

Problem Gambling Services: Action Plan



Government of South Australia
Department for Families
and Communities

South Australia | 2007

Problem Gambling Services: an Action Plan for South Australia 2007

Department for Families and Communities

Problem gambling services : action plan.

ISBN 9781920983505 (pbk.).

1. Compulsive gamblers - Services for - South Australia.
2. Compulsive gamblers - Rehabilitation - South Australia.
3. Compulsive gamblers - Counseling of - South Australia.
4. Gambling - South Australia.

I. South Australia. Dept. for Families and Communities.

362.25099423

Table of contents

	Foreword from the Minister	01
	The Department for Families and Communities and problem gambling	02
	Gambling behaviours	03
	Gambling prevalence in South Australia	05
	Problem gambling	06
	Principles for problem gambling services	08
	The Action Plan	
Action 1:	Expand Services	11
Action 2:	Involve consumers	14
Action 3:	Evaluate services	15
Action 4:	Attend to different needs	17
Action 5:	Target early intervention and prevention activities	19
	Appendices	
Appendix 1:	Measurement tools for assessing problem gambling	23
Appendix 2:	Gambling related websites	24
	Abbreviations	26
	Glossary	26
	Bibliography	27

Foreword from the Minister



People with gambling problems need our support. They need access to high quality, non-judgemental services. They need to be able to get help before their problems reach crisis point.

Problem Gambling Services: an Action Plan for South Australia outlines the South Australian Government's plans for services for people affected by problem gambling.

While the number of problem gamblers is small, the consequences - financial and social - filter through the community and are often critical factors in the health and happiness of the families and friends involved.

This Action Plan places the client at its centre, and provides substantial service enhancements to build a state-wide responsive system for the treatment, support and prevention of problem gambling.

The Action Plan acknowledges the challenges faced in providing culturally appropriate and effective assistance for people with a gambling problem.

Success will depend on collaboration amongst government partners, consumers, service providers, the gambling industry, and those concerned with problem gambling.

I look forward to your support for these important service enhancements.

A handwritten signature in blue ink that reads "Jay Weatherill". The signature is fluid and cursive, with the first letters of each word being capitalized.

Jay Weatherill

Minister for Families and Communities

The Department for Families & Communities and problem gambling

The Gamblers Rehabilitation Fund (GRF) was established in South Australia in 1994 to fund services to support and rehabilitate those affected by problem gambling. The GRF contributors are the Australian Hotels Association, Clubs SA, SKYCITY Adelaide and the South Australian Government. The GRF is administered by the Department for Families and Communities (DFC).

South Australia has a range of services to address problem gambling. The services are free to problem gamblers and their families. These are run by both government and non-government agencies and include: intensive therapy; financial counselling; general counselling; group support; the Gambling Helpline which is a free 24-hour service to assist people with gambling issues; and community awareness activities.

The Department for Families and Communities established the Office for Problem Gambling in November 2006. The Office provides a focus for consumers, the gambling industry, service providers and others who are concerned about problem gambling issues. It has the following broad areas of responsibility:

- Implementing the service response to problem gambling - supporting policy development within the State and nationally
- Service development - exploring best practice, keeping abreast of current research and establishing effective services
- Monitoring and evaluation - monitoring and evaluating the services funded under the Gamblers Rehabilitation Fund
- Collaboration - work with all agencies which interact with people with a gambling problem: mental health; drug & alcohol; justice and correctional services; the gaming industry and consumer based self help groups.

I thought I was in control

Gambling Behaviours

Historically, gambling is a social pastime which has been enjoyed throughout the ages: Egyptian artefacts from 2000 BC reveal evidence of dice games and gambling sports; in 600 BC Greeks and Romans bet on the turn of numbered chariot wheels; playing cards are thought to have originated in China and spread throughout Europe in the 1300s (History Trust of South Australia, 2003).

Gambling can be:

- gaming, as in a game of chance such as roulette
- betting or wagering, where money is staked on a future event such as a horse race
- a lottery, where prizes are distributed by lot.

People vary in their propensity and desire to gamble. Research shows that the majority of the Australian adult population gambles responsibly, with a minority transitioning to behaviours which result in gambling-related harm. Thus, the entire population can be placed along a continuum of gambling involvement which falls into the following risk categories, as described by Blaszczynski et al (2004):

- People who do not gamble or who are occasional recreational gamblers generally have zero to low risk of developing problematic gambling behaviours
- The medium to high risk group of people are typically regular gamblers who sometimes gamble more than intended and their overall gambling pattern can cause moderate harm
- People in the high risk group tend to be frequent gamblers. It is this group who are at the greatest risk of developing severe gambling problems.

There is a spectrum of gambling behaviour populated at one end by people with no problems through to people with moderate and, at the other end, severe problems. This is represented in Figure 1. Gamblers may move from one to another position in the spectrum according to their circumstances. The movement is not necessarily one way: some people will have a phase of problem gambling but can resume gambling normally once the precipitating factors have been tackled; others may suffer continuing problems with gambling.

