

**PROBLEM GAMBLING COUNSELLING IN NEW ZEALAND  
2001 NATIONAL STATISTICS**

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*This report will be available on the Gambling Helpline website:  
[www.gamblingproblem.co.nz](http://www.gamblingproblem.co.nz)*

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## Foreword

The Problem Gambling Committee (PGC)<sup>1</sup> is very pleased to be able to present this fourth set of national statistics for problem gambling counselling services in New Zealand.

The report gives a comprehensive profile of the people receiving help for gambling problems from PGC funded services during 2001 and includes information from the 1997 to 2000 reports. The Committee promotes the development of good quality data to aid in the development of effective services. National Statistics reports are published on an annual basis to provide objective and reliable data about people seeking help for problem gambling.

The Problem Gambling Committee is committed to ensuring assistance is provided to people with gambling problems, including their families/whanau. It does this through the provision of a 24 hour national free Telephone Helpline and a national network of personal counselling centres.

The number of people seeking help from problem gambling counselling in 2001 continued the growth trend of previous years. The total number of clients completely new to the services was 5280.

The Problem Gambling Foundation, The Salvation Army Oasis Centres and the Gambling Problem Helpline provide the core national services. Additional choice is offered to clients in Auckland by services provided by Wai Health; Pacific Island Drug Alcohol and Gambling Services; Te Atea Marino, Waitemata District Health Board; and Te Rangihaeata Hauora (Hawkes Bay). All services are to be congratulated on their continued professional delivery of problem gambling services and their dedicated efforts to achieve the best possible results for problem gamblers and their families/whanau.

Previous National Statistics Reports have been well received. The Committee presents this report for 2001 in the hope it will also be useful in advancing understanding of problem gambling.

*Jim Lynch*

Chairperson

The Problem Gambling Committee

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<sup>1</sup> See Appendix 2

# Introduction

This is the fifth National Statistics report published on problem gambling counselling services in New Zealand.

The collection and publication of reliable statistical information is a fundamental priority in the development of services for problem gamblers. The information is used extensively for service planning, funding, contracting and delivery.

The data presents a picture of the personal counselling and Telephone Helpline services provided to problem gamblers and their families/whanau throughout New Zealand.

This report contains analysis of data collected by problem gambling counselling and telephone services during 2001. In some analyses, data from previous years is included for comparison. Where this occurs, the totals for previous years have been revised where appropriate to include data added subsequent to the publication of the last report<sup>2</sup>. Some analyses have also been refined since the last report. To enable comparisons to be made, the results for earlier years have been recalculated using the revised methodology.

This year a revised section on client progress is included. This information provides a key to understanding how services can be improved by tracking the progress people make when they receive services.

We would like to take this opportunity to thank the many people involved in the production of these statistics - the many clinicians in each of the services for their fine work in collecting the raw data for this report, the perfectionism of the data entry, and the expert work in data analysis.

*John Hannifin*

*Margaret Gruys*

Directors

Problem Gambling Purchasing Agency

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<sup>2</sup> See Appendix 4

## Service Funding Structure

The Problem Gambling Committee (PGC) is the body providing funding for problem gambling counselling services in New Zealand. The Problem Gambling Committee is recognised by the Gaming and Lotteries Amendment Act (No.2) 1996, and consists of an independent chairperson and equal representation from the providers of problem gambling treatment services and the major gaming industry sectors.

The Problem Gambling Committee is funded solely from contributions from 5 Funder Trustee Organisations. This includes levies on non-casino gaming machines and grants from the Lottery Grants Board, the TAB, Sky Casino Auckland, Queenstown Casino and the casinos in Dunedin and Christchurch.

The gaming industry provides funds to the committee on an annual basis to purchase services for people with gambling problems. These services take the form of a national Telephone Helpline, a national network of personal counselling services, and contributions to related research, development and education.

The Problem Gambling Purchasing Agency was established in 1996 to provide services for The Problem Gambling Committee, primarily to ensure an independent approach to the purchasing of services for problem gamblers. The Problem Gambling Purchasing Agency is a company working in public health and addictions.

