

gambling MATTERS



Government
of South Australia
Department for Families
and Communities

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The Productivity Commission Inquiry Report into gambling

The Australian Government released The Productivity Commission Inquiry Report into gambling on 23 June 2010. The Productivity Commission found that pre-commitment is the most effective way to target problem gamblers and at risk gamblers without impacting upon the wider gambling community.

The Australian Government announced in a press release on 23 June 2010 its broad support for key reforms aimed at minimising the harm caused by problem gambling. In particular, the Australian Government signalled its support of pre-commitment technology to address problem gambling and commitment to work with state and territory governments and industry to implement this technology.

It is envisaged that a high level Council of Australian Governments Select Council of Ministers on Gambling Reform will be formed to progress a national approach to minimise harm caused by problem gambling.

The Report notes that in the decade since the last Productivity Commission Inquiry into the Gambling Industry (1999) there have been significant changes in the gaming industry and in the regulatory environments characterised by a policy emphasis on harm minimisation. The Report makes the following observations with respect to trends and developments over the past ten years:

- The growth of gambling associated with the liberalisation of gaming machines in the 1990s has given way to more mature industry growth and the impact of the regulatory environment such as caps on machines and bans on smoking inside venues.
- While there is a shrinking participation in gambling by some Australians there is an intensifying interest by others and there are growing rates in real spending for those people who continue to play on gaming machines.
- Most measures adopted by state and territory governments have been aimed at the capacity of the current regulatory environment to reduce the harm associated with problem gambling. In this regard the Report suggests a number of changes to gaming machines and improving the capacity of consumers to control their behaviour through a pre-commitment system.
- Gambling help services for problem gamblers are successful in assisting people who seek assistance to address their problems but there is room for improvement.

The recommendations specific to the Office for Problem Gambling, Department for Families and Communities portfolio can be summarised as follows:

- Better integration of gambling help services with the health system and the development of a one item screen test to facilitate more effective assessments of problem gamblers suffering co-morbidities. (Recommendation 7.1)
- The establishment of a national minimum standard of training for problem gambling counsellors. (Recommendation 7.2)
- Development of community education campaigns that raise awareness of myths about gambling, potential future losses and raise community awareness of behaviours indicative of problem gambling. (Recommendation 7.3)
- Governments ensuring that existing funding mechanisms for gambling help services are based on greater contribution from those gambling forms that involve the greater harms. (Recommendation 7.3)
- The development of a nationally consistent client data set including agreed outcome measures. (Recommendation 7.4)
- Improving the usefulness and transparency of gambling survey evidence. (Recommendation 18.1)

South Australia is well placed to address the implementation of these recommendations and in many instances the Office for Problem Gambling is already working on relevant issues.

The Productivity Commission Inquiry Report into gambling can be viewed online at: www.pc.gov.au/projects/inquiry/gambling-2009/report



Office for Problem Gambling Update

The Office for Problem Gambling (OPG) is currently undertaking a number of planning initiatives that will provide templates for activity over the next two years.

Senior Project Officer Christina Phung, is undertaking a research project on the current and future needs of culturally and linguistically diverse (CALD) communities in relation to problem gambling. This will incorporate an analysis of the needs of new and emerging CALD communities.

OPG welcomes Mr Wayne James who has recently been appointed to the position of Aboriginal Development Officer. Wayne has had considerable experience working in both government and non government settings on initiatives that has improved the lives of Aboriginal people.



New Aboriginal Development Officer, Wayne James (Office for Problem Gambling).

Gambling Help Services Forum 5 'The Showcase'



Alwin Chong (Aboriginal Health Council of South Australia) and Sue Bertossa (Statewide Gambling Therapy Service) presenting on the day.

The Office for Problem Gambling held its fifth Gambling Help Services Forum entitled 'The Showcase' on Wednesday 29 September 2010. The forum provided a unique opportunity for three gambling help services to showcase some of the great work they have achieved in the past year. Attendees of the forum included gambling help services and industry representatives.

'Engaging Aboriginal clients in a mainstream gambling treatment service' was the first presentation by Sue Bertossa from the Statewide Gambling Therapy Service and Alwin Chong from Aboriginal Health Council of South Australia. The presentation explored various approaches taken in order to provide a more culturally appropriate service to Aboriginal clients. A strong theme from the presentation was the collaborative work with people in the field and the community. Positive outcomes from this work included the increase in numbers of Aboriginal clients into services and a reduced rate of withdrawing from therapy.



