treatment services, the majority of clients (73.7%) reported losing between \$100 and \$1,999. 19.7% lost \$2,000 or more. These percentages are similar to those reported in the four previous years (1999-2002). The very high losses reported by some clients explains the large gap between the median loss of \$800 and the mean loss of \$1,834. The total amount of money lost in the 4 weeks prior to assessment by all clients assessed was just over \$3 million for 2003. Although the median has remained quite stable, the mean dollars lost and the total lost has diminished since 1999 – in large part due to the additional presence in previous years of very large amounts lost by one or two gamblers.

**Distribution of dollars lost in 4 weeks prior to first assessment**



Distribution of Dollars Lost in 4 Weeks Prior to First Admission	2003		2002		2001		2000		1999	
	Under \$100	114	6.6%	56	3.9%	83	6.0%	54	4.6%	55
\$100-\$499	452	26.3%	391	27.2%	399	28.7%	317	26.8%	275	26.6%
\$500-\$999	433	25.2%	374	26.0%	353	25.4%	312	26.3%	261	25.3%
\$1000-\$1,999	381	22.2%	331	23.0%	302	21.7%	261	22.0%	228	22.1%
\$2,000-\$4,999	230	13.4%	204	14.2%	181	13.0%	170	14.3%	163	15.8%
\$5,000-\$9,999	60	3.5%	52	3.6%	40	2.9%	37	3.1%	29	2.8%
\$10,000 plus	48	2.8%	32	2.2%	33	2.4%	34	2.9%	21	2.0%
<b>Total</b>	<b>1,718</b>	<b>100%</b>	<b>1,440</b>	<b>100%</b>	<b>1,391</b>	<b>100%</b>	<b>1,185</b>	<b>100%</b>	<b>1,032</b>	<b>100%</b>

## Dollars Lost in 4 Weeks Prior Summary Statistics for First Assessments

Dollars lost	Mean	Median	Std. Deviation	Sum	N
1999	\$3,331	\$800	\$30,809	\$3,437,831	1,032
2000	\$2,331	\$800	\$12,999	\$2,763,074	1,185
2001	\$1,770	\$750	\$8,875	\$2,462,639	1,391
2002	\$2,105	\$800	\$8,921	\$3,031,668	1,440
2003	\$1,834	\$800	\$4,924	\$3,151,428	1,718

**Dollars Lost by Age**

The 30-34 age group included clients with the greatest losses, as indicated by the large difference between the mean and the median, and the large size of the standard deviation. There did not seem to be an overall pattern for median losses.

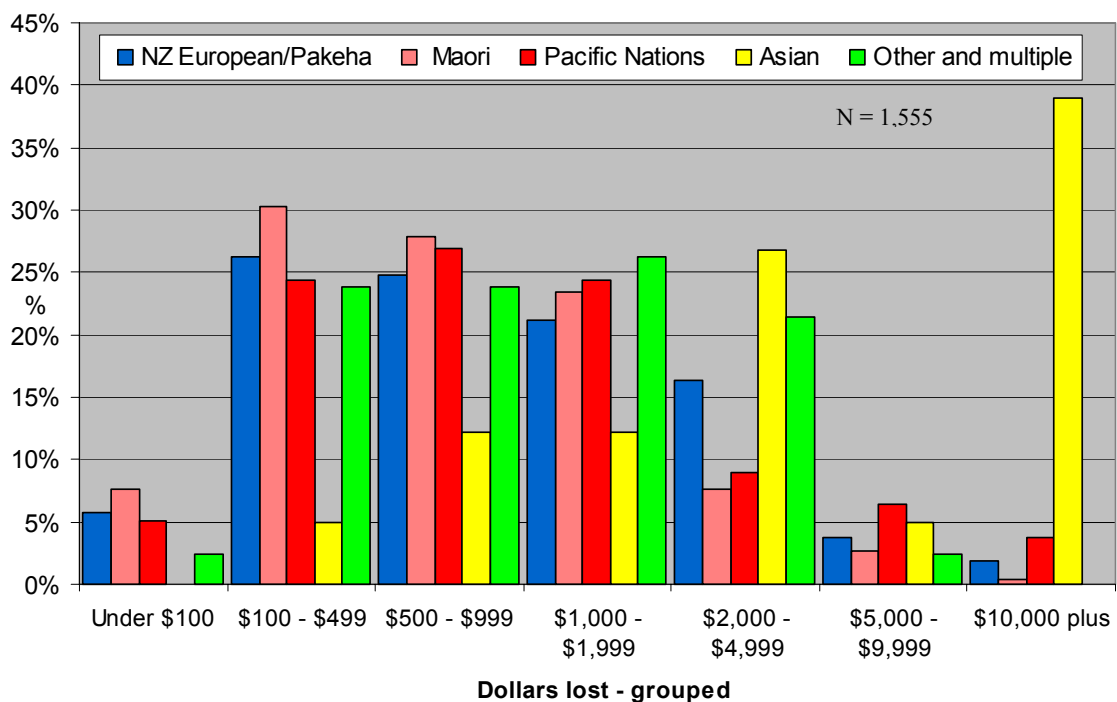
**Dollars Lost in 4 Weeks Prior Summary Statistics by Agegroup  
for First Assessments**

Dollars lost					
	Mean	Median	Std Deviation	Sum	N
< 20	\$865	\$490	\$1,087	\$27,665	32
20-24	\$1,902	\$605	\$5,234	\$384,246	202
25-29	\$1,848	\$850	\$5,878	\$428,697	232
30-34	\$2,799	\$900	\$7,837	\$752,990	269
35-39	\$1,711	\$800	\$3,484	\$412,284	241
40-44	\$1,817	\$1,000	\$4,240	\$419,827	231
45-49	\$1,759	\$730	\$4,434	\$244,560	139
50-54	\$1,425	\$800	\$1,751	\$143,907	101
55-59	\$1,056	\$600	\$1,842	\$77,096	73
60-64	\$1,921	\$850	\$2,547	\$42,256	22
65 plus	\$932	\$565	\$1,614	\$35,400	38
					1,580

**Dollars Lost and Ethnicity**

As in previous years, there were only modest differences between New Zealand European/Pakeha, Maori, and Pacific Nations clients in terms of the distribution of losses. Asian clients stood out with a tendency towards very high losses, as was the case in previous years (with the exception of 2001). The mean loss for Asian clients was \$12,797 (cf average loss of \$1,834 for all clients) and the median loss was \$4,000 (cf \$800 for all clients). In the case of Asian clients, the association with higher losses may reflect higher losses in Asian communities – possibly linked with a greater likelihood of gambling on casino tables where higher stakes are often wagered in a continuous form of gambling. Or it may indicate that a higher level of losses is required before a person from an Asian community will seek help from a specialist gambling treatment agency. As in previous reports, caution must be exercised interpreting results for ethnic groups, other than New Zealand European/Pakeha, or Maori, because of the small numbers.

