



Gambling Rehabilitation Program Regional Gambling Help Services Data Bulletin January - March 2011

The Office for Problem Gambling collects data from all of the 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 of the Regional services, and reports on selected data items.

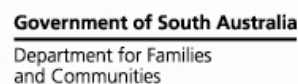
The purpose of this bulletin is to give an overall view of the demographics and behaviours of gamblers in regional South Australia. Most of the data is indicative of “new registered clients” who have a service intervention with a Regional Gambling Help Service, and whose first contact date was between 1st January and 31st March 2011.

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 did not commence until 01/05/2009.



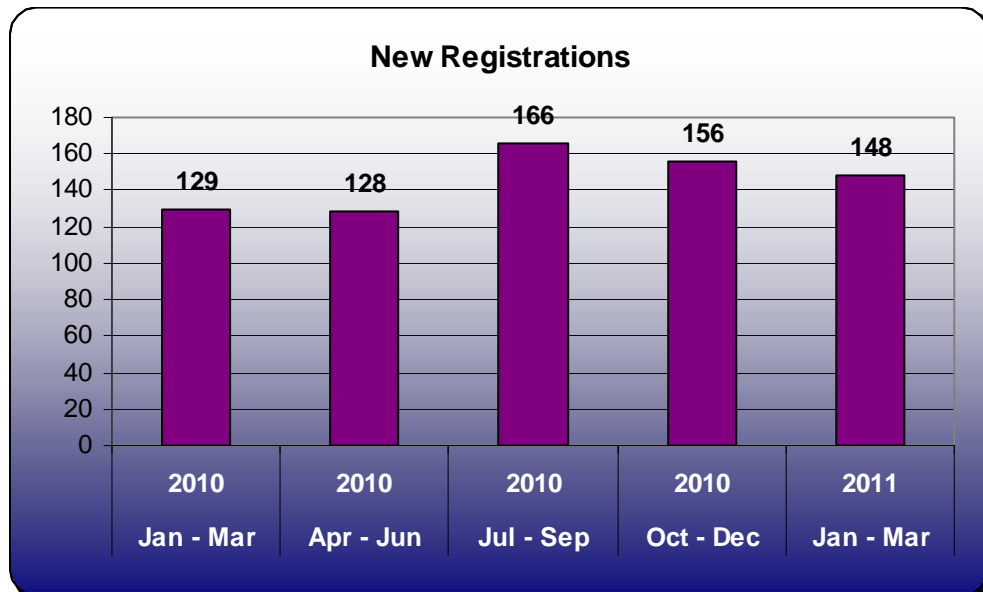
Funded through the Gamblers Rehabilitation Fund

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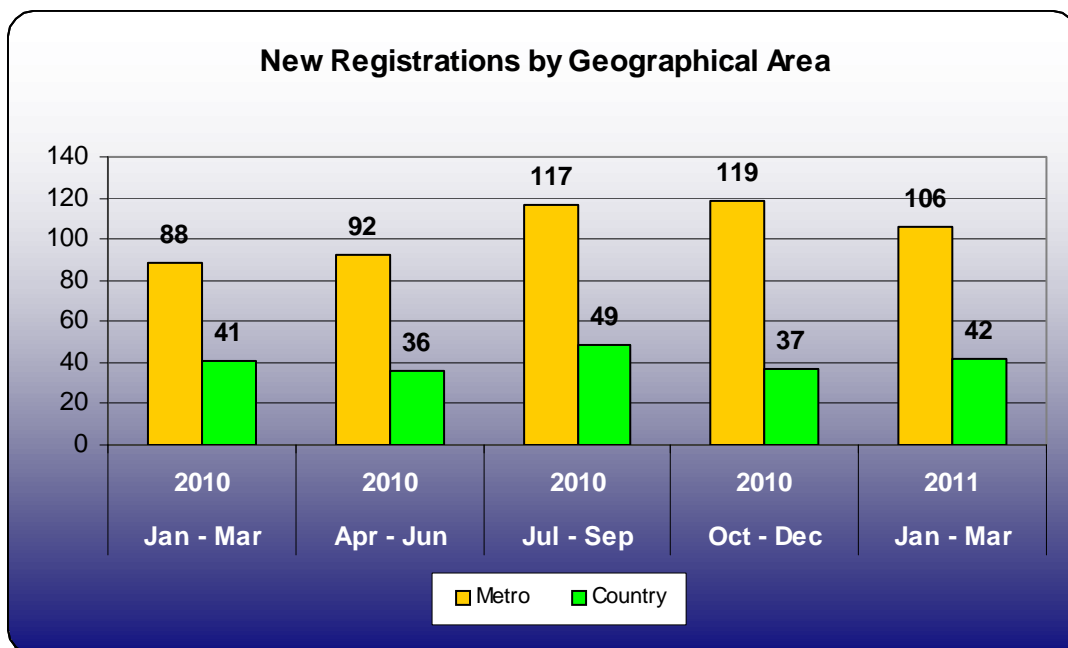
New Registrations