Participants at the forum.

The second presentation called 'Joining the Dots' presented by Michelle Osmond and Bronwyn Martin from Lifeline South East focused on two case studies of client interaction. It showed how the issues of a gambling client can be quite complex and problem gambling may not be the only issue to deal with. It also showed the collaborative work that has been happening between their gambling help service and other services such as Statewide Gambling Therapy Service.



The last presentation for the morning was from Enaam Oudih and Goran Jovanov from PEACE Multicultural Services.

Rosemary Abdallah, Goran Jovanov and Cholly Winter (PEACE Multicultural Services).

Their presentation was titled 'Working effectively with culturally and linguistically diverse (CALD) people's stories'. They presented a model on CALD people's experience of help seeking and how this has informed their service to CALD people who may be at risk of developing a gambling problem.



Annie Dimitriadis (Relationships Australia) and Julia Karpathakis (Pokies Anonymous).

The attendees also participated in an interactive quiz on the topic of the productivity commission and some general knowledge questions. The morning finished with a light lunch and lots of networking.

Children at Risk of Developing Problem Gambling

On 28 September 2010, Gambling Research Australia (GRA) released a research report titled 'Children at Risk of Developing Problem Gambling'.

The study provides an analysis of the contribution of risk exposures towards the development of problem gambling in individuals raised in problem gambling families.

The research involved four separate studies as follows:

- Study one – a community telephone survey
- Study two – a secondary school survey (between the ages of 12 and 18 years)
- Study three – a young adult survey (aged 18 to 25 years)
- Study four – problem gamblers who were seeking treatment.

The four studies showed a weak but statistically significant relationship between family member and participant problem gambling. Participants with a family history of problem gambling, when compared to their peers, were two to approximately ten times more likely to display problem gambling behaviour.

Studies one and two found that when compared to peers, participants with problem gambling fathers were 11 to 14 times more likely to display problem gambling behaviour while this dropped to eight to 11 times more for those with problem gambling mothers.

Of the participants from study three who reported they had gambled at least once in the previous 12 months, 8.8% also reported that they had a family member with a gambling problem.

In study four, 23.8% of participants reported a family member with a gambling problem when they were growing up and almost half of those participants reported having gambling problems on the same gambling activity or activities as the family member.

The complete report can be viewed on the Gambling Research Australia website:
www.gamblingresearch.org.au

Responsible Gambling Working Party - Release of *Fourth Progress Report* and Pre-commitment Trial Reports

On 30 September 2010, the Minister for Gambling released three reports from the Responsible Gambling Working Party: its Fourth Progress Report and evaluations of two player tracking and pre-commitment trials – the Worldsmart trial and the ChangeTracker Card trial.

The key findings of the two trials are summarised in chapter four of the progress report, as well as the lessons learned by the Working Party and what they consider to be the essential minimum criteria for the advancement of pre-commitment in South Australia. The evaluations provide an evidence base for the development of pre-commitment policy in South Australia. They will also inform the development of a national policy.

The Worldsmart trial was technology based, involving the addition of limit setting features to a loyalty card. Patrons could set a range of limits (pre-commitment), primary spend and time played. Natural recruitment coached and accelerated recruitment and default messaging were evaluated. Default messaging tested the impact of messages sent at three turnover points.

The ChangeTracker Card trial was non-technology based. The patron or cashier manually recorded on a card the amount of cash exchanged for gaming coin.

Patron involvement was voluntary. This means that the findings are indicative of early adopters of pre-commitment, those people who wanted to monitor their gaming spend, and not the whole population. It also means that the impacts from the introduction of voluntary pre-commitment will be gradual, taking a number of years to be fully realised.

The findings of the Worldsmart trial indicate that among patrons who activated limits, recreational gamblers continued to play within their pre limit-setting boundaries, while patrons in the low to high risk gambling categories decreased their spend. Across all gambling risk segments, there was an estimated 32% decrease in spend.



Ann-Marie Watson (Gaming Manager, The Albion), Hon. Tom Koutsantonis MP (Minister for Gambling) and Brad Barreau (Hotel Operations Manager, The Albion).

