

# Gambling Rehabilitation Program

## Regional Gambling Help Services Data Bulletin

### July - September 2009

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The Office for Problem Gambling collect data from all of our Gambling Help Services; the Regional services of which there are 4 metropolitan and 8 Country services, and the Statewide and Special Purpose services of which there are a total of 9 services. The data in this bulletin reflects that only of the Regional services, and reports only on selected data items.

The purpose of this bulletin is to give an over-all view of the demographics and behaviours of gamblers in regional South Australia. Most of the data is indicative of “new registered clients” who have a service intervention with a Regional Gambling Help Service, and who’s first contact date was between 1<sup>st</sup> July and 30<sup>th</sup> September 2009.

#### **The Agencies:**

The data in this bulletin has been combined from the following Regional Gambling Help Services:

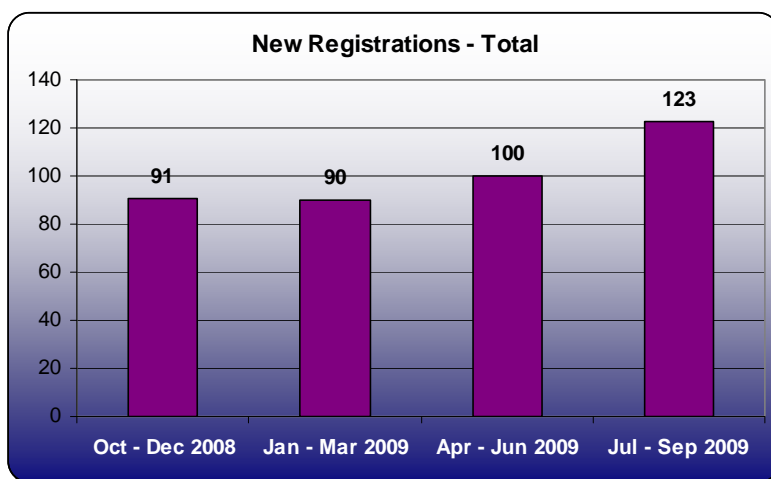
- Adelaide Hills
- Barossa
- Eastern Adelaide
- Eyre & Western
- Far North
- Fleurieu & Kangaroo Island
- Limestone Coast
- Murray Mallee
- Northern Adelaide
- Southern Adelaide
- Western Adelaide
- Yorke & Mid North

Note:- In 2008 Gambling Help Services were divided into two program streams, Regional Services and State-wide & Special Purpose Services. All regional services commenced with new service agreements on 31/01/2009 except for Eyre & Western, Fleurieu & Kangaroo Island and Southern Adelaide. These regions didn’t commence until 01/05/2009.

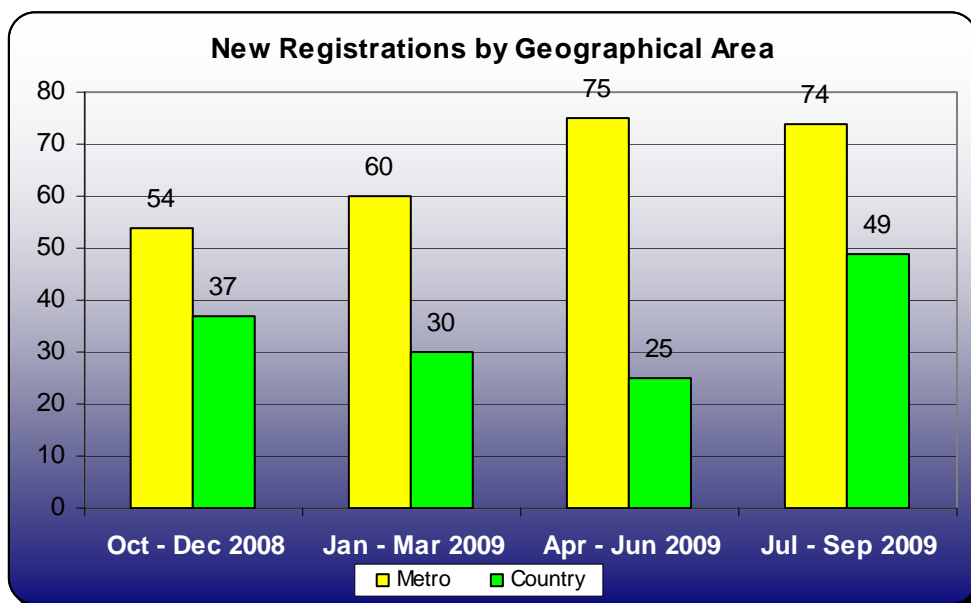
## New Registrations

These graphs show the number of **new registered clients** with a Regional Gambling Help Service per quarter, and per region.