The Government is introducing new legislation this year. The Responsible Gambling Bill will place the co-ordination and management of problem gambling with the Ministry of Health from 30 June 2002.

## Service Delivery Structure

A national Telephone Helpline and a network of personal counselling services are the two key types of service established to help people with gambling problems. These services offer complementary but different types of service.

The Telephone Helpline is a national free telephone service for problem gamblers and their families/whanau. The service offers information, assessment, crisis management, advice, motivational counselling, support and referral. It aims to provide an easily accessible first point of contact with problem gambling services.

In November 2001, the Telephone Helpline introduced additional counselling services for Maori and Pacific Islands callers. A budget advice service for gamblers and their families experiencing financial difficulties was also introduced. A further innovation was the Integrated Care Service, whereby the Helpline undertakes continuing structured follow up calls to personal counselling clients as a way of monitoring progress and providing additional support for clients. Both the telephone budgeting service and the Integrated Care follow up calls are believed to be world firsts.

A specialist Asian Telephone Helpline has been delivered since late 1998 by the Problem Gambling Foundation. The helpline operates during office hours and offers clients a service in Korean, Mandarin, and Cantonese languages.

Personal counselling services provide a more in depth face-to-face service including assessment, counselling, education and therapy. Services are located in major cities throughout the country, with a number of outreach clinics operating to service smaller areas (80 clinics in 42 towns and cities). Personal counselling services endeavour to routinely followup clients, record measures of client progress, and offer additional assistance if required.

The Helpline and face to face counselling services work closely together. Nearly a third of referrals (30.5%) to personal counselling come directly from the Helpline. The remainder come directly via self referral and various community sources. 14.0% of new clients have been registered in both services.

In addition to the core services, separate services have been established for Maori in Auckland and the Hawkes Bay; for Pacific people, and Asian people in Auckland and Christchurch. During 2002, iwi services are being established throughout the country.