**Dollars lost in 4 weeks prior to first assessment by ethnicity**



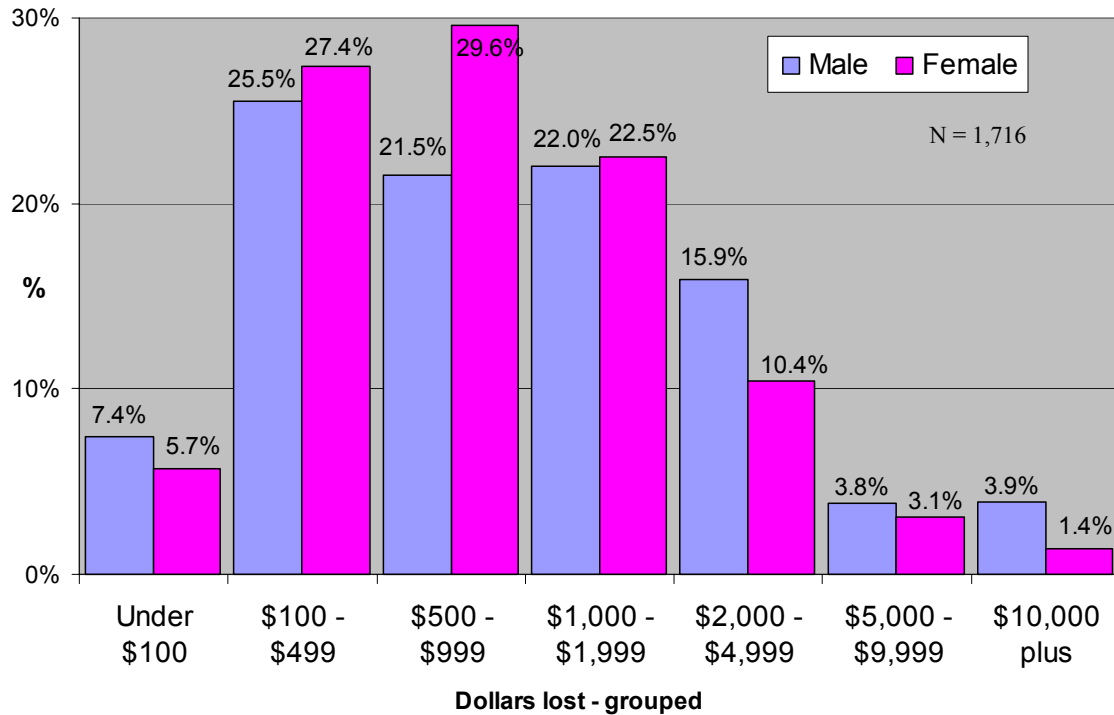
**Dollars Lost in 4 Weeks Prior Summary Statistics by Ethnicity for First Assessments**

	Dollars lost				
	Mean	Median	Std Deviation	Sum	N
NZ European/Pakeha	\$1,605	\$800	\$3,191	\$1,473,629	918
Maori	\$1,155	\$700	\$3,137	\$549,857	476
Pacific Nations	\$1,865	\$857	\$3,328	\$145,450	78
Asian	\$12,797	\$4,000	\$19,015	\$524,670	41
Other and multiple	\$1,240	\$935	\$1,118	\$52,072	42
					1,555

**Dollars Lost by Gender**

Although the overall pattern was similar, the average loss for male clients was higher than for female clients in 2003 – partially because of a few male clients with high losses. The median scores were similar (male \$850 cf female \$730).

**Dollars lost in 4 weeks prior to first assessment by gender**



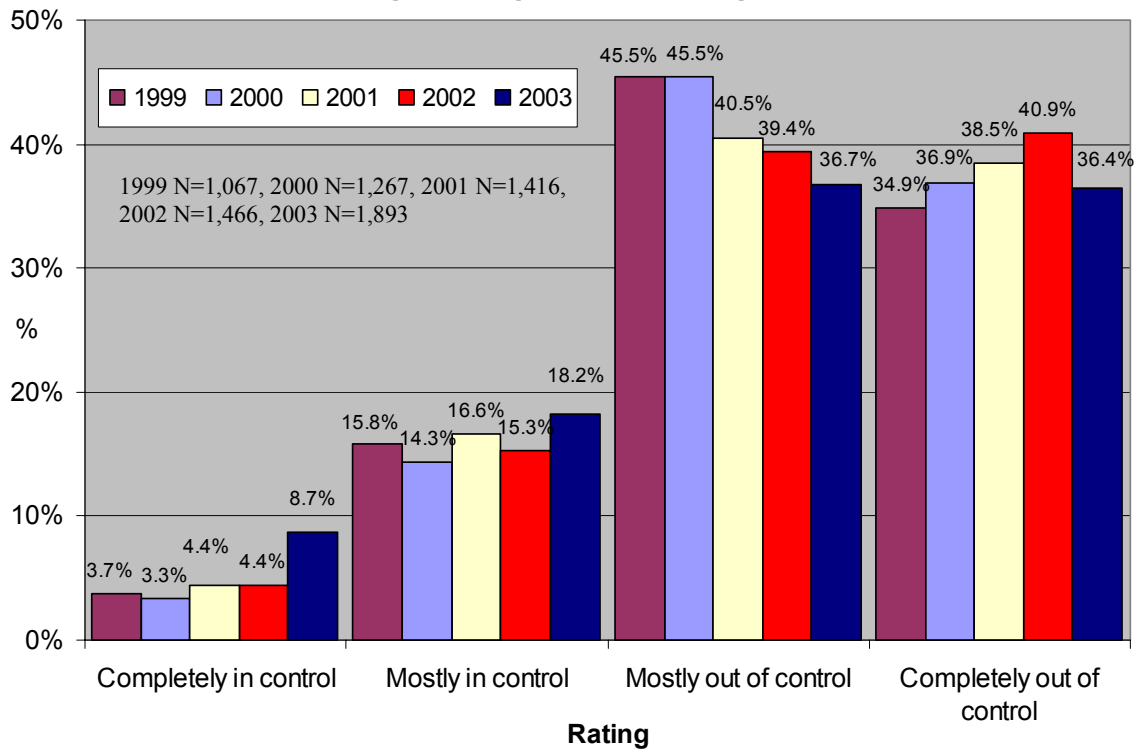
**Dollars Lost in 4 Weeks Prior Summary Statistics by Gender**

	Dollars lost				
	Mean	Median	Std Deviation	Sum	N
Male	\$2,154	\$850	\$5,578	\$2,020,282	938
Female	\$1,453	\$730	\$3,972	\$1,130,186	778
					1,716

### Control Over Gambling

The majority of clients (73.1%) described their gambling as being mostly or completely out of control when first assessed. The client self assessment of their control over gambling is consistent with the high SOGS-3M scores of most clients. This indicates a close compatibility between the two measures.