Figure 1: Spectrum of gambling behaviours ¹



¹ Adaption from Productivity Commission (1999)

Gambling Prevalence in South Australia

The study of Gambling Prevalence in South Australia, conducted from October to December 2005, was prepared for, and jointly funded by, the Department for Families and Communities (DFC) and the South Australian Independent Gambling Authority. It involved a sample size of over 17 000 adults and 605 young people aged 16 - 17 years (the previous prevalence study conducted in 2001 involved a sample of over 6000 adults).

Significant findings were:

- The overall number of adults gambling (on any activity) in South Australia has decreased significantly in recent years - from 76% in 2001 to 70% in 2006
- The most popular gambling activity was lotto (eg Powerball, Pools, Super 66). Overall, 52% of the adult population played lotto in the previous year
- Poker machines or gaming machines were played by 30% of the adult population at some time in the previous year.

Facts about gambling

- 70% of adult South Australians gambled during 2005 (a decrease from 76% in 2001)
- 30% of the adult SA population played poker machines some time in 2005
- The most popular gambling activity is lotto (eg Powerball, Pools, Super 66).

If scared me and my family but I could not stop

Problem gambling

Australia has adopted the following definition:

Problem gambling is characterised by difficulties in limiting money and / or time spent on gambling which leads to adverse consequences for the gambler, others, or for the community. (Neal, Delfabbro & O'Neil, 2005)

Problem gambling affects a small percentage of the population, but it can have devastating effects on the individuals concerned, their families and the wider community.

The recent South Australian prevalence study (DFC 2006) used the Canadian Problem Gambling Index (CPGI) to determine the rate of problem gambling - moderate and high risk gamblers were classified as having a gambling problem. In 2005 the rate of problem gambling in South Australia (moderate and high risk gamblers as measured by the CPGI) was 1.6% of the population aged 18 years or over. This comprised 1.2% moderate risk gamblers and 0.4% high risk gamblers. This rate is considered to be similar to that measured in 2001 and represents approximately 18,000 adults of whom 5000 are high risk gamblers.

Problem gambling in young people was assessed using the Diagnostic and Statistical Manual, Version IV, Juvenile Criteria (DSM IV-J). The DSM IV-J showed that 1% of 16 and 17 year olds were classified as having a problem with gambling.

The study found that, because of their gambling, 5% of moderate and high risk gamblers had lost their job and 5% had experienced the break-up of an important relationship in the past year. Also, 41% of moderate and high risk gamblers had experienced feelings of serious depression in the past year.

People classified as moderate and high risk gamblers were asked if they felt they had an alcohol or drug problem, to which 15% and 25% respectively said 'yes'.

Legal and housing problems, substance use and depression were more prevalent amongst high risk gamblers. Problem gambling had caused 16% to regularly have no money to pay their rent or mortgage and 23% to regularly have no money to pay their household bills.

Problem Gambling (continued)

Those in the high risk category were also more likely to experience the urge to gamble following the occurrence of a painful event, compared with moderate risk gamblers. Similarly, amongst high risk gamblers, the consumption of medicines or substances, particularly anti-depressants and tranquilisers, was significantly higher than for moderate risk gamblers.

Problem gambling was under-recognised, with 39% of moderate risk and 12% of high risk gamblers scoring themselves as 'not having a problem'.

Key points:

- The 2005 rate of problem gambling in South Australia was 1.6% of the population aged 18 years or over (1.2% moderate risk gamblers and 0.4% high risk gamblers). This represents around 18,000 adults of whom 5,000 are high risk gamblers
- The rate of problem gambling amongst 16 and 17 year olds has been estimated at 1%
- There are differences between the moderate and high risk groups and this distinction increases the ability to target prevention, early intervention and treatment initiatives.

Principles for problem gambling services

The problem gambling services will be developed by:

- structuring a service system which is client-centred
- implementing a responsive service system
- offering a quality approach for service delivery.

The client-centred approach:

- sees clients as the focus of treatment, rather than the model or ideology of the service provider
- offers multiple entry and exit points into the service system to encourage more clients into treatment
- includes assessment of each client at the first point of entry
- provides accurate and appropriate information for each client
- provides services which are tailored to the unique needs of clients
- supports referrals to specialists and other services as required
- ensures that substantial effort is directed towards treatment, while recognising that prevention and community awareness strategies are also important.

The responsive service system:

- responds to the individual needs of each client wherever they seek help
- relieves the impact on both the client and the family
- offers follow-up services
- offers a range of interventions for all types of problem gambling behaviour.

The quality approach:

- ensures continued evaluation of services and treatment practices
- implements shared service standards, referral protocols and client management
- continuously improves services based on sound evidence and research.