# Summary Statistics

## New Clients

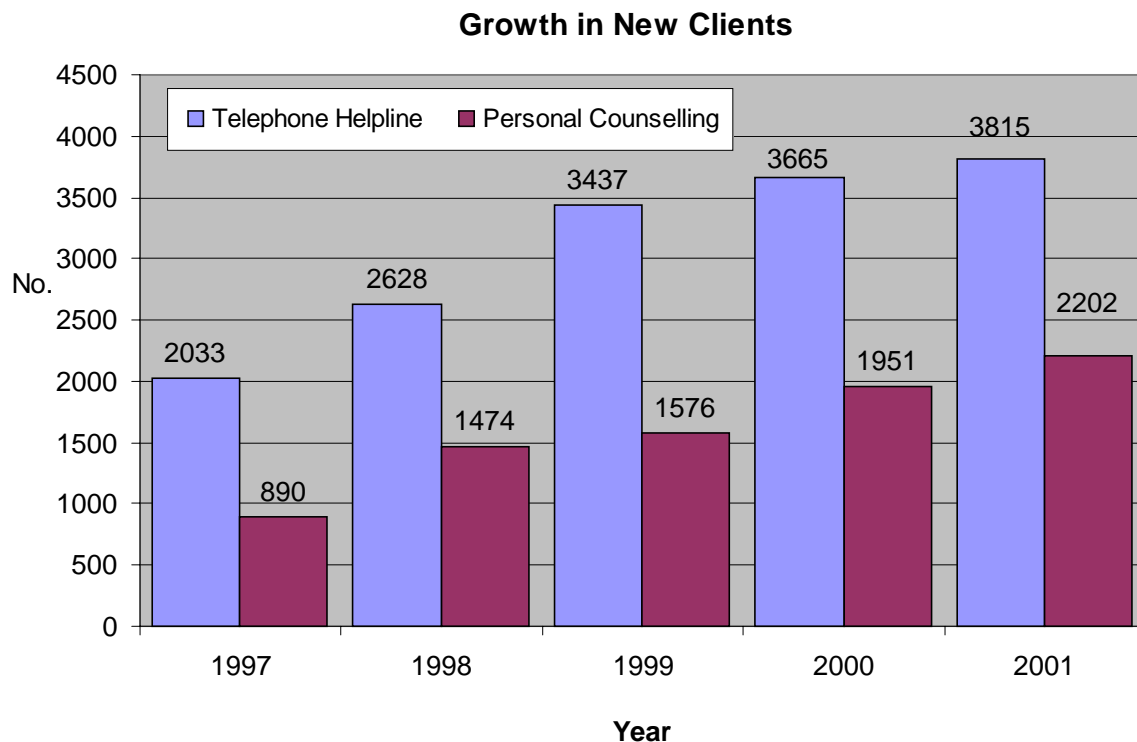
### Numbers of New Clients\* - 2001

	2001	2000
Telephone Helpline	3815	3665
Personal Counselling	2202	1951
Estimated Combined New Clients Total	5280	4993
(New clients appearing in both services are only counted once) <sup>3</sup>		

\*New clients are first time users of services.

- In 2001, there were 5280 new clients.
- Over 10,000 new people received help for problem gambling in the two years 2000/2001.

## Growth Pattern over Last Five Years (new clients)



<sup>3</sup> The number of Problem Gambling Counselling Services New Clients who list the Telephone Helpline as their referral source is subtracted as part of the calculation of the combined total.

## Growth in New Clients

	2001	2000	1999	1998	1997	Total
Telephone Helpline	3815	3665	3437	2628	2033	15578
Personal Counselling	2202	1951	1576	1474	890	8093

- 15,578 new clients received services from the Telephone Helpline over the five years 1997-2001.
- 8,093 new clients received personal counselling over the same period.

## Personal Counselling Services: Clients by Type

	2001		2000		1999		1998		1997	
	N	%	N	%	N	%	N	%	N	%
New clients	2202	74.7%	1951	78.9%	1576	67.4%	1474	75.9%	890	87.7%
Brought forward clients	577	19.6%	400	16.2%	685	29.3%	449	23.1%	124	12.2%
Repeat admission clients	168	5.7%	123	5.0%	79	3.4%	18	0.9%	1	0.1%
<b>Total</b>	2947	100.0%	2474	100.0%	2340	100.0%	1941	100.0%	1015	100.0%

- 19% increase in total clients over 2001 and a 13% increase in new clients.
- 147% increase in new clients in the 5 years from 1997-2001
- The number of people returning for help is small but increasing.

## Telephone Helpline

	2001	2000	1999	1998	1997
New calls/ callers	3815	3665	3437	2628	2033
Followup calls	9874	10676	7670	5133	*
<b>Total</b>	13689	14341	11107	7761	*

\* Note: Comparative 1997 data is unavailable

- **Callers:** 15,578 new callers contacted the helpline over the past five years; an increase of 87.7%.
- **Calls:** 13,689 calls were received in 2001. This was 4.5% lower than in 2000 indicating that there are more callers making fewer calls.
- Nearly 50,000 calls (46,898) were received over the 4 year period. The total number of calls per year to the helpline has almost doubled during this period.

## New Client Characteristics - 2001

Note: The Helpline and Personal Counselling sections contained in this report have information on comparative data from previous years.

### Reason for Attending: Own Gambling or Family/Whanau of Gambler

	Own Gambling		Family/Whanau of Gambler		Total	
	N	%	N	%	N	%
Telephone Helpline	2363	68.1%	1107	31.9%	3470 <sup>4</sup>	100.0%
Personal Counselling	1801	81.8%	325	14.8%	2202	100.0%

### Main Problem Gambling Mode of Gamblers

	Telephone Helpline	Personal Counselling
	%	%
Non-casino gaming machines	81.6%	71.6%
Casino Gaming Machines	8.2%	12.3%
Track	5.3%	8.2%
Casino Tables	3.0%	5.3%
Other& Multiple	0.7%	1.2%
Lotto/keno/ scratchies	0.4%	0.4%
Sports betting	0.4%	0.4%
Housie	0.3%	0.5%
<b>Total</b>	100.0%	100.0%
<b>N</b>	2079	1467

<sup>4</sup> Excludes people calling solely for information (e.g. operators of gaming venues phoning in for information on problem gambling, information packs, machine stickers and so on).