**Distribution of gambling control ratings at first assessment**

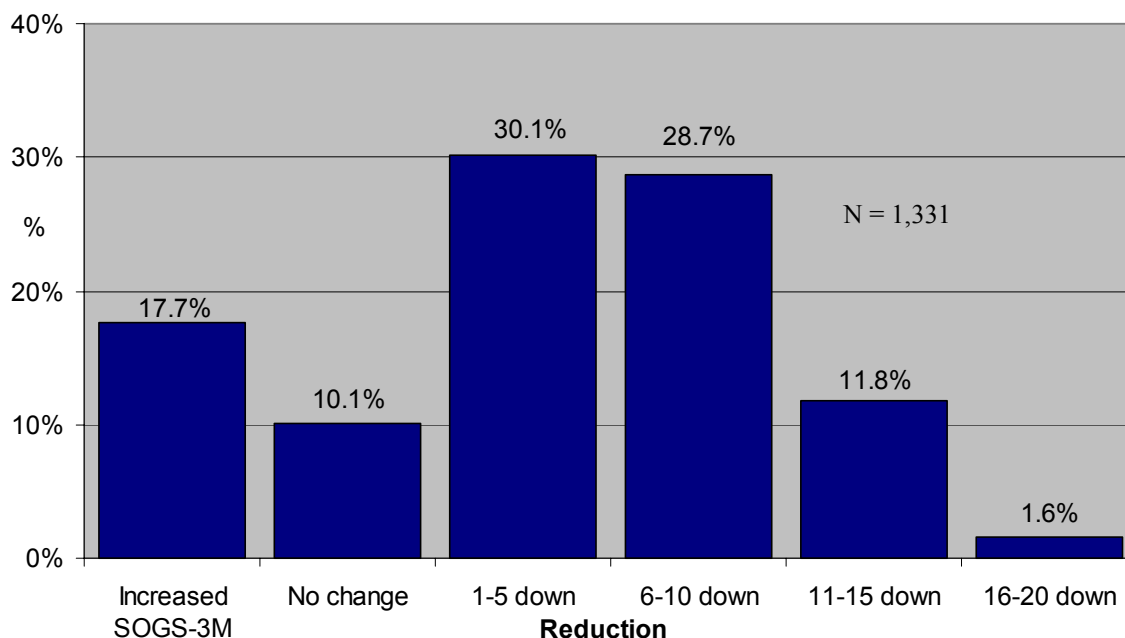


Distribution of Gambling Control Ratings at First Assessment	2003		2002		2001		2000		1999	
	N	%	N	%	N	%	N	%	N	%
Completely in control	165	8.7	65	4.4	63	4.4	42	3.3	40	3.7
Mostly in control	344	18.2	224	15.3	235	16.6	181	14.3	169	15.8
Mostly out of control	695	36.7	578	39.4	573	40.5	577	45.5	486	45.5
Completely out of control	689	36.4	599	40.9	545	38.5	467	36.9	372	34.9
<b>Total</b>	<b>1,893</b>	<b>100</b>	<b>1,466</b>	<b>100</b>	<b>1,416</b>	<b>100</b>	<b>1,267</b>	<b>100</b>	<b>1,067</b>	<b>100</b>

### Reduction in SOGS-3M Scores

Nearly three-quarters of follow-up clients (72.2%) reported a reduction in their SOGS-3M when followed up after a period of treatment. Nearly half (42.1%) reported a reduction in their SOGS-3M score of at least six. Just over one in six (17.7%) reported an increased SOGS-3M score.

#### Reduction in SOGS-3M Scores



#### Reduction in SOGS-3M Scores Summary Statistics

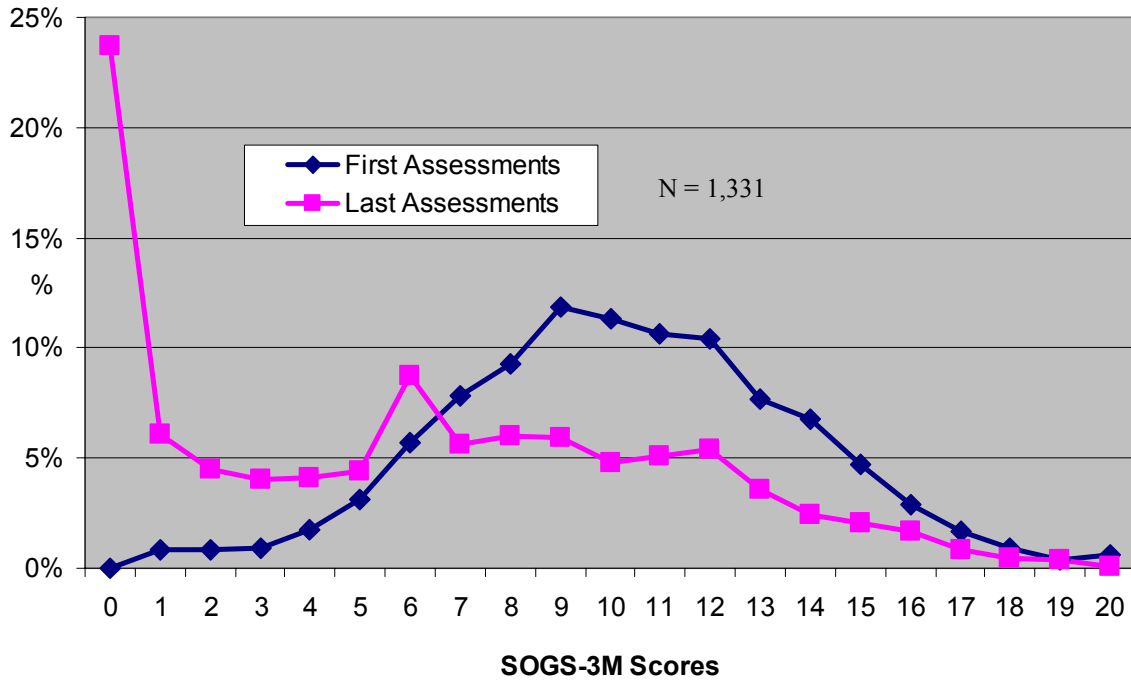
Reduction in SOGS-3M Score	Mean	Median	Std. Deviation	N
	4.3	4.0	5.3	1,331

The mean SOGS-3M score at last assessment was 6.0; a drop of 4.3 from the average score of 10.3 at first assessment<sup>24</sup>.

<sup>24</sup> For clients with SOGS scores at *both* their first and last assessments – i.e. those with a SOGS outcome pair – the average SOGS score at first assessment was 10.3. For *all* clients with first and last assessment pairs of any sort, some of whom will lack a SOGS outcome pair but have another outcome pair, the average SOGS score at first assessment was 10.2 – as indicated in the table “Comparisons Between Outcomes Clients and Total Client Population”.

Another way of representing the same data is to look at the distribution of scores at first assessments and the distribution at last assessments.