I only felt good when I was gambling

The Action Plan has 5 priorities

- 1 Expand services**
All people who are problem gamblers require access to support and treatment
- 2 Involve consumers**
We need to include people with problem gambling in planning services
- 3 Evaluate services**
We need to know if we are doing the best we can
- 4 Attend to different needs**
Problem gambling has different impacts in different communities
- 5 Target early intervention and prevention activities**
Prevent people from becoming problem gamblers

actions

Action one

Expand services

1.1

Unify service systems across South Australia to respond quickly, use agreed assessments, shared referral protocols, and offer treatment plans tailored for each client.

It is important for people seeking help for problem gambling are seen promptly and receive the best assessment and treatment plan suited for their circumstances. To ensure this comprehensive and consistent response for clients it is necessary for the service system to adopt agreed best practise interventions.

Action so far

The Service Agreements with agencies which operate gambling help services require reporting on client outcomes and service volumes.

Service delivery standards for gambling help services are being developed for inclusion in the major accreditation programs.

Next steps

Establish regional service responses for problem gamblers using agreed assessments and shared referral practices.

Monitor the service and client data of all problem gambling service providers to ensure problem gamblers are being helped in a consistent and effective manner.

Include relapse prevention strategies and regular follow-up of clients in the funding agreements with service providers.

1.2

Make the intensive treatment services available throughout South Australia.

The Flinders Intensive Therapy Service has been successful in helping people who have serious gambling problems. The Service has been operating in the southern metropolitan area and some country regions. It is now important for people across South Australia to have access to this service.

Action so far

A service plan has been negotiated with the existing Flinders Intensive Therapy Service to operate across the state. There will be new service sites in the metropolitan area and services will now operate in 8 country towns. The country areas will have regular face-to-face services which will be backed up by tele-conference links between client and therapist.

Next steps

Support the roll-out of the new service sites across the state.

Promote the take-up of the expanded Statewide Intensive Therapy Service with potential clients, current problem gambling service providers, other community services and the gambling industry.

1.3

Redevelop the telephone helpline to become a comprehensive first contact service for initial assessment, referral and follow-up of people seeking help.

The telephone help line for many people is the first contact with any help for problem gambling. It has a high recognition rate and it is important to maximise the immediate help and follow up the service can offer when people make contact. Other technologies, such as email and text messaging need to be explored to support clients, particularly the young.

Action so far

A business plan is being prepared to guide the redevelopment of the telephone helpline service. The advances in telephony and computing systems will help connect clients effectively and confidentially with services.

Next steps

Implement the recommendations of the business plan.

Establish assessment and client management protocols for the redeveloped telephone and web based gambling help services. The new statewide intensive therapy service will be integral to defining the new assessment and referral practises.

1.4

Reduce the impact of problem gambling on clients and their families through providing financial counselling and supporting family recovery.

Financial counselling specifically tailored to problem gambling can be a critical first step for a problem gambler and their family in stabilising their livelihood whilst attending to the underlying issues.

Action so far

Financial counselling services specifically for problem gambling has been expanded by four extra places in the metropolitan area and three extra places in regional centres.

Two training programmes have been funded to upgrade financial counselling skills and qualifications for gambling help service staff.

Next steps

Ensure the special financial counselling services for problem gamblers can respond rapidly.

Integrate the problem gambling financial counselling services into the service system across the state with the telephone helpline being a point of entry.

Develop and monitor the problem gambling financial counselling data to ensure that client follow-up and family stability is maintained.

Action two

Involve consumers

2.1

Use client feedback in monitoring services and consumer involvement in developing services.

People with problem gambling often do not seek help as early as needed and it is important to understand the types of services which are the most encouraging and achieve the clients' goals.

Action so far

People who are willing to tell their stories are asked to speak with community groups and support groups in order to assist others prevent relapse into problem gambling.

Client feedback is sought by services in order to evaluate programs.

Next steps

Expand the consumer spokesperson program across the State.

Establish client feedback mechanisms for gambling help services.

Incorporate consumer information into evaluations of service effectiveness.

Incorporate consumer information into new service plans.

Establish a consumer advisory process for the Office for Problem Gambling.

The big win was great and I got really carried away

Action three

Evaluate services

3.1

Evaluate the problem gambling services to identify the effective programs and interventions and guide future services.

Knowledge and new information about treatment and relapse prevention for problem gambling is continuing to grow. It is important that the service system takes advantage of these improvements.

Action so far

Effective service interventions and practices which are used nationally and internationally in gambling help services are being collated and assessed for their usefulness.

Next steps

Undertake an evaluation of the current gambling help services across South Australia with the following features:

- The evaluation will identify effective practice in current services
- The evaluation will offer advice as to the future service structure and intervention methods for the gambling help services in South Australia
- Consumers will be included in the evaluation
- Stakeholders in the treatment and support of problem gamblers will be included in the evaluation.

3.2

Implement standards for gambling help services which ensures quality services are delivered to clients by appropriately skilled counsellors and practitioners.