**Gender: Gambler Clients**

	Telephone Helpline	Personal Counselling
	%	%
Female	50.0%	41.0%
Male	50.0%	59.0%
<b>Total</b>	100.0%	100.0%
<b>N</b>	2366	1801

The number of female gamblers receiving personal counselling has nearly quadrupled since 1997, with an increase of 257% (Refer to pp.33, 39).

Female client numbers have also risen in the Helpline, male and females now presenting in equal numbers.

**Age: Gambler Clients**

	Telephone Helpline	Personal Counselling
	%	%
Under 20	3.3%	2.8%
20-24	11.5%	9.9%
25-29	15.6%	15.1%
30-34	17.0%	17.3%
35-39	15.6%	16.8%
40-44	12.8%	14.0%
45-49	9.5%	10.1%
50-54	6.6%	6.4%
55-59	4.2%	4.0%
60-64	2.3%	1.9%
65+	1.6%	1.7%
<b>Total</b>	100.0%	100.0%
<b>N</b>	1930	1548

- Almost half of the users of both services are aged under 35 years: Telephone Helpline 47.4% and Personal Counselling 45.1%

### Ethnicity of Gambler Clients

	Telephone Helpline		Personal Counselling	
	N	%	N	%
NZ European/ Pakeha	1263	57.8%	972	57.5%
Maori	596	27.3%	430	25.4%
Pacific Nations	138	6.3%	87	5.1%
Asian <sup>5</sup>	56	2.6%	51	3.0%
Other (including multiple)	132	6.0%	150	8.9%
<b>Total</b>	<b>2185</b>	<b>100.0%</b>	<b>1690</b>	<b>100.0%</b>

Based on the NZ Statistics Population projections for 2001 (medium range) % of the total New Zealand population aged 20+; Telephone Helpline and Personal Counselling Services show the following:

- NZ Europeans/Pakeha are under-represented (2001 population estimates: 77.2%<sup>6</sup>)
- Maori present at more than double their representation in the total population (2001 population estimates: 12.0%).
- Pacific nations are over-represented (2001 population estimates: 4.8%).
- Asian are under-represented (2001 population estimates: 6.1%).

The high presentation of Maori and Pacific Nation clients is consistent with the findings of the 1999 New Zealand problem gambling prevalence survey<sup>7</sup>. In this study, high rates of problem gambling have been reported for Maori and Pacific Nation respondents. In contrast to Abbot and Volberg study, (which found no serious gambling problems in the Asian population), Asian people do represent a percentage of the clients attending problem gambling counselling services. The proportion of Asian clients receiving counselling services is lower than their percentage in the population.

<sup>5</sup> The Telephone Helpline figure excludes the 42 Asian gambler clients receiving services in 2001 from the Asian Telephone Hotline. When included, Asian is 4.5%.

<sup>6</sup> The 2001 projection is based on a slightly different method for measuring ethnicity than the 1996 census. Also see Appendix 3.

