



Gambling Rehabilitation Program Regional Gambling Help Services Data Bulletin April - June 2010

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.

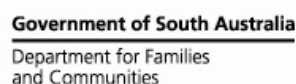
The purpose of this bulletin is to give an overall view of the demographics and behaviours of gamblers in regional South Australia. Most of the data is indicative of “new registered clients” who have a service intervention with a Regional Gambling Help Service, and whose first contact date was between 1st April and 30th June 2010.

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

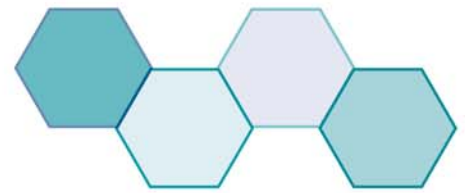
produced by the Office for Problem Gambling within the Department for Families and Communities. Contact number (08) 8207 0716.

Current as at 02/09/2010

Page 1/7

This bulletin has been



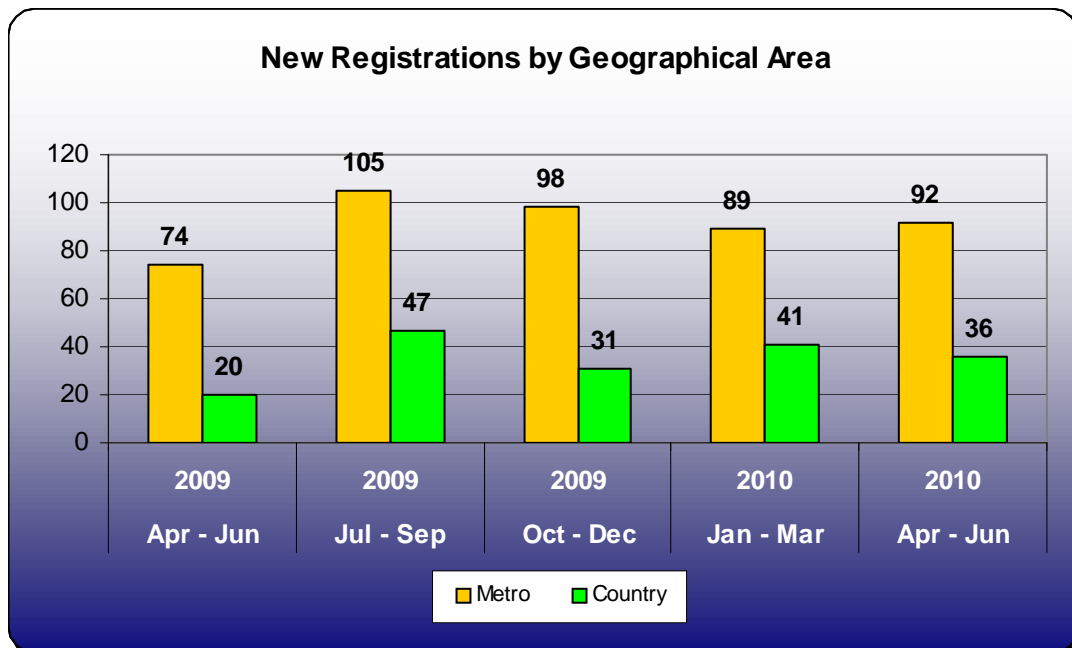


New Registrations

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

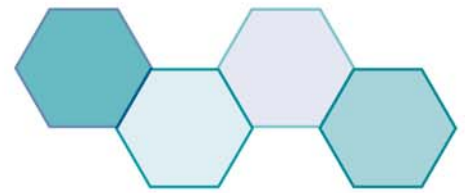
New registered clients are those whose first contact date falls within the specified quarter, and does not include ongoing / existing clients.