The gambling help services would benefit from a set of standards which would fit in with the major service accreditation standards used by all community based organisations.

Action so far

A draft set of standards has been prepared following:

- The review of existing standards for gambling help services in New South Wales, Victoria and Tasmania
- Consultation with gambling help services to inform the content for service standards in South Australia.

Next steps

Prepare the quality service standards for use by any agency which offers services to problem gamblers.

3
action

3.3

Determine the number of people in South Australia successfully stopping problem gambling.

It is important for people who seek help to have a high expectation of achieving and maintaining good outcomes.

Action so far

Key Performance Indicators are required for all agencies with DFC agreements for running gambling help services. The performance measure is the number of clients who have a reduction in gambling expenditure, a decrease in problem gambling behaviours and an improvement in financial circumstances.

Next steps

Use the gambling prevalence data and the data from the service providers to determine the rate of help seeking for problem gamblers and the successful control of problem gambling.

Action four

Attend to different needs

4.1

Develop treatment and support services which respond to the needs and requirements of Aboriginal people.

Treatment services for problem gambling have to use the best interventions available and tailor them to different beliefs and needs of all Aboriginal people.

Action so far

Recent establishment of services for Aboriginal people in Pt Augusta and Coober Pedy.

The expanded Statewide Intensive Therapy Service is discussing with various Aboriginal communities how to incorporate their needs into the new services.

Next steps

Support and develop problem gambling services such that Aboriginal people and Aboriginal communities have treatment and support services which are effective.

Review the services regularly with the Aboriginal communities to keep the focus on stopping problem gambling.

4.2

Develop treatment and support services which respond to the needs and requirements of culturally and linguistically diverse people and particularly newly arrived migrants.

It is known that different cultures respond to problem gambling in their communities in different ways. It is important to provide services which understand the cultural needs of communities without compromising the aim to stop problem gambling.

Action so far

Establishment of problem gambling counselling and support services for Vietnamese, Chinese and Cambodian and emerging cultural groups
The expanded Statewide Intensive Therapy Service is discussing with the CALD groups how to incorporate their needs into the new services.

Next steps

Explore options with CALD groups about successful and culturally appropriate ways to engage and treat problem gamblers in their communities.

4
action

Pay particular attention to the newly arrived communities when preparing information and support materials about problem gambling.

4.3

Develop a service strategy to address the needs of young people with gambling problems.

Young people have different patterns of problem gambling. The new gambling technologies are attractive to younger people and similarly the methods of engaging and treating young people with problem gambling will require new strategies.

Action so far

Information about the prevalence of gambling and problem gambling and the help seeking behaviour of young people is being gathered.

Next steps

Continue discussions with young people and potential service providers with the intention of setting up exploratory programs and services for young people.

Action five

Target early intervention and prevention activities

5.1

Focus the community awareness programs to communities and areas in most need.

People need to be aware of the signs of problem gambling. The stigma for the person seeking help can be reduced through the better understanding of the people around them. Some regions have higher levels of problem gambling than others; partnerships between the gaming venues and gambling help services can assist in raising awareness and encourage people to seek help.

Action so far

An evaluation has been conducted of previous community education campaigns on television and other media: Think of What You're Really Gambling With Campaign; Phase 1 & 2.

Gambling Awareness Week, May 2007 was organised on a regional basis with gambling venues, gaming care officers and the gambling help services jointly planning local events and activities. The message used was "Recognise the Signs".

Next steps

Develop the community awareness and early intervention program based on the findings from the Gambling Awareness Week 2007 information and the previous evaluations of South Australian campaigns.

5.2

Support other service providers in the treatment and care for problem gambling clients who also have depression, anxiety, and drug and alcohol problems.

Many problem gamblers also have other health, mental health, social and relationship problems which require attention.

Action so far

Negotiation is underway with SA Divisions of General Practice to develop protocols for screening and treatment of problem gamblers.

Next steps

Build referral networks to gambling help services for GPs, mental health workers, drug and alcohol workers and other human service providers.

Arrange cross sector training opportunities for human service workers to learn the most effective support and treatment strategies.

5
action

5.3

Maximise the use of the help available to problem gamblers, their family and friends and others with whom they come in regular contact.

Many people who are in contact with problem gamblers are not sure how they can help and what services or interventions are available.

Action so far

Gambling help services and the responsible gaming officers involved with gambling venues have started to work together on a regional basis.

Next steps

Increase the awareness and use of mechanisms which support the problem gambler to regain control; such as Family Protection Orders and voluntary barring from gaming venues.

Work with the gaming industry (the special responsible gaming staff of the AHA, Clubs SA, and Sky City) and the gambling help services to develop shared strategies for helping problem gamblers.