<sup>7</sup> See Appendix 3

## Geographic Spread of Client Access to Services

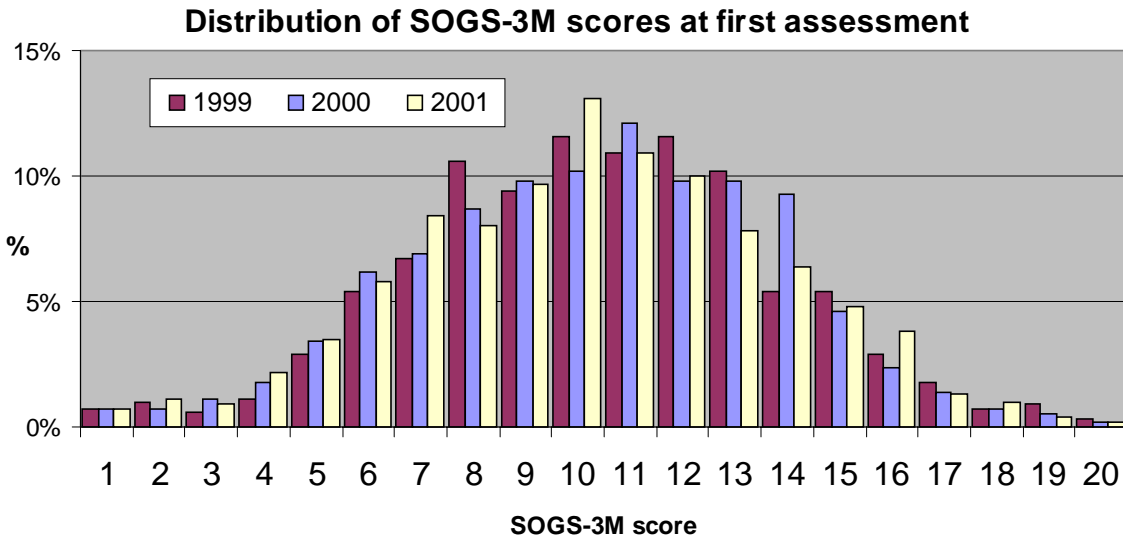
	Telephone Helpline (New Clients)		Personal Counselling (New Clients)	
	N	%	N	%
Whangarei/ Northland	93	2.5%	41	1.9%
Auckland	1325	35.5%	745	33.8%
Hamilton/ Waikato	199	5.3%	108	4.9%
Central North Island*	33	0.9%	47	2.1%
Taranaki	69	1.8%	18	0.8%
Bay of Plenty	237	6.3%	96	4.4%
Hawkes Bay/ East Coast	189	5.1%	82	3.7%
Wanganui	51	1.4%	26	1.2%
Palmerston North/ Manawatu	149	4.0%	71	3.2%
Wellington	431	11.5%	272	12.4%
Christchurch/ Canterbury	571	15.3%	432	19.6%
West/Upper South Island*	131	3.5%	70	3.2%
Dunedin/Otago	161	4.3%	160	7.3%
Invercargill/ Southland	97	2.6%	34	1.5%
<b>Total</b>	<b>3736</b>	<b>100.0%</b>	<b>2202</b>	<b>100.0%</b>

\* Central North Island refers to: Rotorua, Tokoroa, Taupo, and surrounding areas. West/Upper South Island refers to the West Coast, Nelson, and Marlborough.

Note: Personal Counselling Services were not available in Gisborne, or the Wairarapa during 2001.

## Measurement of Client Progress in Personal Counselling Services

All clients are assessed on entering problem gambling counselling services and efforts are made to follow up every 6 months until this is no longer needed.