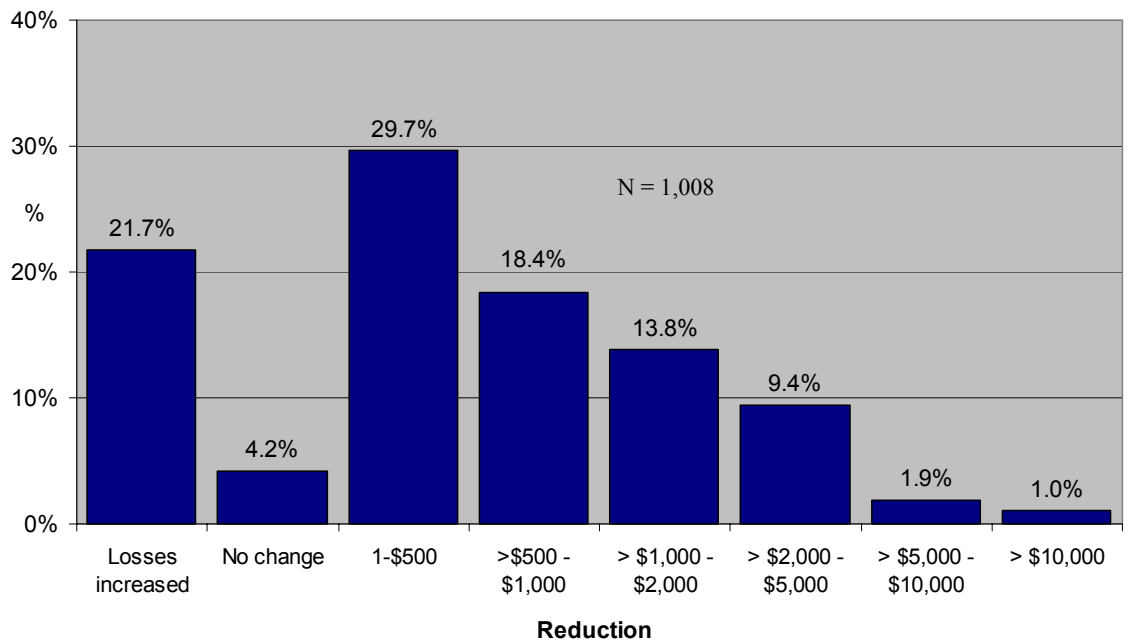
**Improvement in SOGS-3M Scores**



**Reduction in Dollars Lost**

Nearly three-quarters of follow-up clients (74.1%) reported losing less money at their last assessment than at their first one. There are two ways of reporting reduced losses. The first is to report absolute savings. If a client were losing \$1,000 per month<sup>25</sup> at

**Reduction in Dollars Lost**



<sup>25</sup> The time period clients are asked to think about is the previous four weeks.

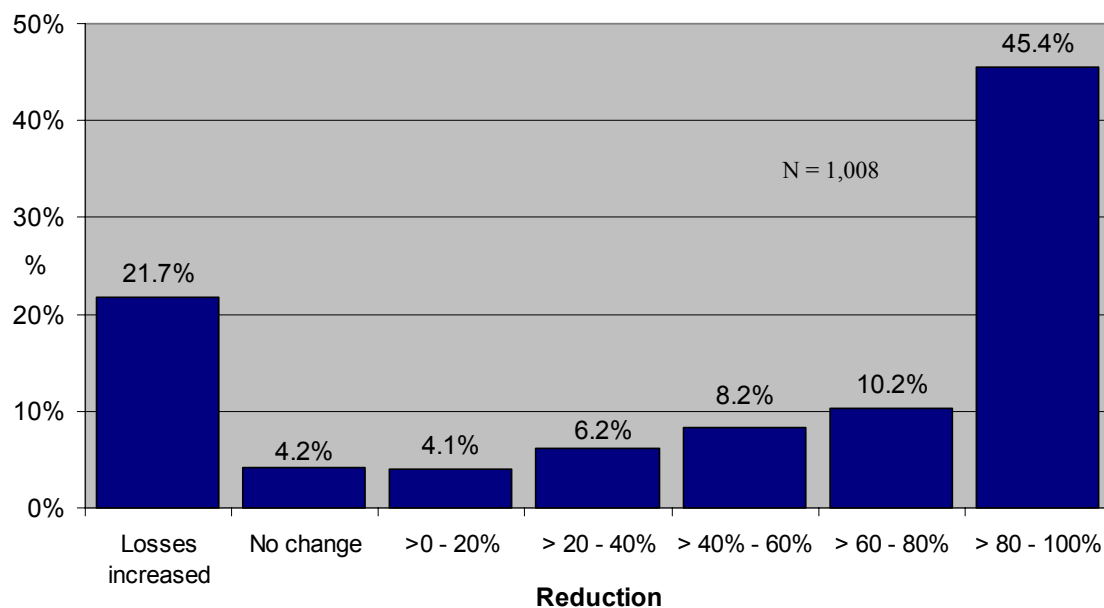
first assessment and \$250 per month at the latest assessment, the total reduction would be \$750. The reductions/increases for each client are grouped and reported below. Just over one-quarter of clients (26.1%) reported their losses were reduced by more than \$1,000 per month. Just under one in eight clients (12.3%) reported losses reduced by more than \$2,000 per month. The mean reduction was \$996, the median reduction was \$400, and the total saved, relative to the 4 weeks prior to first assessment, was \$1,003,560. Generalising these results to the 2,368 new gambler clients seen in 2003, the total reduction in losses per month could be over \$2,300,000.

#### Reduction in Dollars Lost Summary Statistics

	Mean	Median	Std Deviation	Sum	N
Reduction in Dollars Lost	\$996	\$400	\$7,119	\$1,003,560	1,008

Reduced losses can also be presented as a proportion of the original losses. This approach recognises that the loss of a given amount of money has variable impact on clients depending on their overall financial circumstances.

#### Reduction in Dollars Lost as a Percentage of the Original Loss

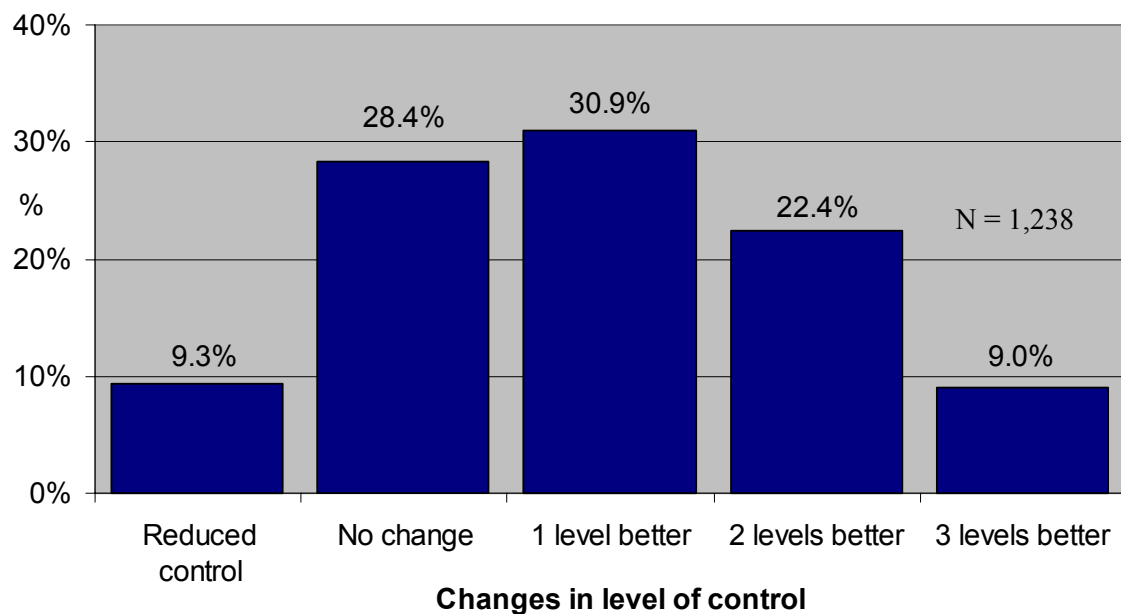


Just over half of the follow-up clients reduced their gambling losses by more than 60%.