*I got help and now it is the other people
like me who keep me out of trouble*

I tried a few times to stop but it is very
hard on your own

APPENDICES

Appendices

Appendix one

Measurement tools for assessing problem gambling

Name	Description
<p>South Oaks Gambling Screen (SOGS) Source: Lesieur & Blume (1987)</p>	<p>The 20-item SOGS is a widely used questionnaire to determine if a client has a problem with gambling.</p> <p>A third of the items in the SOGS relate to consequences, a half to borrowing money, and the remainder relate to attitudes and behaviours, that is, whether a person chases gambling losses, has problems with the control of their gambling behaviours such as gambling more than planned, has guilt in relation to their gambling and if they believe that they have a problem.</p> <p>It may be self-administered or administered by a health professional or non-professional interviewer. Individuals scoring less than three are described as non-problem gamblers and those who score between three and four are potential problem gamblers. Those who score five or over are considered to be probable pathological gamblers.</p>
<p>Canadian Problem Gambling Index (CPGI) Source: Ferris & Wynne (2001)</p>	<p>A new instrument for the measurement of problem gambling in general population surveys. Compared to instruments such as the SOGS and DSM-IV, the CPGI includes more indicators of the social and environmental context of problem gambling. Prevalence rates for pathological gambling as measured by the CPGI and DSM-IV were found to be similar. A higher prevalence rate was obtained using SOGS. However, the CPGI obtained higher rates for those considered to be at risk of a gambling problem than the other two instruments. The CPGI consists of 31 items, nine of which are scored to provide prevalence information. The CPGI consists of 31 items, nine of which are scored to provide prevalence information.</p>
<p>Diagnostic and Statistical Manual of Mental Disorders (DSM-IV) Source: American Psychiatric Association (2006b)</p>	<p>The <i>Diagnostic and Statistical Manual of Mental Disorders (DSM)</i> is the standard classification of mental disorders used by mental health professionals in the United States. DSM-IV, published in 1994, was the last major revision of the DSM.</p> <p>DSM-IV is used as a test for pathological gambling, defined as a Disorder of Impulse Control, as a component of the wider spectrum of Obsessive-Compulsive Disorders. This test emphasises the psychological aspects of the gambler's behaviour, such as: preoccupation with gambling; the need to gamble with increasing sums of money to achieve the desired level of excitement; failed attempts at control or cessation; gambling as a way of escaping dysphoria; chasing losses; lying about gambling; committing crime to finance gambling; and jeopardising or losing a relationship, job, or career. Three stages in the development of the condition of pathological gambling are identified: the 'winning phase', the 'losing phase,' and the 'desperational phase.' Of these, the latter is a phase of danger, as the gambler will have intense dysphoria, anxiety and alienation, and commonly suicidal ideation.</p>
<p>The Victorian Gambling Screen (VGS) Source: Ben-Tovim, Esterman, Tolchard & Battersby (2001)</p>	<p>The VGS is the only measure of problem gambling developed in Australia. The VGS departs from the above models of problem and pathological gambling that equate pathological gambling with a gambling addiction and dependence syndrome. It is designed for the Australian context.</p> <p>The principal subscale 'harm to self' comprises 15 items scored on 4-point scales (range 0–60). Scores of 21 or higher indicate problem gambling. However, a recent validation study of the VGS (Wenzel, McMillen, Marshall & Ahmed 2004) found that the cut-off score of 21 is too high and suggested a reduction to 15.</p>

Appendix two Gambling related websites

Australian websites

National	
Australian Hotels Association	www.aha.org.au
Gambling Research Australia	www.gamblingresearch.org.au
National Framework on Problem Gambling 2004-2008, Australian Government	http://www.facs.gov.au/internet/facsinternet.nsf/aboutfacs/programs/gambling-gambling_framework.htm
Public Health Association of Australia	www.phaa.net.au
South Australian	
Independent Gambling Authority	www.iga.sa.gov.au
Office of the Liquor and Gambling Commissioner	www.olgc.sa.gov.au
SA Problem Gambling website	www.problemgambling.sa.gov.au
Australian Hotels Association of SA	www.ahasa.asn.au
Clubs SA	www.clubssa.com.au
SKYCITY Adelaide Casino	www.skycityadelaide.com.au
Victoria	
Problem Gambling Strategy	www.problemgambling.vic.gov.au
New South Wales	
St Vincent's Hospital – CBT program	http://wwwsvh.stvincents.com.au/gambling/gambling.htm
Tasmania	
Department of Health and Human Services – Gambling Support Bureau	http://www.dhhs.tas.gov.au/agency/pro/gambling