The lessons learned by the Working Party in relation to the key findings of both trials are:

- Pre-commitment choice needs to be available to all players, accompanied by community education and the promotion of it being a tool for all players.
 - Pre-commitment may assist players to better monitor spending and keep to limits, including higher-risk players.
 - Limit setting and budget tools are viewed by patrons and some venue staff as being about addressing problem gambling, making it a barrier to take-up.
- Patrons move between venues.
- Pre-commitment tools need to be easy to use and understand.
 - Limit options need to be minimal in number.
 - Education about choosing a personal limit might be useful for patrons (safety net versus typical expenditure).
- Pre-commitment works better when people take it up without any coaching or direct incentive to do so (i.e. they want to use such tools).
 - In the Worldsmart trial, natural take-up patrons were more likely than the actively recruited patrons to set a primary spend limit (which was a daily spend limit), and less likely to breach limits, though they spent more, however:
 - Across both natural take-up and actively recruited patrons there was a mean net decline in turnover of \$181.50 per person per day of play (equivalent to a 31.7% decrease and about ~\$21.60 spend) with natural take-up patrons having a slightly higher decrease than actively recruited patrons.
- Pre-commitment systems provided in association with other gaming schemes (e.g. loyalty systems, cashless gaming) appear to be both cost effective and add value for the patron so as to encourage take-up.
- Human contact is important.
 - Staff intercepts on breaches may increase effectiveness of technology based pre-commitment.
 - Active engagement with patrons encouraged take-up of pre-commitment.
- Player activity statements need to be simple to comprehend and made readily accessible (web, in-venue, kiosk, receipt-like statement).
- Progress warnings as limits are approached are a useful checkpoint for patrons in relation to limits set. Responsible gambling messaging attached to default limits appears to work, although more research is needed over a longer term.
 - Findings suggest that pre-commitment is possibly a psychological contract and that messaging assists in adhering to that contract.
 - A very small number (20 of 500+) in the default messaging phase chose to remove the responsible gambling messaging with no negative consequences reported by those who chose to retain the messaging.
 - A significant majority reported that the responsible gambling messaging (default messaging) helped them keep to their spend limit and encouraged care with spending.
 - Players identified that the 50% and 75% limit progress warnings were a useful 'checkpoint' to understand where they were relative to limits set.
- While results highlight positive effects of pre-commitment, higher risk gamblers may be more likely to set higher limits, exceed limits by a higher amount, increase limits and remove limits.

Copies of the reports and information about the Working Party and the trials is available at:
www.treasury.sa.gov.au/responsiblegambling



Club Safe Update

Gaming and Hospitality Staff

Does working in the industry give you inside knowledge and therefore more of an advantage?

Does watching and listening to customers gamble make you think you can do it better?

Do you believe that because you work in the industry, you have knowledge of the machines, know the game and therefore it makes you a better gambler?

Do you want a tip?

There is no added advantage to working in the gaming and betting industry, exactly like your customers you can lose as well as win. Studies have revealed there are more risks for those that work in the gaming and hospitality industry than those out of it and influences such as exposure, late night shift work and tiredness can make it difficult for some staff not to get drawn in. Understandably as a staff member there may be fear of coming forward about gambling issues:

- What if your employer finds out?
- What if you lose your job?
- Who can you talk to?
- Who can you trust?

Club Safe would like to remind any staff member who is concerned about their gambling that local gambling help services are available and encourage them to make a call to these free and confidential services. Employers and work colleagues concerned for a staff member are also reminded that the gambling help services are available for advice to them as well and will assist in helpful strategies. Please refer to the gambling help services listed on the back page or contact your Club Safe officer to assist you.

We have a new Executive Officer and a new home!

Phil Harrison has been appointed as the new Executive Officer for Club Safe and will commence his position on Monday 25 October. Phil has had many years experience within the liquor and gambling industry and we look forward to utilising his expertise. From mid October, Club Safe along with Clubs SA, Clubs and Hospitality Training Services and Club One are moving to a new home at 222A Henley Beach Road, Torrensville.

New office contact details were unavailable at the time of publication, for any queries please contact either Tracey Schumacher on 0407 273 344 or Giselle Berriman on 0448 273 322.