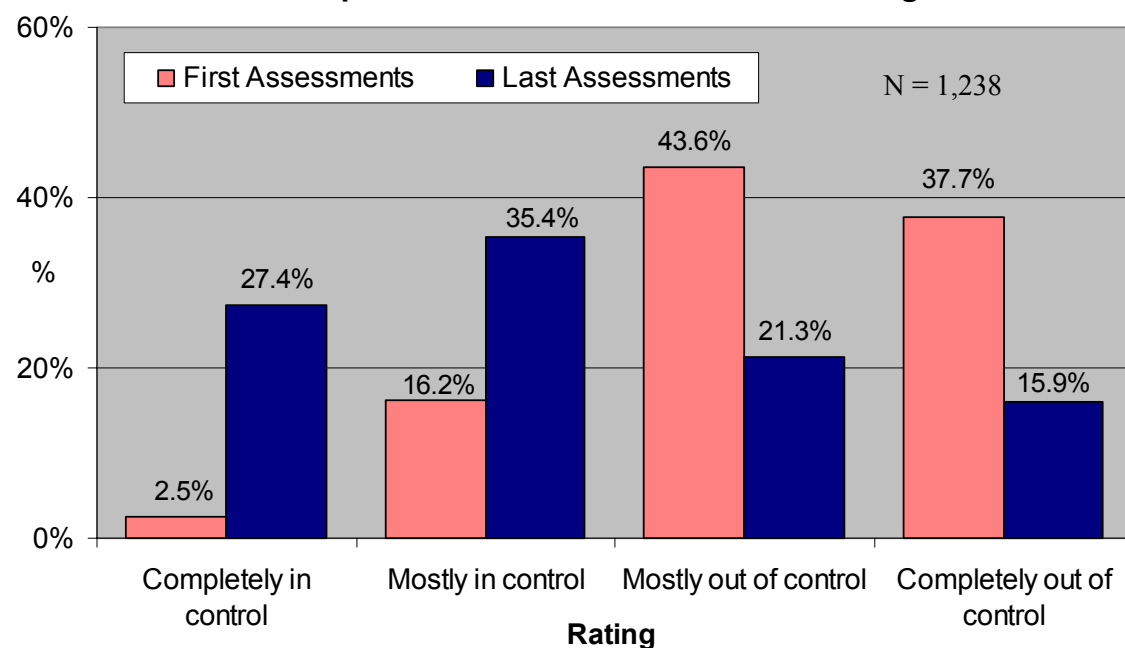
### *Increased Sense of Control*

Nearly two-thirds (62.4%) of follow-up clients reported an improvement in their sense of control over gambling. This is broadly consistent with the proportions reporting reduced SOGS-3M scores and reduced losses. Nearly a third (31.4%) reported improvements of at least two levels e.g. shifting from “Completely out of control” to “Mostly in control” or from “Mostly out of control” to “Completely in control”. This measure reflects the client’s personal sense of control of their gambling and their risk of gambling. The relatively low “improvement” rates are in keeping with clients continuing to feel at risk and vulnerable for gambling some time after they have stopped gambling.

#### Improvement in Control Over Gambling



#### Improvement in Control Over Gambling



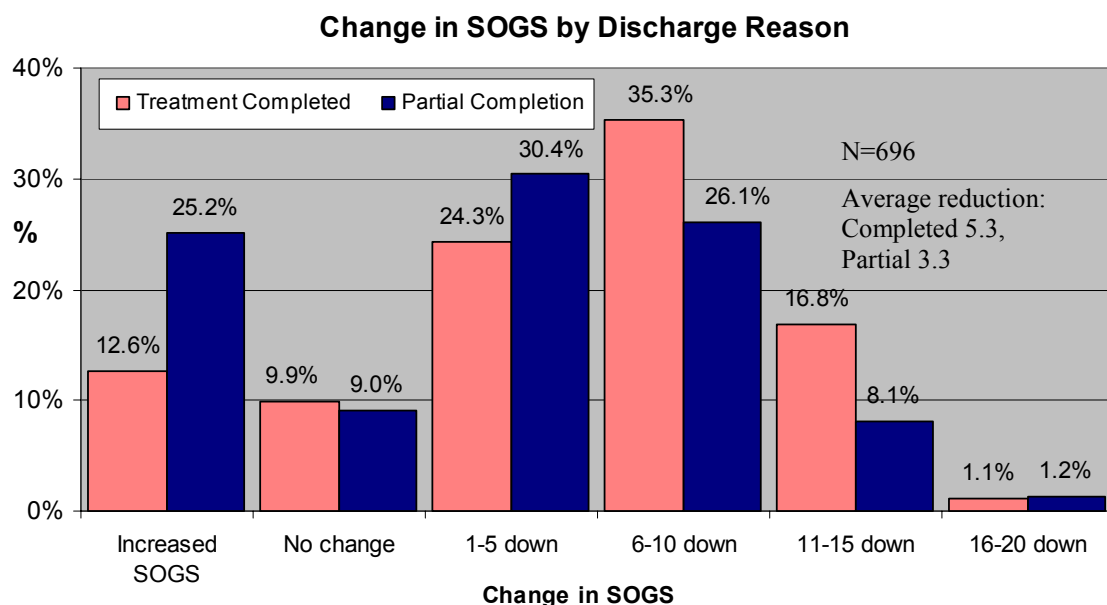
### ***Outcomes and Treatment “Completion”***

A discharge reason is recorded by agencies when clients are discharged. The two main reasons are “Treatment Completed”<sup>26</sup> and “Treatment Partially Completed”. When a client’s outcomes are analysed according to the last recorded discharge reason, some significant differences can be detected.