Appendix two Gambling related websites

International websites

United States of America	
American Family Physician – Paper on Pathologic Gambling for Family Physicians	www.aafp.org/afp/20000201/741.html
American Psychiatric Association	www.psych.org
North American Association of State and Provincial Lotteries	www.naspl.org Check links to problem gambling resources page.
Florida Council on Compulsive Gambling Inc.	www.gamblinghelp.org Online self assessment tool available to determine whether the individual or someone they know has a gambling problem.
National Council on Problem Gambling	www.ncpgambling.org
Oregon Problem Gambling Services	www.gamblingaddiction.org
Canada	
Responsible Gambling Council of Ontario	www.responsiblegambling.org
Canadian Centre on Substance Abuse	www.ccsa.ca
National Framework for Action to Reduce the Harms Associated with Alcohol and Other Drugs and Substances in Canada	www.nationalframework-cadrenational.ca The substance abuse field is closely linked to the problem gambling field in Canada and this website offers an insight onto the current policy directions of the Canadian Government.
Centre for Addiction and Mental Health	www.camh.net New website launched in October 2006. www.problemgambling.ca
New Zealand	
Problem Gambling Foundation New Zealand	www.pgfnz.co.nz
Centre for Gambling Studies – University of Auckland	www.health.auckland.ac.nz/population-health/gambling-studies
Ministry of Health	www.moh.govt.nz/problemgambling
Great Britain	
Department for Culture, Media and Sport	www.culture.gov.uk
Gambling Commission	www.gamblingcommission.gov.uk

Europe	
European Association for the Study of Gambling	www.easg.org
Other	
Google search	'problem gambling treatment', 'problem gambling policy', 'gambling treatment'

Abbreviations

ATSI	Aboriginal and Torres Strait Islander
CALD	Culturally and linguistically diverse
Comorbid	Occurring with another medical condition
CPGI	Canadian Problem Gambling Index
DFC	Department for Families and Communities
DSM	<i>Diagnostic and Statistical Manual of Mental Disorders</i>
EGM	Electronic gaming machine
GRF	Gamblers Rehabilitation Fund
GRP	Gamblers Rehabilitation Program
KPI	Key performance indicator
LGA	Local Government Association
SOGS	Southern Oaks Gambling Screen
VGS	Victorian Gambling Screen

Glossary

Harm minimisation	In relation to problem gambling: an approach to reducing harmful consequences (which may not be limited to the individual with a gambling problem)
Incidence	This refers to the number of new cases of a disorder or condition that occur over a defined period of time (Blaszczynski et al 2004 p. 308).
Lotto	Lottery games like Powerball, Pools, Super 66, or Lottery
Prevalence	This refers to the actual number of existing cases of a disorder or condition that is observed at a specific time or over a specified period (Blaszczynski et al 2004 p. 308).
Problem gambling	Problem gambling is characterised by difficulties in limiting money and/or time spent on gambling which leads to adverse consequences for the gambler, others, or for the community (Neal, Delfabbro & O'Neil, 2005).

Bibliography

- American Psychiatric Association 2006a, *APA advisory on internet gambling*, American Psychiatric Association Health Advisory, Washington DC, online at www.psych.org/news_room/media_advisories/internetgamblingadvisory11601.pdf
- American Psychiatric Association 2006b, *DSM: diagnostic and statistical manual of mental disorders*, American Psychiatric Association, Washington DC, online at www.psych.org/news_room/media_advisories/internetgamblingadvisory11601.pdf
- Arnold, G Collins, P Eadington, W R Remmers, P & Ricketts, T 2003, *Towards a strategy for addressing problem gambling in the U.K: a report to the Gambling Industry Charitable Trust*, Responsibility in Gambling Trust, London.
- Australian Gaming Council 2005, *A database on Australia's gambling industries 2005*, Australian Gaming Council, Melbourne.
- Australian Hotels Association, SA Branch 2006, *Economic profile*, Australian Hotels Association of SA, Adelaide, online at www.ahasa.asn.au
- Australian National University, Centre for Gambling Research 2005a, *Fact Sheet - 2005 gambling summary: South Australia*, Australian National University, Centre for Gambling Research, Canberra, online at <http://gambling.anu.edu.au/menu/factsheet.php>
- Australian National University, Centre for Gambling Research 2005b, *Fact Sheet - The Australian gambling market 2005*, Australian National University, Centre for Gambling Research, Canberra, online at <http://gambling.anu.edu.au/menu/factsheet.php>
- Ben-Tovim, D Esterman, A Tolchard, B & Battersby, M 2001, *The Victorian gambling screen (project report)*, Victorian Casino and Gaming Authority, Melbourne.
- Blaszczynski, A 2001, *Harm minimization strategies in gambling: an overview of international initiatives and interventions*, Australian Gaming Council, online at www.austgamingcouncil.org.au
- Blaszczynski, A Ladouceur, R & Shaffer, H 2004, 'A science-based framework for responsible gambling: the Reno Model', *Journal of Gambling Studies*, vol 20, no. 3, p. 301–17.
- Blaszczynski, A and Silove, D 1995, 'Cognitive and behavioural therapies for pathological gambling', *Journal of Gambling Studies*, vol 11, p. 195–220.
- Bostock, W 2005, 'Australia's gambling policy: motivations, implications, and options', *Journal of Gambling Issues*, issue 13, March 2005, online at www.camh.net/egambling/issue13/jgi_13_bostock.html
- Canadian Centre on Substance Abuse 2006, *National framework for action to reduce the harms associated with alcohol and other drugs and substances in Canada*, Canadian Centre on Substance Abuse, Ottawa, online at www.nationalframework-cadrenational.ca
- Carrig, H Cheney, B Philip-Harbutt, J & Picone, W 1996, *Coming to grief*, Relationships Australia.
- Chow-Fairhall, J 2001, 'Making changes: culture - therapy - problem gambling', paper presented at the United Diversity Conference, Melbourne.
- Delfabbro, P and LeCouteur 2005, *Australasian Gambling Review (Gambling research in Australia and New Zealand 1992-2005)*, First Edition, Independent Gambling Authority, online at www.iga.sa.gov.au
- Delfabbro, P & Winefield, A. 1996, *Community gambling patterns and the prevalence of gambling-related problems in South Australia: with particular reference to gaming machines*, Department of Family and Community Services, Adelaide.
- Department for Culture, Media and Sport 2005, *Gambling Act - regulatory impact assessment*, Department for Culture, Media and Sport, Britain, online at www.culture.gov.uk

