



Gambling Rehabilitation Program Regional Gambling Help Services Data Bulletin July - September 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 July and 30th September 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.



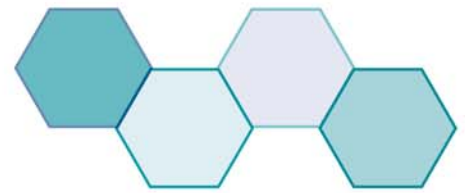
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Current as at 10/03/2011

This bulletin has been



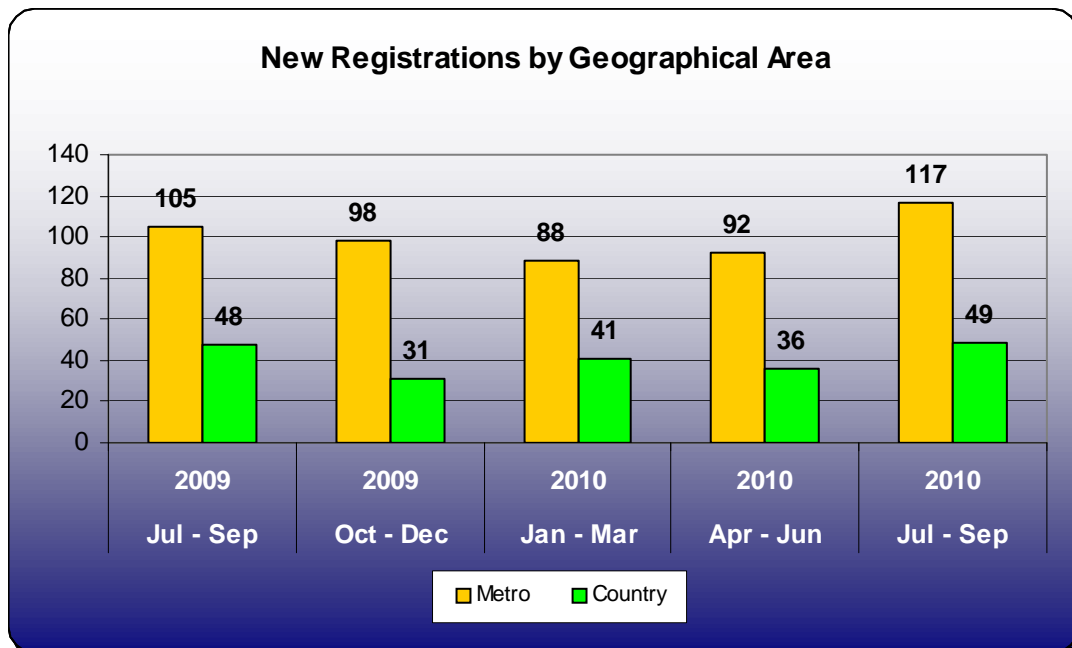


New Registrations

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

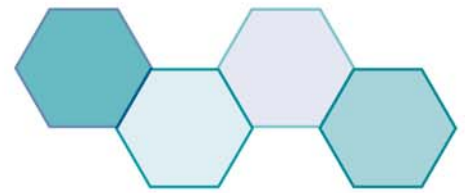
New registered clients are those whose first contact date falls within the specified quarter, and does not include ongoing / existing clients.

Quarter	Jul - Sep 2009	Oct - Dec 2009	Jan - Mar 2010	Apr - Jun 2010	Jul - Sep 2010
Number of Clients	153	129	129	128	166
% of Clients Registered	22%	18%	18%	18%	24%