Quarter	Apr - Jun 2009	Jul - Sep 2009	Oct - Dec 2009	Jan - Mar 2010	Apr - Jun 2010
Number of Clients	94	152	129	130	128
% of Clients Registered	15%	24%	20%	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



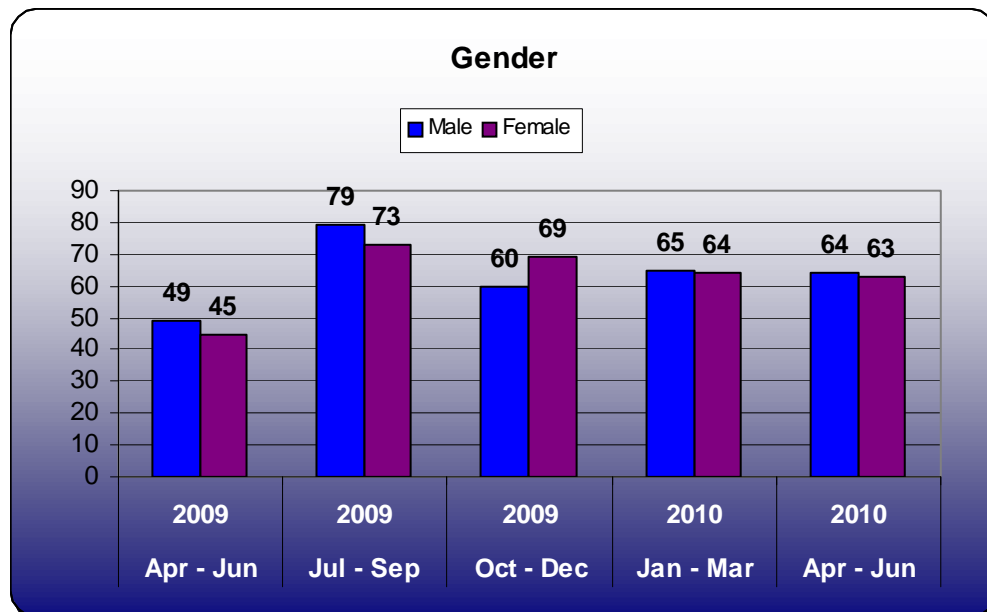


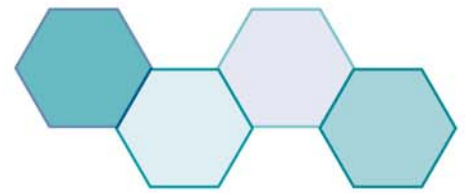
Gender

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

Quarter	Apr - Jun 2009	Jul - Sep 2009	Oct - Dec 2009	Jan - Mar 2010	Apr - Jun 2010
Male Clients	49	79	60	65	64
	52%	52%	47%	50%	50%
Female Clients	45	73	69	64	63
	48%	48%	53%	50%	50%