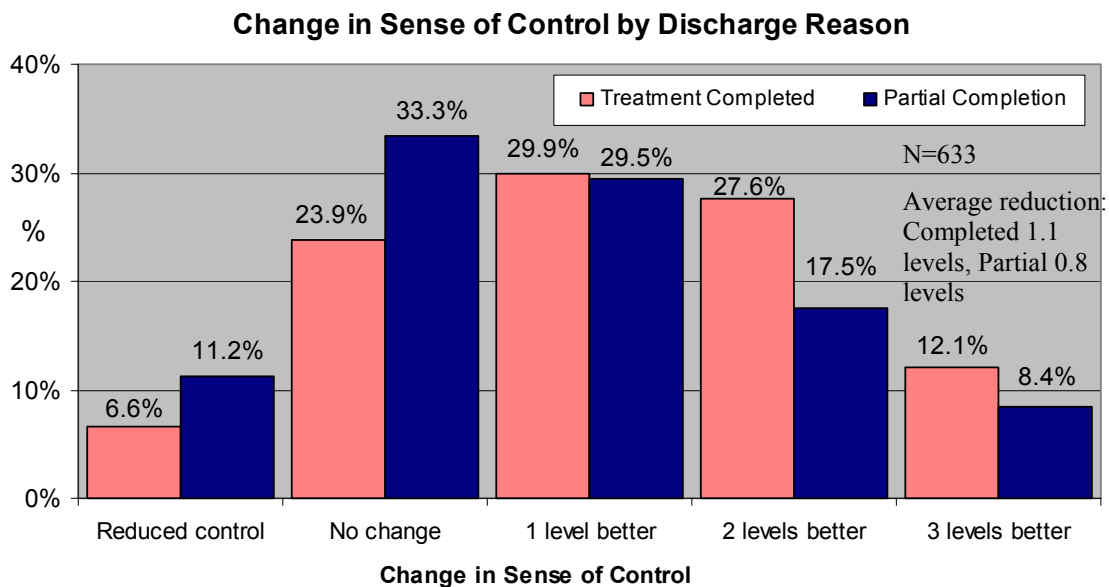
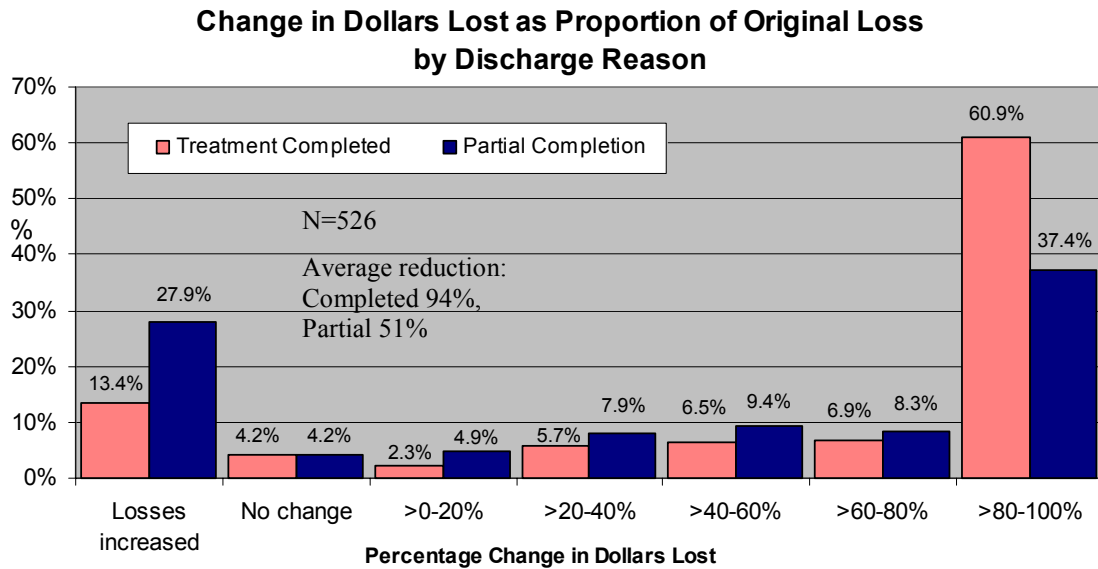
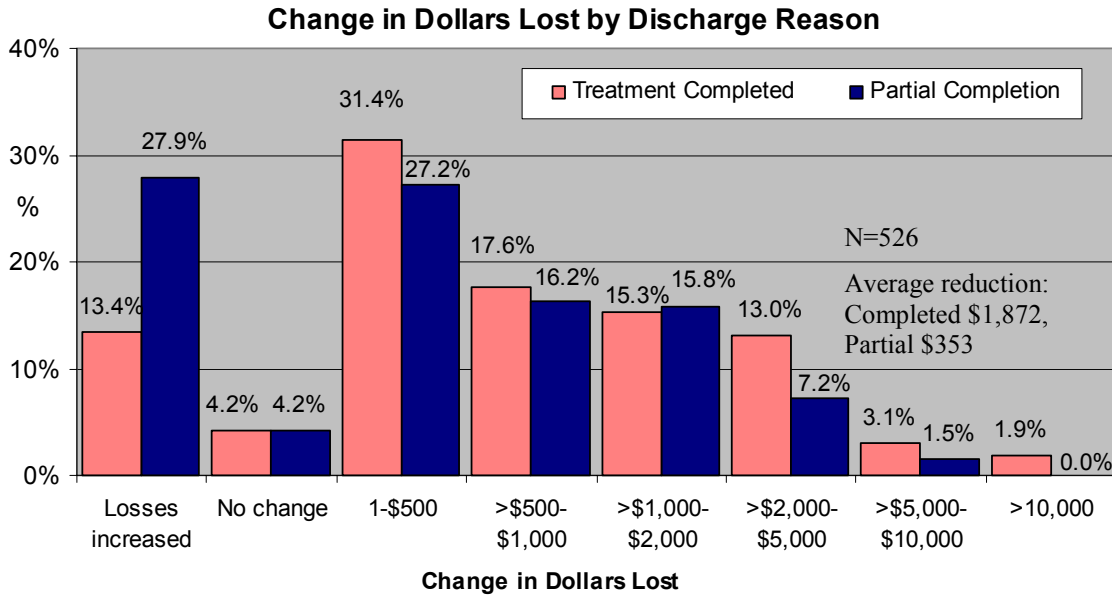
Treatment completion is associated with better outcomes. Although these differences are statistically significant ( $p < 0.01$ ), and the size of the differences is clinically significant, the impact of treatment completion should not be overstated. There are still some clients who deteriorate after completing treatment.

The interpretation of these differences also requires some care. The following factors are all potentially involved:

- 1) A positive outcome for serious gambling problems cannot be expected without a full course of treatment (as is true in most areas of health). Incomplete treatment would be expected to result in worse outcomes. The assumption here is that treatment has a positive causal impact on levels of gambling problems.
- 2) Clients are possibly less likely to complete treatment if they relapse. In which case the causal relationship is reversed – the level of problems experienced influences the course of treatment.
- 3) The clients most predisposed to succeed at overcoming their gambling problem are possibly also those most likely to complete what they finish generally, including treatment arrangements. In this case, the relationship is not causal, but both factors have a common cause.



<sup>26</sup> It is not assumed that treatment is completed for all time – merely that treatment is satisfactorily concluded for the time being. Followup may be required or there may be a relapse.