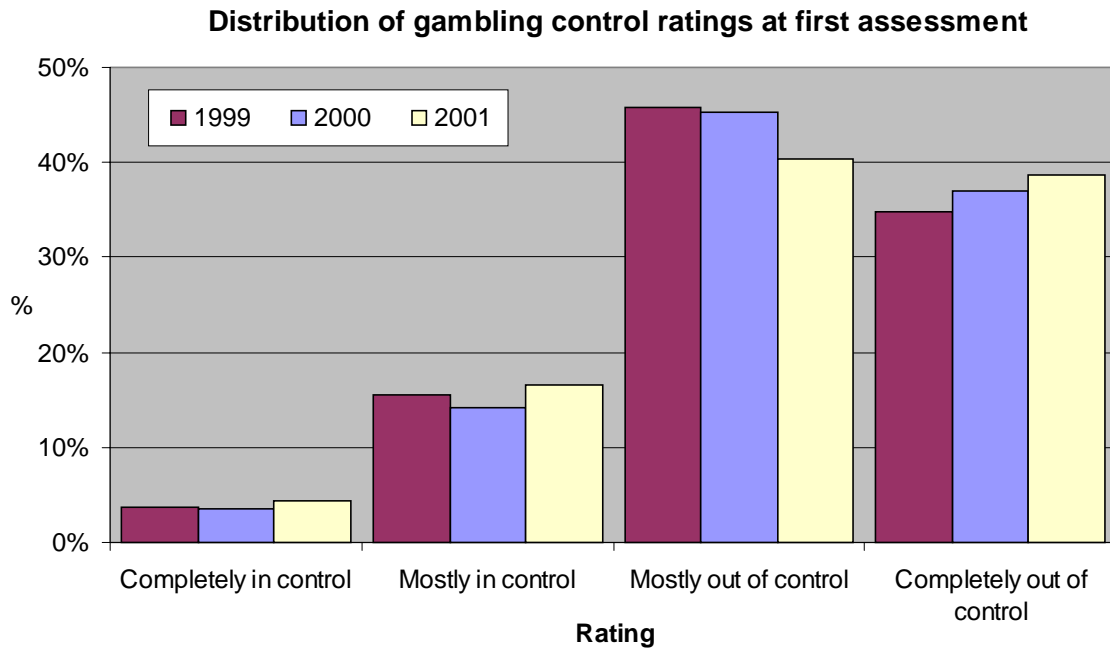


- SOGS-3M scores were collected at first assessment for 1496 clients in 2001. The majority (60%) scored 10 or higher on the screen indicating most clients are at the severe end of problem gambling.

### Dollars Lost

Distribution of Dollars Lost in 4 Weeks Prior to First Admission	2001		2000		1999	
	Count	Percentage	Count	Percentage	Count	Percentage
Under \$100	83	5.9%	55	4.6%	56	5.3%
\$100-\$499	403	28.8%	317	26.6%	280	26.7%
\$500-\$999	355	25.4%	314	26.4%	262	25.0%
\$1000-\$1,999	302	21.6%	262	22.0%	233	22.2%
\$2,000-\$4,999	182	13.0%	170	14.3%	166	15.8%
\$5,000-\$9,999	40	2.9%	37	3.1%	29	2.8%
\$10,000 plus	33	2.4%	35	2.9%	23	2.2%
<b>Total</b>	<b>1398</b>	<b>100.0%</b>	<b>1190</b>	<b>100.0%</b>	<b>1049</b>	<b>100.0%</b>

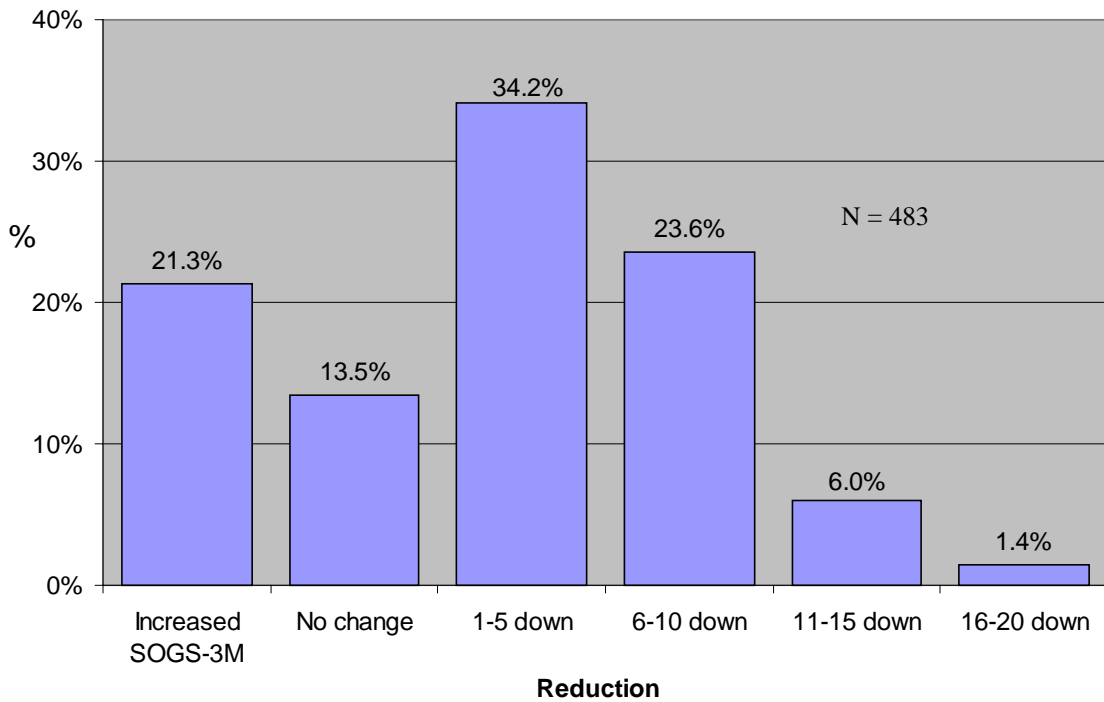
- In the four weeks prior to entering treatment services the majority of clients (76%) reported losing between \$100 and \$1,999. 18% lost \$2000 or more.
- On average clients lost \$1,765 in the four weeks before assessment