G-Link for Life

“G-Link for Life” is a monthly support group for problem gamblers who are undergoing, or have had, some form of treatment for their addiction, such as counselling.

It is run by two former problem gamblers, Elsie and Alan, and is strongly supported by Relationships Australia and Statewide Gambling Therapy Service.



*Alan and Elsie
(G-Link for Life).*

The group focuses on long term wellbeing following a gambling problem. While recognising that people may be at different stages of treatment and may be undergoing different treatment methods the group provides an opportunity for people to meet others in a similar situation to themselves and perhaps discuss issues of concern or difficulty, or activities that have had a positive effect. For people having one-on-one counselling it may allow the opportunity to meet others in the same boat which would not otherwise happen.

This is only possible in an environment that is non-judgemental, confidential and respectful; for many people this is the only forum where sensitive and painful issues can be broached confidently. This is especially important for people experiencing a lapse and this is where the strength of support offered by the group makes such a big difference.

The first half of the meeting is usually devoted to some form of presentation which relates to long-term recovery, this in turn often looks at replacing gambling with other enjoyable activities. Recreation Link-up, the Office for Problem Gambling, Stephen Page (TAFE) and Dr Zhila Zhavidi (Flinders Medical Centre for Anxiety Related Disorders) are just some of the people or organisations who have kindly given talks. After a refreshment break, the remainder of the meeting is a chance to share what's been happening since the last meeting and is really the most valuable part of the evening.

The group meets on the third Wednesday of every month, from 6pm – 8pm, at Relationships Australia, 49a Orsmond St Hindmarsh. Attendance can be casual and it's free!

Consumer Voice – Mark's Story

Mark's Story

Consumer Voice Speaker, Relationships Australia (SA)

Hi my name is Mark and I have struggled with a gambling problem for 20 years now. As a young boy I was a very competitive sportsman and I did very well in football and surf club. I also longed to be a tradesman and at 17 was working my way to my goals with an apprenticeship as a sheet metal worker.

At this time I was very cautious with my money as my apprenticeship didn't pay much the first year. It was just one week after my 18th birthday when I had a major accident at work and broke my back - a steel frame fell on me and smashed my L5 (last vertebrae). After nine months in hospital and a further five months with my mum to get back on my feet I found that I couldn't return to the sheet metal trade as it was too heavy a job for me now.

This led me to find a new career in the hospitality field as a barman with a traineeship in management. I loved my new job and was a good barman. Soon, however, most of the work I was doing was at the TAB and Keno machines. After some months had passed I found myself gambling on the TAB - only small bets and group trifectas with the other staff even though there was a "no gambling" policy at the hotel. Slowly as the months passed my gambling took off. Looking back now I feel I had sport taken out of my life due to my broken back so I turned to gambling as a sport. My betting was now big dollars and regularly - before work, during work, after work and then all weekend.

This was affecting all my relationships with friends especially my girlfriend as I started to either have a lot of money or none and if I had a lot all I wanted to do was gamble. The inevitable happened. I was working in the bar one day and at the end of my shift had to go and tell the boss the TAB till was down \$1000 due to my gambling.

I was so ashamed of myself and very embarrassed. We worked out a plan and I paid the money back. About three months later I had to hang my head in shame again as I was \$1200 down. This time we worked out a payment plan up to my dismissal. My boss and his wife tried to get me help for my gambling problem but being 19 years old and in denial I refused their help.

It wasn't very long before I had another bar job but by this time I had also received a \$200,000 pay out for my back injury, so my gambling addiction took off again. I would tell everyone in the bar how much I would win and show them the tickets yet never talk about my losses.

I would bet on anything - dogs, trots, gallops, Keno and football and now I had the money to bet really big. When I first got my payout I invested it quite wisely but forfeited any interest through withdrawals to gamble. \$50 and \$100 notes became one bet in my eyes. There was no value in the notes any more - it was just another bet. By this time I had lost my second job in the bar due to my gambling at work and my relationship with my girlfriend was on the rocks. Gambling had made me become very secretive so I had to lie a lot about my money and whereabouts.