Department for Families and Communities 2006, *Gambling prevalence in South Australia 2005*, Department for Families and Communities, Adelaide.

Department for Families and Communities 2005a, *Connecting to the future: the strategic agenda for the department for families and communities 2005 – 2008*, Department for Families and Communities, Adelaide.

Department for Justice 2005, *Research into health and best practice for culturally and linguistically diverse communities*, Office for Gaming and Racing, Victorian Government Department of Justice.

Department of the Premier and Cabinet 2004, *South Australia strategic plan*, Government of South Australia, Adelaide.

Ferris, J and Wynne, H 2001, *The Canadian Problem Gambling Index: final report*, Canadian Centre on Substance Abuse, Ottawa, online at www.ccsa.ca

Flinders Medical Centre 2005, *Intensive therapy service for problem gamblers: Independent Gaming Authority inquiry into the effectiveness of gambling rehabilitation programs March 2005*, Flinders Medical Centre, Centre for Anxiety and Related Disorders, Adelaide.

González-Ibáñez, A Rosel, P & Moreno, I 2005, 'Evaluation and treatment of pathological gambling', *Journal of Gambling Studies*, vol. 21, no.1, p. 35.

History Trust of South Australia 2003, *Three sides of the coin: gambling in South Australia*, Government of South Australia, Migration Museum, Adelaide, online at <http://www.history.sa.gov.au/migration/exhibitions/gambling.htm>

Hodgins, D & el-Guebaly, N 2000, 'Natural and treatment-assisted recovery from problem gambling: comparison of resolved and active gamblers', *Addiction*, vol.95, pp. 777–789.

Hodgins, DC 2005, 'Implications of a brief intervention trial for problem gambling for future outcome research', *Journal of Gambling Studies*, vol. 21, no. 1, pp. 13–19.

Hollander, E Sood, E Pallanti, S Baldini-Rossi, N & Baker, B 2005, 'Pharmacological treatments of pathological gambling', *Journal of Gambling Studies*, vol. 21, no. 1, p. 99.

Independent Gambling Authority 2005, *Inquiry into the effectiveness of gambling rehabilitation programs*, IGA, South Australia, online at <http://www.iga.sa.gov.au/pubcons.html>

Independent Pricing and Regulatory Tribunal of NSW 2004, *Gambling: promoting a culture of responsibility*, IPART, Sydney.

Jackson, A Thomas, S & Blaszczynski, A 2003, *Best practice in problem gambling services*, Gambling Research Panel, Victorian Government, Melbourne.

Jackson, K 2001, *Gambling policy and regulation*, (e-brief), Commonwealth of Australia, Parliamentary Library, ACT online at http://www.aph.gov.au/library/intguide/sp/gambling_ebrief.htm

Korn, DA & Shaffer, HJ 2004, *Massachusetts Department of Public Health's practice guidelines for treating gambling-related problems: an evidence-based treatment guide for clinicians*, Massachusetts Council on Compulsive Gambling, the Massachusetts Department of Public Health and the Division on Addictions at Harvard Medical School, Massachusetts Council on Compulsive Gambling, Boston.

Ladouceur, R & Shaffer, HJ 2005, 'Treating problem gamblers: working towards empirically supported treatment', *Journal of Gambling Studies*, vol 21, no. 1, p. 1.

Bibliography

Lesieur, H & Rosenthal, R 1991, 'Pathological gambling: a review of the literature', *Journal of Gambling Studies*, vol. 7, no. 1, pp. 5–39.

Lesieur, HR & Blume, S B 1987, 'The South Oaks Gambling Screen (SOGS): a new instrument for the identification of pathological gamblers', *The American Journal of Psychiatry*, vol. 144, pp. 1184–88.