### *The Representativeness of the Gambler Outcomes Clients*

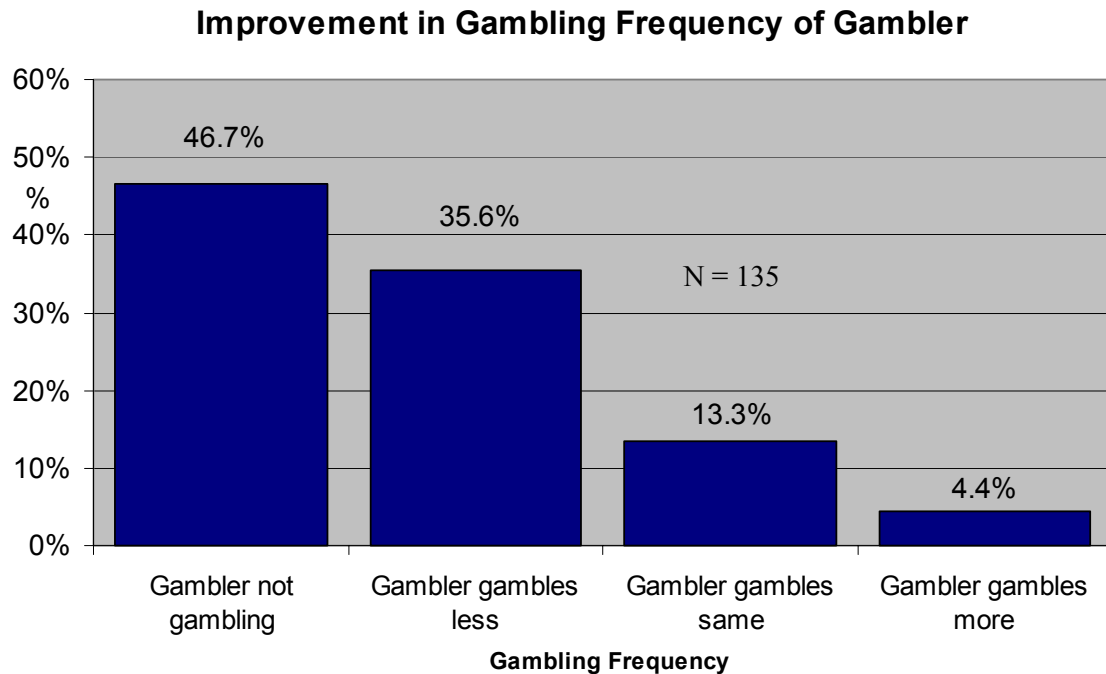
The gambler clients for whom outcomes data was available were, as a group, very similar to the general population of gambler clients.

**Comparisons Between Gambler Outcomes Clients and Total Gambler Client Population**

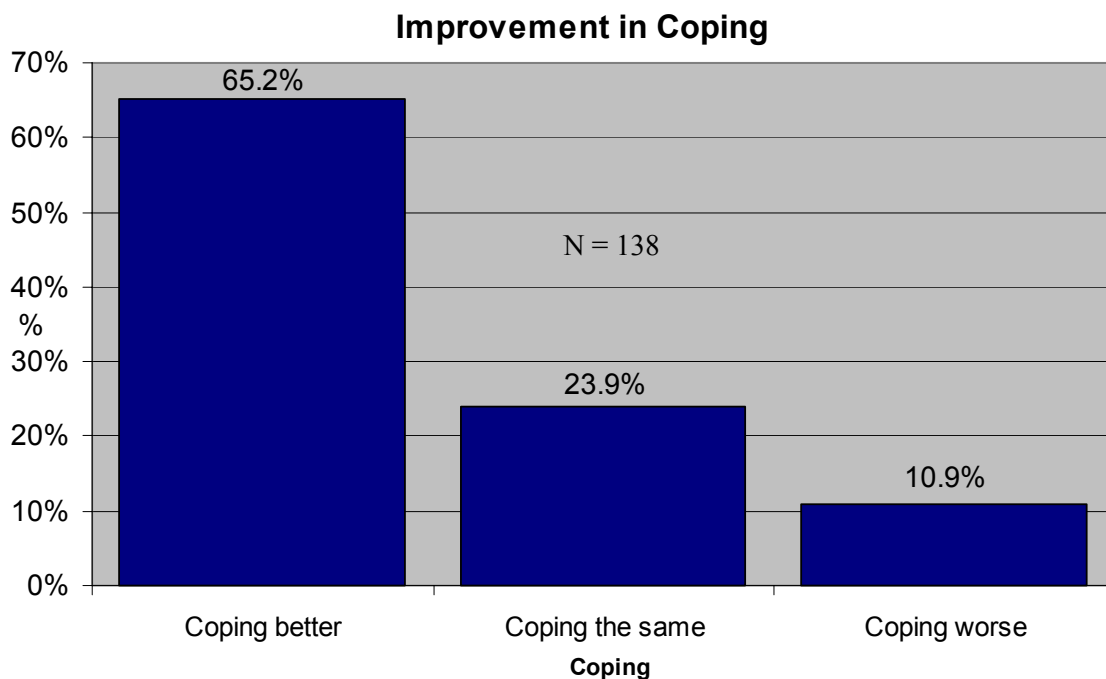
	All Clients N = 8,047	Outcome Clients N = 1,613
<b>Gender</b>		
Male	59.1%	58.9%
Female	40.9%	41.1%
<b>Age</b>		
Mean age	37.1	39.9
Median age	36.0	39.0
<b>Ethnicity</b>		
NZ European/ Pakeha	62.3%	72.4%
Maori	24.9%	19.1%
Pacific Nations	4.7%	3.7%
Asian	2.9%	1.3%
Other	5.1%	3.6%
<b>Primary Gambling Mode (top 4 only)</b>		
Non-casino gaming machines	72.7%	73.8%
Track	8.0%	7.7%
Casino gaming machines	11.7%	13.7%
Casino tables	4.7%	3.2%
<b>SOGS-3M Scores at First Assessment</b>		
Mean SOGS-3M	10.0	10.2
Median SOGS-3M	10.0	10.0
<b>Dollars Lost in Previous 4 Weeks Measured at First Assessment</b>		
Mean dollars lost	\$2,143	\$1,570
Median dollars lost	\$770	\$800
<b>Control Over Gambling</b>		
Completely in control	5.3%	2.4%
Mostly in control	16.2%	15.8%
Mostly out of control	40.9%	44.5%
Completely out of control	37.6%	37.2%

### *Outcomes: Family/Whanau*

Nearly half reported that the gambler had ceased gambling (46.7%). Only a very small percentage reported increased gambling by the gambler (4.4%).



Just under two-thirds of all clients (65.2%) said that they were coping better than three months previously. A significant minority (10.9%) said that they were coping worse.



# Screening for Gambling Problems: Preliminary Data on Trial Projects

## Early identification of gambling problems

At face-to-face counselling and helpline agencies, clients have presented for help to problem gambling services. The New Zealand prevalence studies (see Appendix 2) indicate a greater number of people have gambling problems than ever present to counselling services. While not all of these people will require counselling or other interventions, some will clearly benefit from help at an earlier stage.

One way of reaching the people who do not present for help, and potentially reaching them at an earlier stage of problem development, is to undertake screening for gambling problems in carefully selected settings where the need is considered to be high.