The obsession of winning took over. Before some races I would feel sick - a dry retching feeling - in anticipation and then soon after losing a lot, anger, frustration, guilt and shame (why can't I win?). I soon had my third bar job only to end it in the same way as the others. I must say all my bosses were good to me and yet I could see their frustration as they let me go due to gambling at work.

I did love the bar work and was good at it but I had started to see I had a gambling problem. I made the decision to go back to trade work (welding) with no real change in my gambling - just changed to weekends. My girlfriend had left me, I had three mortgages on my house and no money left at all. At this point my back was aching from the work I was doing so I started taking a lot of morphine.

I remember one day when gambling. I was losing and being a smoker at the time had to make the choice to keep gambling or buy smokes.

I put one more bet on and then went without smokes. At this point the losses had taken their toll. I was depressed from losing everything and the bank took my house from me. I did own it outright at one stage. I was suicidal and so full of hatred towards myself. How could I lose so much? That money was for my future from breaking my back. I gambled to chase my losses never once considering the consequences or the other effects it would have on me and my family.

It was an ego sport. I thought I was a high roller. I took all the fun out of gambling and made it a life or death situation.

I would think about winning all the time and even dream about it. I was totally hooked. When I saw myself in the mirror I would call myself a loser, loser, loser. So what to do? I had lost everything and most of all myself. My doctor suggested I go to rehab at The Woolshed so I did. Ever since the rehab in 2002 I am off the morphine, don't smoke and most of all don't gamble. I have met a beautiful wife, bought another house, saved money for the first time in my life and, most of all, I don't hate myself today.

(Continued overleaf)

Consumer Voice – Mark’s Story (cont.)

The time out to clear out my head, deal with my accident and learn about responsibility was so good. Also, I had to look at why I gamble - boredom, prestige, sport, avoidance, obsession, compulsion. I lost the fun. There was no entertainment for me. It was always everything or nothing.

Since leaving The Woolshed I stay very close to a 12 step self-help program where I get support and most of all am held accountable for my actions by my sponsor. After six and a half years of not gambling I thought I would try it as normal people do... for fun. Just \$5 or \$10 in the pokies. I found that the very instant I gambled the obsession came back so I stopped again knowing that I, Mark, cannot control it in any form at all so the best way for me is not to gamble. There is help out there for problem gambling. It's not easy but it's possible. I have just had my first daughter and my life is great now. Yes, I lost everything but now I have found me.

I have so much gratitude for the people who helped me. I couldn't do it alone. I needed support and others' guidance and now I have the skills not to gamble.



Exploring Indigenous Gambling

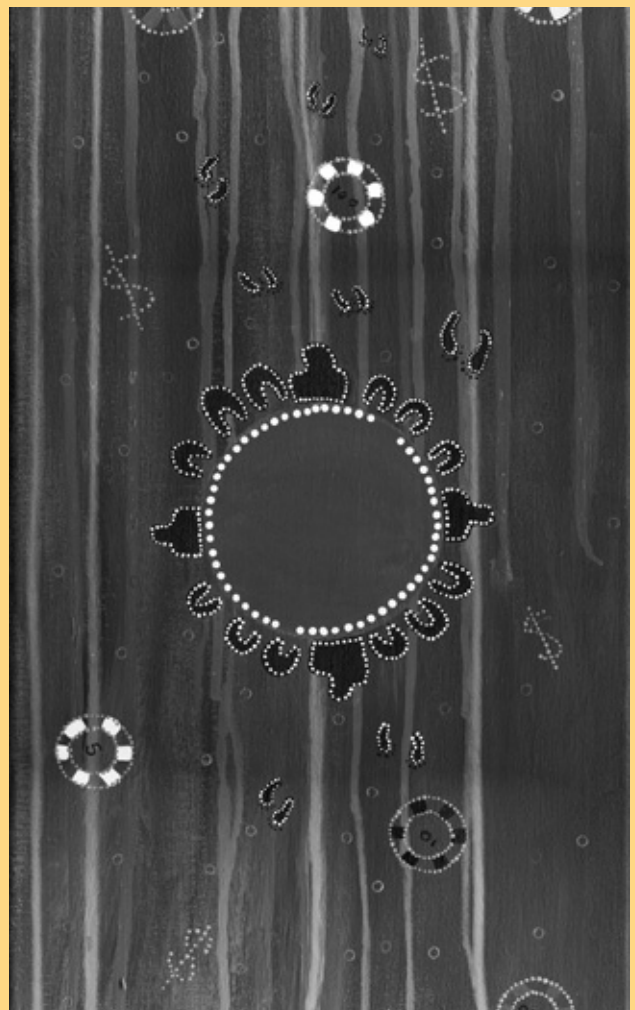
On 6 September 2010, Gambling Research Australia (GRA) released the report 'Exploring Indigenous gambling: understanding Indigenous gambling behaviour, consequences, risk factors, and potential interventions'.