Ministerial Council on Gambling 2004, *National framework on problem gambling 2004–2008*, Commonwealth of Australia, Canberra, also online at www.facs.gov.au/internet/facsinternet.nsf/aboutfacs/programs/gambling-gambling_framework.htm

Ministry of Health 2004, *Preventing and minimising gambling harm: strategic plan 2004–2010, needs assessment, proposed three-year funding plan, proposed problem gambling levy rates*, Ministry of Health, Wellington.

Ministry of Health 2005, *Preventing and minimising gambling harm: strategic plan 2004–2010*, Ministry of Health, Wellington.

Moore, T and Marotta, J 2004, *Oregon gambling treatment programs evaluation update 2003*, Department of Human Services, Office of Mental Health and Addictions Services, Salem, Oregon.

National Centre for Education and Training on Addiction 2000, *Current 'best practice' interventions for gambling problems: a theoretical and empirical review*, Victorian Government Department of Human Services, Melbourne.

National Council on Problem Gambling 2006, Counsellor Certification, National Council on Problem Gambling, Washington DC, online at www.ncpgambling.org

National Working Group on Addictions Policy 1998, *Policy discussion paper on problem gambling*, Canadian Centre on Substance Abuse, Ottawa, online at www.ccsa.ca/CCSA/EN/Topics/Substances_Addictions/GamblingOverview.htm

Neal, P Delfabbro, P & O'Neil, M 2005, *Problem gambling and harm: towards a national definition*, Victorian Government Department of Justice prepared on behalf of Gambling Research Australia Melbourne, also online at www.gamblingresearch.org.au

NSW Government 2005, *Towards a culture of responsibility in gambling*, Response by the NSW Government to the reports of the Independent Pricing and Regulatory Tribunal: *Gambling: promoting a culture of responsibility and Consequential report on governance structures*, Sydney.

Productivity Commission 1999, *Australia's gambling industries*, Report No. 10, AusInfo, Canberra.

Queensland Department of Treasury 2002, *The Queensland responsible gambling strategy - a partnership approach*, Department of Treasury, Brisbane.

Raeburn, J & Herd, R 2003, *Gambling and public health - a work plan*, Problem Gambling Committee of New Zealand, New Zealand.

Rosecrance, J 1988, 'Active gamblers as peer counsellors', *International Journal of Addictions*, vol. 23, pp. 751–766.

Shaffer, HJ LaBrie, RA LaPlante, DA & Kidman, RC 2002, *The Iowa Department of Public Health gambling treatment services: four years of evidence*, Harvard Medical School Division on Addictions, Boston.

SKYCITY Adelaide 2006, Responsible gambling, SKYCITY Adelaide, online at www.skycityadelaide.com.au

Toneatto, T 2005, 'A perspective on problem gambling treatment: issues and challenges', *Journal of Gambling Studies*, vol. 21, no. 1, p. 73.

Unwin, B Davis, M & De Leeuw, J 2000, *Pathologic gambling*, American Academy of Family Physicians, USA online at <http://www.aafp.org/afp/20000201/741.html>

Victoria Department of Justice 2006, *Department of Justice strategic priorities 2006 - a statement of our focus and direction*, Victoria Department of Justice, Melbourne.

Victorian Government Department of Human Services 2003, *Problem gambling services output-based funding for problem gambling: implementation kit*, Victorian Government Department of Human Services, Melbourne, online at www.problemgambling.vic.gov.au

Volberg, R & Staedmen, H 1992, 'Accurately depicting pathological gamblers: policy and treatment implications', *Journal of Gambling Studies*, vol. 8, no. 4, pp. 401–412.

Volberg, R & Abbott, MW 1997, 'Gambling and problem gambling among indigenous peoples', *Substance Use and Misuse*, vol. 32, no. 11, pp. 1525–1538.

Walker, M 2005, 'Problems in measuring the effectiveness of cognitive therapy for pathological gambling', *Journal of Gambling Studies*, vol. 21, no. 1, p. 79.

Wenzel, M McMillen, J Marshall, D & Ahmed, E 2004, *Validation of the Victorian Gambling Screen*, Victoria Gambling Research Panel, Victoria Department of Justice, Melbourne, also online at <http://www.justice.vic.gov.au>

I wish I had gone sooner, my family made me go

NOTES

A series of horizontal dotted lines for taking notes.



A large white rectangular area containing a grid of horizontal dotted lines for writing. A vertical dashed line is positioned on the left side of this area, approximately one-tenth of the way from the left edge.



Enquiries

Copies of **Problem Gambling Services: Action Plan for in South Australia** are available at:
www.problemgambling.sa.gov.au

Enquiries to:
Office for Problem Gambling
Department for Families and Communities
GPO Box 292
Adelaide SA 5001



Government of South Australia
Department for Families
and Communities