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



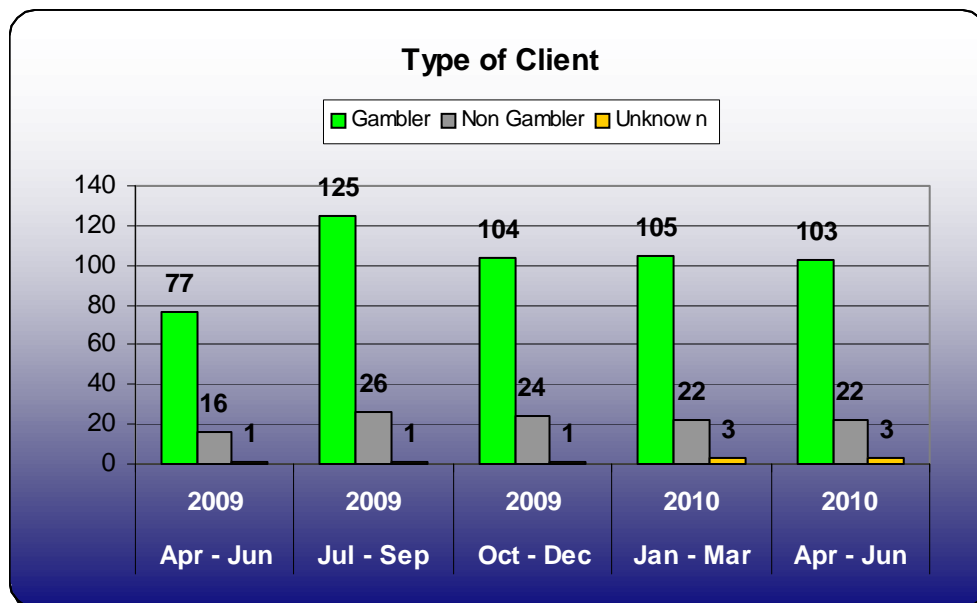


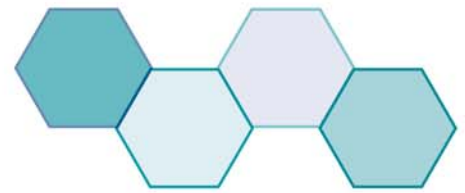
Type of Client

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

Quarter	Apr - Jun 2009	Jul - Sep 2009	Oct - Dec 2009	Jan - Mar 2010	Apr - Jun 2010
Gamblers	77 82%	125 82%	104 81%	105 81%	103 80%
Non Gamblers	16 17%	26 17%	24 19%	22 17%	22 17%
Unknown Type	1 1%	1 1%	1 1%	3 2%	3 2%
Total	94	152	129	130	128

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





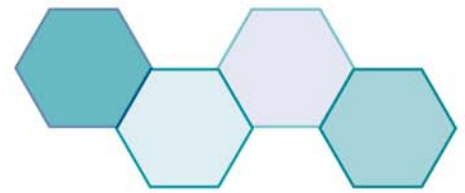
Referral Source

The following table shows which outside agencies referred new clients to Gambling Help Services during the quarter.

Quarter	Apr - Jun 2009	Jul - Sep 2009	Oct - Dec 2009	Jan - Mar 2010	Apr - Jun 2010
Community Health Service	2	3	4	5	2
Health/Welfare Professional	4	6	9	7	4
Mental Health Professional	2	1	1	4	2
Correctional/Legal Services	7	6	8	10	5
Financial Counsellor	3	1	1	0	0
Gamblers/Pokies Anonymous	3	4	4	1	0
Gambling Venue Staff	6	8	1	1	12
Independent Gambling Authority	0	3	0	1	2
Gambling Helpline	12	32	24	21	16
Another Gambling Help Service	7	3	6	2	2
Not Applicable	19	28	22	42	43
Other	11	30	23	11	15

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

- Self Barring (26%).
- Statewide Gambling Service (15%).

Service	Clients
Statewide Gambling Service	20
Internal Service	19
Mental Health Service	6
Legal Service	2
Drug/Alcohol Service	2
Gamblers/Pokies Anonymous	13
Health Service	9
On-line/Telephone Counseling	15
Family Protection Order Scheme	7
Self Barring	35
Relapse Prevention Group	6
Not Applicable	32
Other	14

Assessment Goals

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

During this quarter, of the 103 new registered gambling clients;

- 91 (88%) clients set goals,
- 10 (10%) chose not to set goals, and
- 2 (2%) clients had no response recorded.

Client Satisfaction with Current Financial Management

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

99 new registered clients described their satisfaction with their current financial management;

- 33 (33%) of clients were very or fairly satisfied,
- 22 (22%) of clients were neither satisfied or dissatisfied, and
- 44 (44%) of clients were fairly or very dissatisfied.

How Satisfied the Client Is	Clients
Very Satisfied	8
Fairly Satisfied	25
Neither Satisfied or Dissatisfied	22
Fairly Dissatisfied	27
Very Dissatisfied	17

Workers Assessment of the State of the Clients Financial Problem

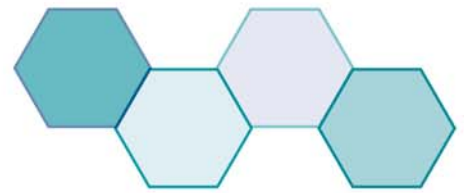
(Note: This data is for *new registered clients* only.)

Workers assessed 100 new registered clients on the state of the client's financial problem;

- 52 (52%) had no or a slight problem;
- 24 (24%) had a definite problem;
- 24 (24%) had a marked or very severe financial problem.

State of Financial Problem	Clients
None at All	19
Slight	33
Definite	24
Marked	15
Very Severe	9





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;

- 103 of the new registered clients were Gamblers and 99 (96%) of these were assessed using the CPGI.
- 87 (88%) of clients assessed as being 'Problem Gamblers' using the CPGI.

CPGI Score	Clients
Non problem gambler (0)	3
Low risk gambler (1-2)	1
Moderate risk gambler (3-7)	8
Problem gambler (8-27)	87

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