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



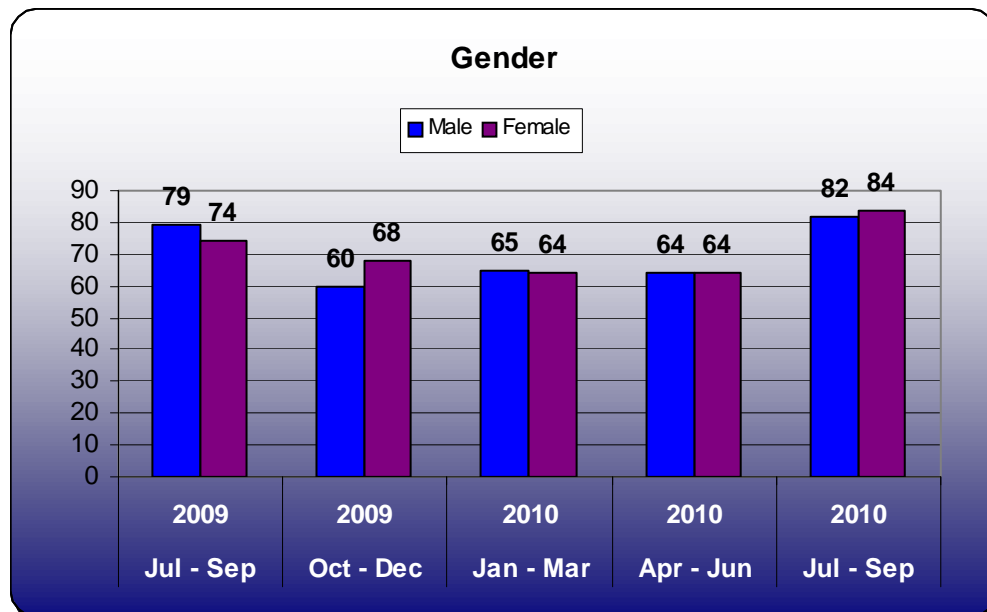


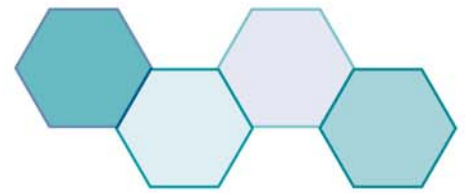
Gender

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

Quarter	Jul - Sep 2009	Oct - Dec 2009	Jan - Mar 2010	Apr - Jun 2010	Jul - Sep 2010
Male Clients	79	60	65	64	82
	52%	47%	50%	50%	49%
Female Clients	74	68	64	64	84
	48%	53%	50%	50%	51%