This report provides a detailed exploration of gambling in Indigenous communities in Bundjalung Country, New South Wales and Gulf, Eyre and Rainforest regions in north Queensland.

The research aimed to:

- Examine Indigenous gambling behaviour, consequences, risk and protective factors and potential interventions in several Indigenous communities in New South Wales.
- Compare these to Indigenous gambling behaviour, consequences, risk and protective factors and potential interventions in several Indigenous communities in Queensland.
- Based on these comparisons, refine a conceptual model of different types of Indigenous gambling to better understand Indigenous gambling behaviour.
- Utilise this model to analyse consequences, risk and protective factors and potential interventions for each type of Indigenous gambling in order to inform gambling policy development.

The entire report can be viewed on the GRA website
www.gamblingresearch.org.au



Cadell Prison Pilot Program

Background

Jane Oakes and Ben Riley, Senior Cognitive Behavioural Psychotherapists from the Statewide Gambling Therapy Service (SGTS), were invited by the Senior Social Worker Jillian Liddicoat to conduct an intensive pre-release treatment program for prisoners with problem gambling at Cadell Training Centre.

Prisoners who self identified to the Social Work Unit as wanting to participate in this treatment program were offered the opportunity to receive pre-release therapy for their gambling problems. The treatment provided at Cadell was the same treatment routinely provided by the Statewide Gambling Therapy Service, including associated data collection.

Aim

The aim of the Cadell Prison project was to examine the feasibility and effectiveness of providing graded cue exposure therapy and response prevention for the treatment of problem gambling in a pre-release low security prison in Cadell.

The sample consisted of six prisoners with a primary diagnosis of pathological gambling serving a custodial sentence of between five months and 13 years. These prisoners voluntarily engaged in the treatment. Therapy was conducted in a stepwise manner aimed at extinguishing the prisoners' overwhelming urge to gamble on their individual forms of problem gambling.

It was anticipated the prisoners in this pilot program would complete the treatment program on release from prison. Completion of the treatment program will involve exposing clients in a graded process to their usual gambling cues in their everyday life. It was also postulated that these clients would have a reduced vulnerability to relapse to their previous problem gambling behaviour on release from prison and completion of the treatment program.

Method

Jane Oakes and Ben Riley provided the treatment program for six prisoners in the Cadell Prison. The program consisted of four separate visits by the two therapists. Prior to the treatment program, a cognitive behavioural screening was conducted for each prisoner referred to the Cadell program by the prison social worker.

The prisoners presented with different forms of gambling problems including TAB gambling, electronic poker machine gambling, casino gambling and online sports betting.

The prisoners also completed a number of screening tools to monitor their progress through treatment. Written informed consent for data tracking was obtained from all participants and the study was approved by the Flinders Clinical Research Ethics Committee. The treatment program was conducted as 90 minute treatment sessions during two three-day visits to the prison.

A one week break was provided between visits to enable the prisoners to consolidate their learning and progress through their individual treatment programs. The therapists returned one week after the first block of treatment to complete three further 90 minute treatment sessions over three consecutive days.

During this time each prisoner progressed through the exposure tasks in preparation for their release when they would be able to complete the program using exposure techniques to their usual gambling cues outside of the prison. Participants were asked to repeat their exposure tasks once a day for the following month.

Progress Review

On review of the participants' progress one month later each participant had extinguished their urges to all the cues presented during the program. Relapse prevention strategies were discussed with participants highlighting effective coping strategies for high risk situations.

Follow up plans were identified for each participant. Participants were encouraged to contact the SGTS upon their release for additional follow up appointments. One participant has since been released and is attending our Salisbury office.