New registered clients are those whose first contact date falls within the specified quarter, and does not include ongoing / existing clients.



Quarter	Oct – Dec 2008	Jan – Mar 2009	Apr – Jun 2009	Jul – Sep 2009	Total
<b>Number of Clients</b>	91	90	100	123	404
<b>% of Clients Registered</b>	23%	22%	25%	30%	100%



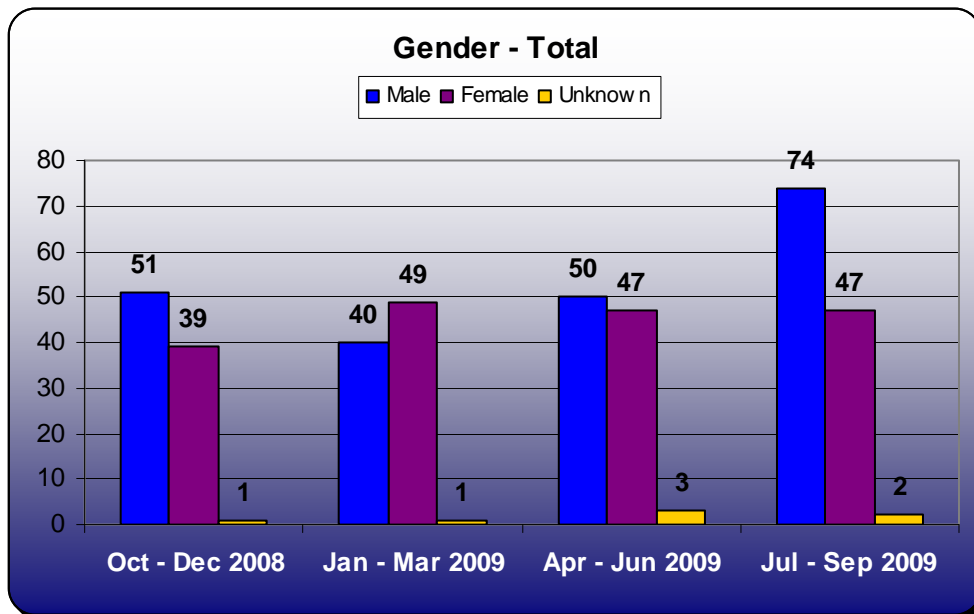
Metro	Country
Eastern Adelaide	Adelaide Hills
Northern Adelaide	Barossa
Southern Adelaide	Eyre & Western
Western Adelaide	Far North
	Fleurieu & Kangaroo Island
	Limestone Coast
	Murray Mallee
	Yorke & Mid North

## Gender

The following data shows the gender of **new registered clients** in total for all regional Gambling Help Services over a 12 month period.

Quarter	Oct – Dec 2008	Jan – Mar 2009	Apr – Jun 2009	Jul – Sep 2009
Male Clients	51 (56%)	40 (45%)	50 (50%)	74 (60%)
Female Clients	39 (43%)	49 (54%)	47 (47%)	47 (39%)
Unknown Clients	1 (1%)	1 (1%)	3 (3%)	2 (1%)
<b>Total</b>	91	90	100	123

(Note: figures shown are indicative of new registered clients only)