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



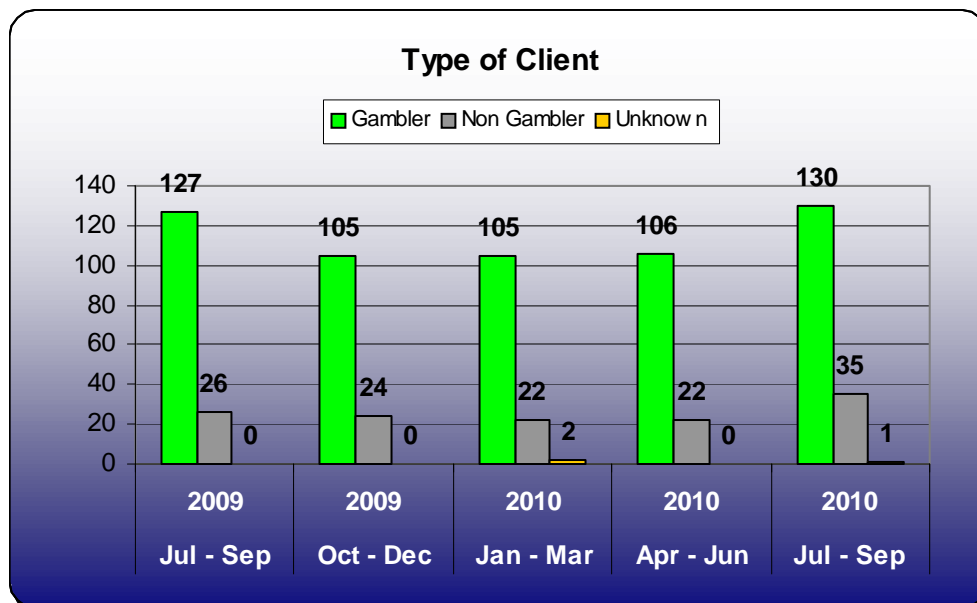


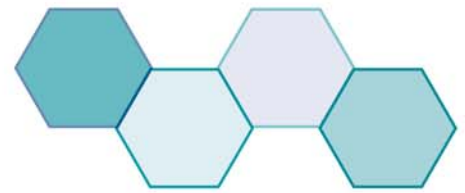
Type of Client

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

Quarter	Jul - Sep 2009	Oct - Dec 2009	Jan - Mar 2010	Apr - Jun 2010	Jul - Sep 2010
Gamblers	127 83%	105 81%	105 81%	106 83%	130 78%
Non Gamblers	26 17%	24 19%	22 17%	22 17%	35 21%
Unknown Type	0 0%	0 0%	2 2%	0 0%	1 1%
Total	153	129	129	128	166

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





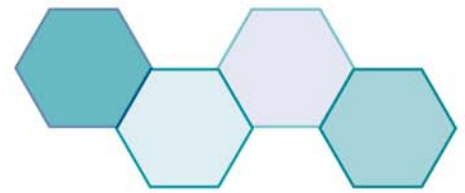
Referral Source

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

Quarter	Jul - Sep 2009	Oct - Dec 2009	Jan - Mar 2010	Apr - Jun 2010	Jul - Sep 2010
Community Health Service	4	4	6	2	14
Health/Welfare Professional	6	9	10	5	8
Mental Health Professional	1	1	5	2	2
Correctional/Legal Services	6	9	10	6	2
Financial Counsellor	2	2	1	0	3
Gamblers/Pokies Anonymous	5	5	1	0	2
Gambling Venue Staff	8	1	1	13	5
Independent Gambling Authority	3	0	1	2	1
Gambling Helpline	39	35	28	21	40
Another Gambling Help Service	5	6	2	3	2
Not Applicable	40	31	51	57	62
Other	34	25	11	17	24

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

- Self Barring (20%).
- Internal Service (17%).

Service	Clients
Statewide Gambling Service	19
Internal Service	39
Mental Health Service	5
Legal Service	1
Drug/Alcohol Service	4
Gamblers/Pokies Anonymous	23
Health Service	3
On-line/Telephone Counseling	21
Family Protection Order Scheme	9
Self Barring	45
Relapse Prevention Group	5
Not Applicable	40
Other	11

Assessment Goals

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

During this quarter, of the 130 new registered gambling clients;

- 118 (91%) clients set goals,
- 6 (5%) chose not to set goals, and
- 6 (5%) clients had no response recorded.

Client Satisfaction with Current Financial Management

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

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

- 30 (24%) of clients were very or fairly satisfied,
- 31 (25%) of clients were neither satisfied or dissatisfied, and
- 62 (50%) of clients were fairly or very dissatisfied.

How Satisfied the Client Is	Clients
Very Satisfied	3
Fairly Satisfied	27
Neither Satisfied or Dissatisfied	31
Fairly Dissatisfied	40
Very Dissatisfied	22

Workers Assessment of the State of the Clients Financial Problem

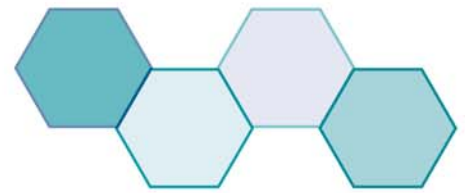
(Note: This data is for *new registered clients* only.)

Workers assessed 124 new registered clients on the state of the client's financial problem;

- 60 (48%) had no or a slight problem;
- 28 (23%) had a definite problem;
- 36 (29%) had a marked or very severe financial problem.

State of Financial Problem	Clients
None at All	15
Slight	45
Definite	28
Marked	23
Very Severe	13





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;

- 130 of the new registered clients were Gamblers and 121 (93%) of these were assessed using the CPGI.
- 110 (91%) 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)	4
Problem gambler (8-27)	110

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