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	Jan - Mar 2010	Apr - Jun 2010	Jul - Sep 2010	Oct - Dec 2010	Jan - Mar 2011
Number of Clients	129	128	166	156	148
% of Clients Registered	18%	18%	23%	21%	20%



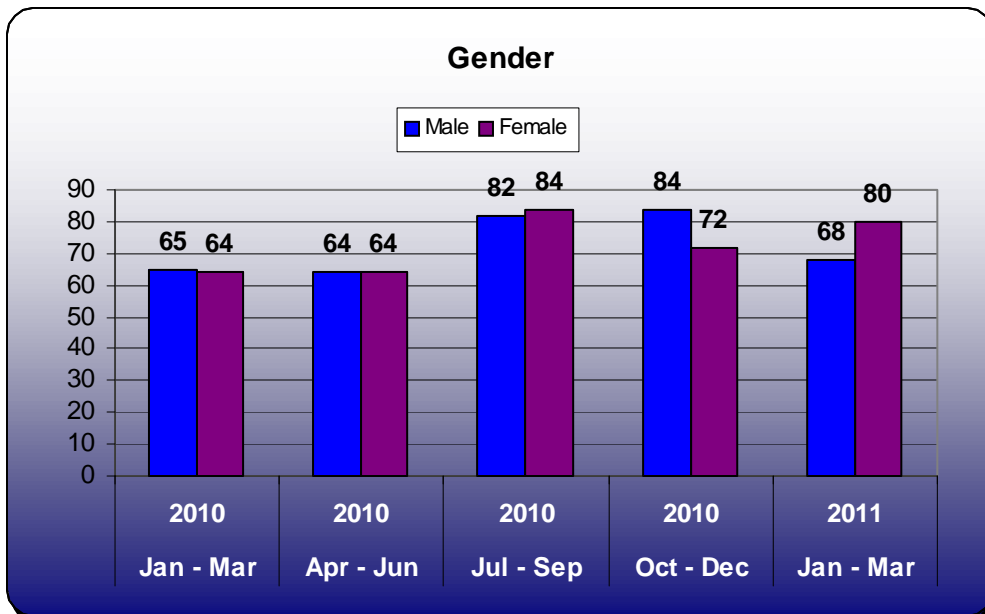
Metro	Country
Eastern Adelaide	Adelaide Hills
Northern Adelaide	Barossa
Southern Adelaide	Eyre & Western
Western Adelaide	Far North
	Fleurieu & Kangaroo Island
	Limestone Coast
	Murray Mallee
	Yorke & Mid North

Gender

The following data shows the gender of **new registered clients** in total for all regional Gambling Help Services over a 15 month period.