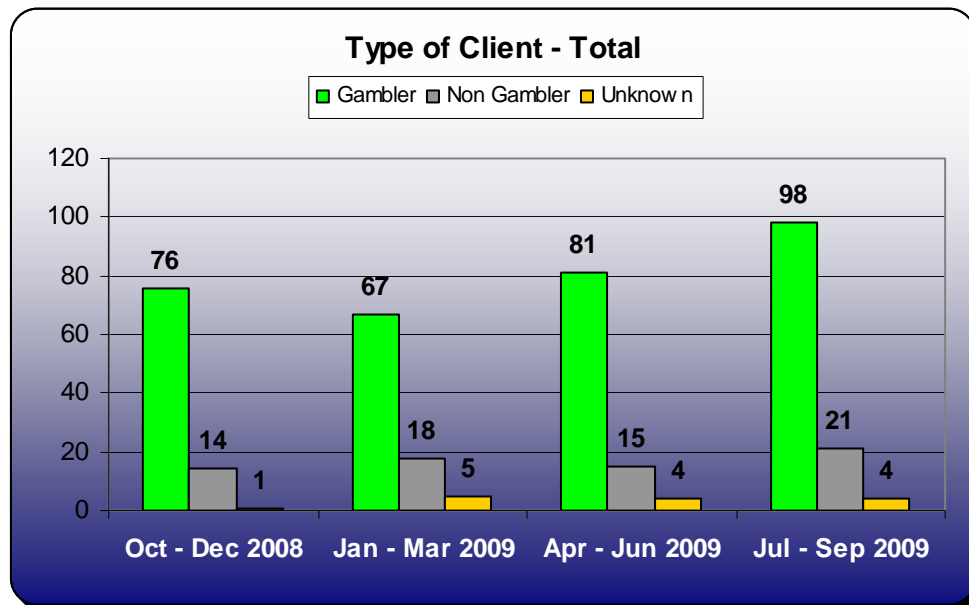


## Type of Client

The following graph shows the 'type of client' for **new registered clients** registered during the quarter.

Quarter	Oct – Dec 2008	Jan – Mar 2009	Apr – Jun 2009	Jul – Sep 2009
<b>Gamblers</b>	76 (84%)	67 (74%)	81 (81%)	98 (80%)
<b>Non Gamblers</b>	14 (15%)	18 (20%)	15 (15%)	21 (17%)
<b>Unknown</b>	1 (1%)	5 (6%)	4 (4%)	4 (3%)
<b>Total</b>	91	90	100	123

(Note: figures shown are indicative of new registered clients only)



## Assistance to Access Other Services

(Note: This data is for *new registered clients* only.)

During this quarter a total of 122 assistances were recorded, of which the most assistances were made to;

- An Internal Service within the agency (9%).
- 69 (56%) were recorded as 'not applicable'.

Service	Clients
Statewide Gambling service	6
Internal service (within your agency)	11
Mental health service	4
Legal service	3
Drug / Alcohol service	1
Gamblers / Pokies anonymous	1
Health Service	2
On-line / Telephone Counselling	5
Family Protection Order Scheme	-
Self barring	8
Relapse Prevention Group	-
Not applicable	69
Other	12

(Note: figures shown indicate new registrations only, and at the time of first assessment.)

## Assessment Goals

(Note: This data is for *new registered clients* only.)

During this quarter, of the 123 new registered clients;

- 90 (73%) clients set goals,
- 25 (20%) chose not to set goals, and
- 8 (7%) clients did not respond to the question.

## Client Satisfaction with Current Financial Management

(Note: This data is for *new registered clients* only.)

123 new registered clients gave a description of their satisfaction with their current financial management;

- 43 (35%) of clients were very or fairly satisfied,
- 31 (25%) of clients were neither satisfied or dissatisfied, and
- 49 (40%) of clients were fairly or very dissatisfied.

How Satisfied the Client is	Clients
Very Satisfied	11
Fairly Satisfied	32
Neither Satisfied or dissatisfied	31
Fairly Dissatisfied	39
Very Dissatisfied	10

(Note: figures shown indicate new registrations only, and at the time of first assessment.)

## Workers Assessment of the State of the Clients Financial Problem

(Note: This data is for *new registered clients* only.)

Workers assessed 123 new registered clients on what they believed was the state of the clients financial problems;

- 63 (51%) had no or slight problems,
- 42 (34%) were believed to be definite,
- 18 (15%) were believed to have a marked or very severe financial problem.

State of Financial Problem	Clients
None at all	18
Slight	45
Definite	42
Marked	9
Very Severe	9

(Note: figures shown indicate new registrations only, and at the time of first assessment.)

## CPGI Score

(Note: This data is for **new registered clients** only.)

The Canadian Problem Gambling Index (CPGI) was introduced to Gambling Help Services from the 1<sup>st</sup> April 2009. Agencies are required to perform the CPGI on at least 90% of registered Gambling clients.

During this quarter;

- 98 of the new registered clients were Gamblers and 88 (89%) of these were assessed using the CPGI.
- 68 (77%) of clients assessed as being 'Problem Gamblers' using the CPGI.

CPGI Score	Clients
Non problem gambler 0	5
Low risk gambler 1-2	2
Moderate risk gambler 3-7	13
Problem gambler 8-27	68

(Note: figures shown indicate CPGI scores for new registered clients only, at the time of first assessment.)