During 2003, three trial problem gambling screening projects were established. Preliminary information about these projects is included in this statistical publication to indicate the extent of gambling problems in different segments of the population. The projects are not fully completed and analysis is at different stages for each project. *Results should be treated as provisional.*

The projects aim to identify gambling problems in high risk groups at an early stage; to assist people to recognise when gambling is a problem and to offer help for these problems.

The projects are located in three different community sectors: patients in a range of Auckland general practices; clients at social service agencies in Auckland and Christchurch and a project in Waikato in health agencies servicing a mainly Maori population.

**Screening process.** People attending the project services are invited to complete screening questionnaires to identify gambling problems either in themselves or their families/whanau. The 8 screen<sup>27</sup> and the COGS<sup>28</sup> screen were used in all projects and a depression screen<sup>29</sup> is added for one of the projects. Further assistance is offered to those who require this.

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<sup>27</sup> Sullivan, Sean (1999) Development of the GP 8 screen, a New Zealand screen. PhD Thesis. Auckland University, New Zealand

<sup>28</sup> Sullivan, Sean (2002) Concerned Others Gambling Screen: The COGS Auckland School of Medicine. Unpublished

<sup>29</sup> Whooley, M., et al (1997) Case-Finding Instruments for depression: Two Questions are as Good as Many. *Journal of General Internal Medicine*. 12;439-445.

## Preliminary Summary Results (all projects)

### Rates of Problem Gamblers (Trial Screening Projects)

National NZ Prevalence Survey 1999 (SOGS screen)	GP Project (8 screen) N=898	Auckland social services (8 screen) N=774	Christchurch social services (8 screen) N=184	Waikato Health services (8 screen) N=435
0.5%	6.2%	13%	21%	10.5%

Each project is targeted to a different segment of the population. The results show rates in the groups selected for the trials are higher than the New Zealand prevalence rate.

The client groups of each project have different ethnic, socio-economic and gender profiles. These profiles differ from the demographic make-up of the New Zealand population and there are also different profiles between the projects.

Preliminary findings suggest:

- High overall rates of problem gambling in all projects
- Successful detection rates for problem gambling amongst ethnic groups not well captured by general population surveys (e.g. Asian people; 15.3% in the General Practitioner project)
- A high rate of problem gambling impact on families
- High rates of depression (50%) co-existing with problem gambling in the General Practitioner project

The preliminary results indicate that screening for gambling problems in targeted segments of the population is an effective method for reaching people who can benefit from information and help in a variety of community settings. These results provide support for screening as a means to improve access to help for individuals as well as opportunities to widen community responses to problem gambling.

The trial projects are due to be completed during 2004

# Appendix 1: The Problem Gambling Committee

## Independent Chairperson

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## Problem Gambling Providers 6 Trustees

Major Lynette Hutson  
National Manager  
The Salvation Army  
Oasis Centres for Problem Gambling

Monica Stockdale  
Te Rangihaeata Oranga (Hawkes Bay)  
Hastings

John Stansfield  
Chief Executive  
Problem Gambling Foundation of New Zealand

Mary Lelefua Watts  
Supervisor  
Waipareira Pasifika Family Start  
Henderson, Auckland

Kefung Chu  
Johnsonville  
Wellington

Gary Clifford  
Manager  
Gambling Problem Helpline  
Auckland

## Gaming Industry Trustees 6 Trustees

Andrew Webster (Casino)  
Manager Legal  
Sky City Ltd

Roger Parton (Non-casino gaming machines)  
Chief Executive  
Clubs New Zealand

Arthur Pitcher (Casino)  
Chief Executive  
Christchurch Casino

Paul Curry (Lottery Grants Board)  
General Manager  
Community Development  
Department of Internal Affairs

Jim Leach  
(Track gaming and sports betting)  
Manager Corporate Affairs, TAB  
Wellington

Bill Day  
Chief Executive  
NZ Community Trust  
Wellington

## Appendix 2: Problem Gambling Prevalence

### Problem & Pathological Gambling Prevalence in NZ Population (18+)<sup>30</sup>

Gambling Problems	Abbott & Volberg 1999	Abbott & Volberg 1991
Current Prevalence of Problem Gambling (SOGS 3-4)	0.6 - 1.1 %	1.7 - 2.5%
Current Prevalence of probable pathological (SOGS 5 or more)*	0.3 - 0.7%	0.9 - 1.5%
Problem & probable pathological combined	0.9 - 1.8%	2.6 - 4.0%

\* 91.1% of face-to-face counselling clients have a SOGS-3M score of 5 or more. 54.4% have a score of 10 or more

### Prevalence by Ethnicity

Abbott & Volberg (1999) estimated the prevalence of probable pathological gambling for ethnicity as:

- NZ European/Pakeha 0.4 - 0.9%
- Maori 1.6% - 6.6%
- Pacific Nations 0.7% - 8.6%
- Asian 0.0%

These percentages changed from the 1991 report.

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<sup>30</sup> Abbot, M. and Volberg, R. (2000) *Taking the Pulse on Gambling and Problem Gambling in New Zealand: A Report on Phase One of the 1999 National Prevalence Survey, June 2000*. Wellington; Department of Internal Affairs.

Abbot, M. and Volberg, R. (1991) *Gambling and Problem Gambling in New Zealand: A Report on Phase One of the National Survey*. Wellington; Department of Internal Affairs.

## **Appendix 3: Corrections of Results in Previous National Statistics Reports**

The policy of The Problem Gambling Purchasing Agency is to carefully check the annual statistics report before it is released. In the event of any errors being discovered after publication, these are reported to ensure that future research is based on the most accurate available figures.

Regard for the importance of historical analysis, especially analysis of trends, is also the motivation behind the decision to recalculate results for previous reporting periods to take account of new data (for example, data on a client's first ever session). Recalculating results also allows analysis to take advantage of improved and more sophisticated methods of data analysis (for example, techniques for handling missing admission or discharge data). This approach maximises the integrity of any comparisons with the past. Very few differences are noted and most of these are very small.

## **Appendix 4: Gambling Problem Helpline Data**

Data has been recorded on the Gambling Problem Helpline Database from the beginning of November 1998 till present.

Prior to November 2003 - cities and other place names were manually typed allowing spelling mistakes. There is no guarantee that all callers before this date from a particular city or region are captured in regional analysis statistics.

Null or blank values may be recorded for some callers where no response is given, e.g., there may be some blanks for age, ethnicity, gender, gambling mode, etc, if the caller does not provide this information. Age, ethnicity, etc, analysis includes only those callers where these demographics are recorded.

**Telephone Helpline**

Phone: 0800 654 655

Web-site [www.gamblingproblem.co.nz](http://www.gamblingproblem.co.nz)

Contact phone numbers and service times for the Maori, Pasifika, Youth and Gambling Debt Helplines are available from the main helpline.

**Face-to-Face Counselling Services**

Up to date information on the locations of problem gambling counselling services is available from the Telephone Helpline 0800 654 655.