Quarter	Jan - Mar 2010	Apr - Jun 2010	Jul - Sep 2010	Oct - Dec 2010	Jan - Mar 2011
Male Clients	65	64	82	84	68
	50%	50%	49%	54%	46%
Female Clients	64	64	84	72	80
	50%	50%	51%	46%	54%

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

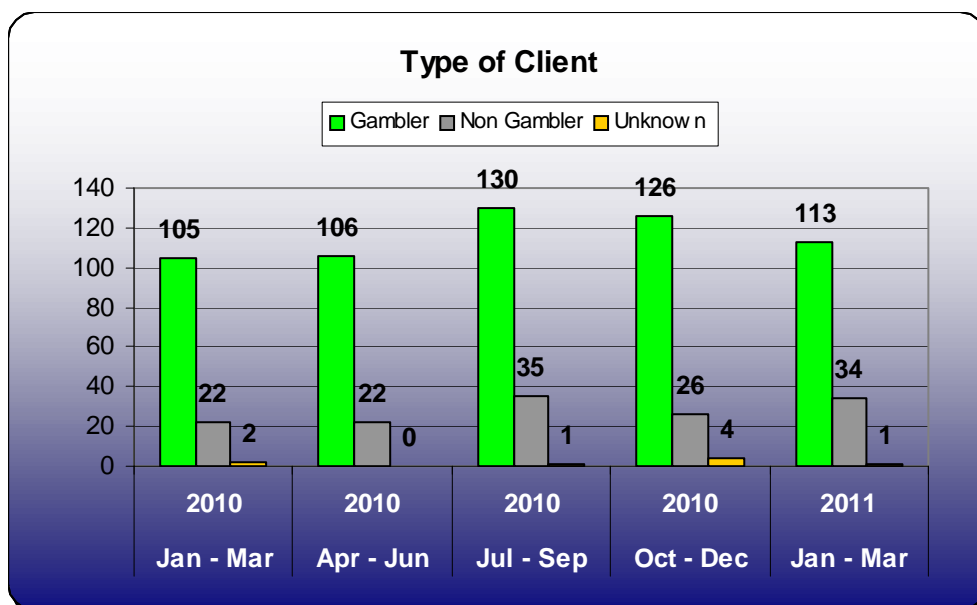


Type of Client

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

Quarter	Jan - Mar 2010	Apr - Jun 2010	Jul - Sep 2010	Oct - Dec 2010	Jan - Mar 2011
Gamblers	105 81%	106 83%	130 78%	126 81%	113 76%
Non Gamblers	22 17%	22 17%	35 21%	26 17%	34 23%
Unknown Type	2 2%	0 0%	1 1%	4 3%	1 1%
Total	129	128	166	156	148

(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 166 assistances were recorded, of which the most assistances were made to;

- Self Barring (15%).
- Internal Service (13%).

Service	Clients
Statewide Gambling Service	15
Internal Service	21
Mental Health Service	6
Legal Service	2
Drug/Alcohol Service	3
Gamblers/Pokies Anonymous	13
Health Service	3
On-line/Telephone Counseling	12
Family Protection Order Scheme	4
Self Barring	25
Relapse Prevention Group	5
Not Applicable	50
Other	7

(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 113 new registered gambling clients;

- 84 (74%) clients set goals,
- 19 (17%) chose not to set goals, and
- 10 (9%) clients had no response recorded.

Client Satisfaction with Current Financial Management

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

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

- 42 (40%) of clients were very or fairly satisfied,
- 24 (23%) of clients were neither satisfied or dissatisfied, and
- 18 (17%) of clients were fairly or very dissatisfied.

How Satisfied the Client Is	Clients
Very Satisfied	14
Fairly Satisfied	28
Neither Satisfied or Dissatisfied	24
Fairly Dissatisfied	22
Very Dissatisfied	18

(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 106 new registered clients on what they believed was the state of the client's financial problem;

- 55 (52%) had no or a slight problem;
- 21 (20%) were believed to have a definite problem;
- 30 (28%) were believed to have a marked or very severe financial problem.

State of Financial Problem	Clients
None at All	20
Slight	35
Definite	21
Marked	10
Very Severe	20

(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 1st April 2009. Agencies are required to perform the CPGI on at least 90% of registered Gambling clients.

During this quarter;

- 113 of the new registered clients were Gamblers and 108 (96%) of these were assessed using the CPGI.
- 79 (73%) of clients assessed as being 'Problem Gamblers' using the CPGI.

CPGI Score	Clients
Non problem gambler (0)	13
Low risk gambler (1-2)	3
Moderate risk gambler (3-7)	13
Problem gambler (8-27)	79

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