Main outcome measures used in this study at baseline, mid treatment and discharge

- Gambling urge scale (GUS) (Raylu and Oei, 2004a)
- Kessler Psychological Distress Scale (K10) (Kessler et al, 2002)
- Gambling Related Cognitions Scale (GRCS) (Raylu and Oei, 2004b)
- Mindfulness Attention and Awareness Scale (MAAS) (Brown and Ryan, 2004)
- Individual Problem and Goal Statements (Battersby, 2001)

(Continued overleaf)

Cadell Prison Pilot Program (cont.)

Results and Discussion

All participants actively engaged in the treatment program. Analyses of participant data showed both a statistically significant reduction in the prisoners' urges to gamble and an increase in dispositional mindfulness at the 5% level. Effectiveness of the pilot was demonstrated through reductions in gambling urges at the conclusion of the treatment program as measured by the gambling urge scale.

It is of considerable interest that all participants reported a gambling urge in response to presented gambling cues pre-treatment, despite not having been exposed to specific gambling cues for between 14 weeks to 7 years. At post-treatment all participants reported an extinction of gambling cues that had been used as treatment during the program.

Conclusion

This pilot program has shown that some prisoners with gambling problems still experience significant urges to gamble after periods of abstinence from gambling due to incarceration. We have also established that prisoners can extinguish their urge to gamble using graded exposure and response prevention to a number of individual gambling cues while in a prison setting.

This therapy process has enabled participants to understand the concepts of exposure therapy and experience significant reduction of their urge to gamble preparing them for release. Further investigation is required to test this model with a larger sample and to follow participants up over time to see if their treatment gains are maintained.

Support after discharge was an area raised as part of relapse prevention and needs to be explored to ensure these prisoners are able to complete the exposure therapy in a supportive environment. In addition to the pilot program a survey was conducted using the EIGHT-Screen (Early Intervention Gambling Health Test) (Sullivan et al., 2008) to establish the prevalence of problem gambling in this prison population.

The initial results of this survey demonstrated that a significant number of the prisoners had problem gambling behaviour with around 20% of participants linking their prison sentence to their excessive gambling. At completion of this project a meeting and information session was provided to the prison management and workers outlining the program and treatment gains. The management team was highly supportive of the pilot program and expressed ongoing support for further involvement in the future.



Jane Oakes, Alan Green and Ben Riley outside the Cadell Training Centre.

The European Association for the Study of Gambling Conference in Vienna

The European Association for the Study of Gambling (EASG) conference was held in Vienna during September this year. The conference is the principal forum for discussion of developments in European gambling policy and research.

Delegates mainly represented the 27 European countries, but also came from areas outside Europe such as America, Canada, South America, Australia, New Zealand and Macau.

The conference focused on key areas of gambling policy and practice including:

- industry regulation strategies
- the risks to the casino industry of emerging online gaming
- income and taxation regimens across Europe
- online gambling regulation
- the need for the industry to compensate communities and individuals for the adverse effects of gambling
- treatment approaches in remediating problem gambling
- emerging gaming and online addiction of younger people – the phenomenon and treatment
- emergence of new categories of online gamblers (ie online poker players who strategically chose this medium because they have the skill to win at this game)

While the main focus of discussion was on improving the management of the European gaming industry in order to ensure sustainable profits and growth, it was acknowledged that the emergence of online gaming was becoming a major problem, especially for younger people. This was not only because of losses and financial risk to this group, but because of the social isolation resulting from young people spending too much of their lives accessing online games of various forms.



That is, the problem is one of addiction to the internet itself as much as it is an addiction to gambling per se. It was pleasing to note that the work of Australian researchers was on par with that of our European counterparts in relation to studies into the prevalence of and remediation strategies for those addicted to gambling.

Studies planned in South Australia and Victoria, for example, will be state of the art controlled studies exploring the relative benefits of a range of treatment programs for people addicted to various forms of gambling.

Suggestions for the next conference include a focus on the social and community impacts of online gaming and an exploration of ways in which the burgeoning gaming industry in Europe can be better regulated to ensure that those who benefit from gambling (i.e. the industry bodies) are held to be more accountable for the problems that these industries may cause in the process of running their businesses.

Pokies Anonymous Update

Pokies Anonymous will now be running four meetings within Adelaide. These meetings are located in Brompton, Torrensville, Brighton and now in Salisbury. The new Salisbury meeting began on Thursday 9 September and runs every Thursday evening from 6pm onwards. The location is the St. Johns Anglican Church, Church St. Salisbury.

Meetings usually run for about an hour depending on how many people attend. The person running the Salisbury meeting is Adam.



Julia Karpathakis (Manager, Pokies Anonymous)

**For more information
please call Pokies
Anonymous on
08 8340 4262 or email
pokiesanon@bbcc.org.au**

GAMBLING HELP SERVICES



Gambling Helpline South Australia

1800 060 757

The Gambling Helpline is a free 24-hour counselling, information and referral service to assist people in South Australia with gambling related problems, or those affected by the gambling of others including family members. The Gambling Helpline can be used by anyone who would like to know more about gambling related problems and how to deal with them. *The Gambling Helpline is funded by the Gamblers Rehabilitation Fund.*

SOUTH AUSTRALIAN GAMBLING HELP SERVICES

The Gambling Help Services provide free, confidential counselling and assistance for people who are concerned about their gambling behaviour and the families and friends of problem gamblers. Counselling is provided over the telephone and in person and specific financial counselling is also available. Languages other than English are spoken at some services and interpreter assistance can be arranged.

STATEWIDE & SPECIAL PURPOSE SERVICES

Statewide Gambling Therapy Service:

BEDFORD PARK Tel: 08 8204 6982
SALISBURY Tel: 08 8182 4911
PORT ADELAIDE Tel: 08 8240 0522

Aboriginal Family Support Services:

ADELAIDE Tel: 08 8212 1112
PORT AUGUSTA Tel: 08 8641 0907
COOBER PEDY Tel: 08 8672 3066
GLOSSOP Tel: 08 8583 1029
MURRAY BRIDGE Tel: 08 8583 1029

Ceduna Koonibba Aboriginal Health Service:

CEDUNA Tel: 08 8626 2600

Port Lincoln Aboriginal Health Service Inc:

PORT LINCOLN Tel: 08 8683 0162

Offenders Aid and Rehabilitation Service (OARS):

ADELAIDE Tel: 8218 0700
CHRISTIERS BEACH Tel: 08 8384 4193

Overseas Chinese Association:

FINDON Tel: 08 8445 1677

Cambodian Service – Anglicare SA:

SALISBURY Tel: 08 8256 2174

Vietnamese Community (SA):

ATHOL PARK Tel: 08 8447 8821

PEACE Multicultural Service (Relationships Australia SA):

HINDMARSH Tel: 08 8245 8100

METROPOLITAN SERVICES

EASTERN:

Relationships Australia (SA)
ADELAIDE
Tel: 08 8223 4566

NORTHERN:

Anglicare SA
SALISBURY
Tel: 08 8256 2160

SOUTHERN:

Relationships Australia (SA)
OAKLANDS PARK
Tel: 08 8377 5400

WESTERN:

Anglicare SA
HINDMARSH
Tel: 08 8301 4200

COUNTRY SERVICES

ADELAIDE HILLS:

Relationships Australia (SA)
MOUNT BARKER Tel: 08 8223 4566

BAROSSA:

Anglicare SA
NURIOOTPA Tel: 08 8562 3437

EYRE & WESTERN:

UnitingCare Wesley Port Pirie
WHYALLA Tel: 1300 456 946
PORT LINCOLN Tel: 1300 456 946

FAR NORTH:

UnitingCare Wesley Port Pirie
PORT AUGUSTA Tel: 1300 456 946

FLEURIEU & KANGAROO ISLAND:

Relationships Australia (SA)
VICTOR HARBOR Tel: 08 8377 5400
KINGSCOTE Tel: 08 8377 5400

LIMESTONE COAST:

Lifeline South East (SA)
MOUNT GAMBIER Tel: 08 8723 2299

MURRAY MALLEE:

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BERRI Tel: 08 8582 4122
MURRAY BRIDGE Tel: 08 8223 4566

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CONTRIBUTIONS

Readers are invited to contribute articles, news items and event details to the next issue of **Gambling Matters**.

The deadline for contributions for the next issue of *Gambling Matters* is 1 March, 2011.

Contributions can be made to:

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