- 79% of clients described their gambling as being mostly or completely out of control when first contacting problem gambling counselling services.

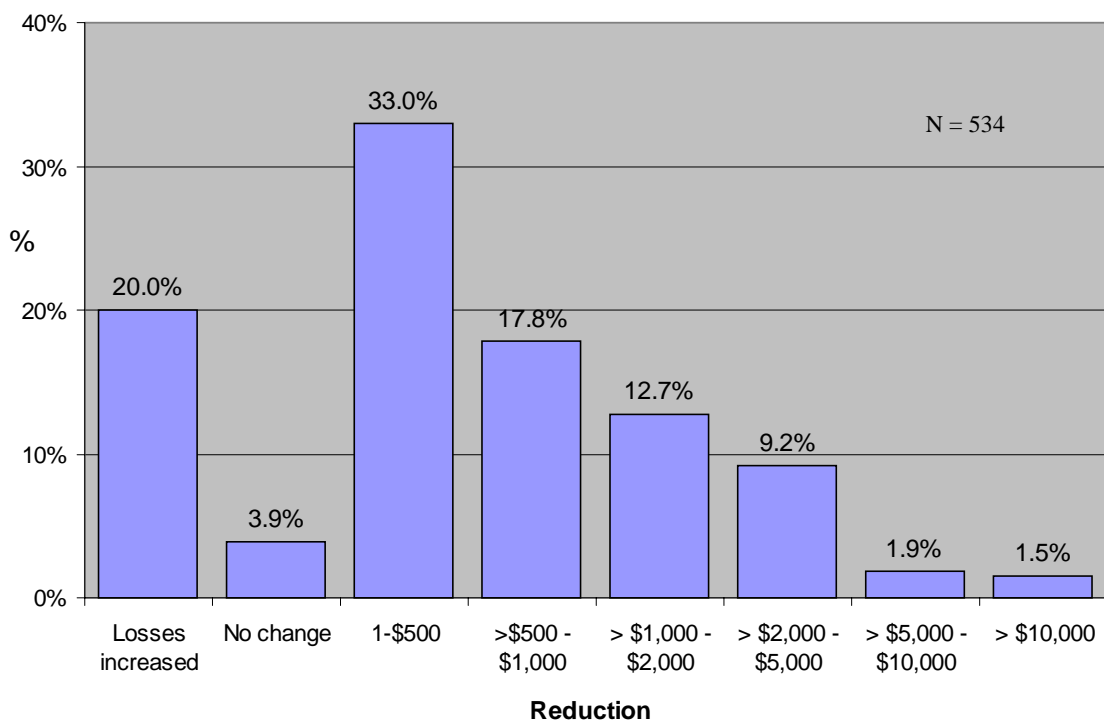
## Outcomes

### Reduction in SOGS-3M Scores

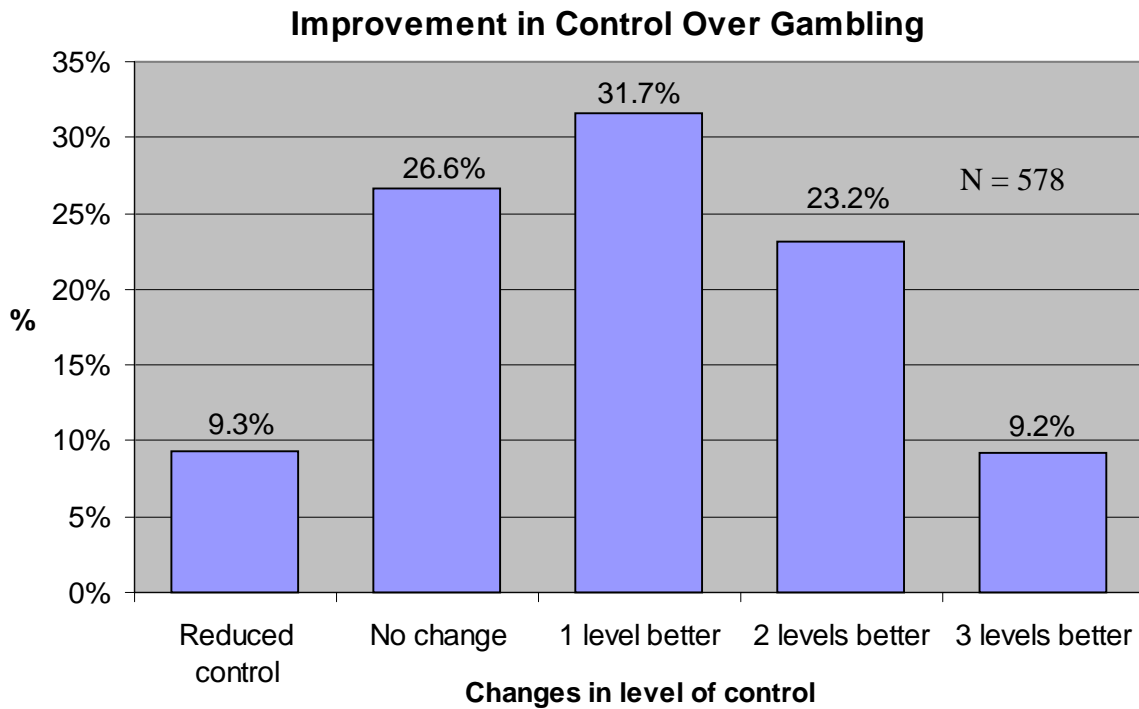


- 65% of clients reported a reduction in their SOGS-3M score when followed up after receiving 5 months or more of personal counselling, indicating a major improvement in their gambling problems.
- 21% of clients reported an increase in their SOGs-3M score, indicating a deterioration in their gambling problem.

### Reduction in Dollars Lost



- 76% of clients reported losing less money when followed up after a period of counselling
- 20% reported an increase in money losses
- On average, clients lost \$1,233 less when followed up than on assessment after a period of counselling than on first entering services



- 64% of clients reported an improvement in their sense of control over gambling after a period of counselling
- 9.3% became worse, reporting reduced control over their gambling

# Telephone Helpline Services

## Service Description

### *National Telephone Helpline*

The Telephone Helpline is a national free telephone service for problem gamblers and their families/whanau operated by the Gambling Problem Helpline. The service offers information, assessment, crisis management, advice, motivational counselling, support and referral. It aims to provide an easily accessible first point of contact with problem gambling services. The Helpline also provides a Maori and Pacific option for callers, extra budgeting support and, as part of an integrated care initiative, will follow up counselling clients to monitor their progress and provide support.

### *Asian Telephone Hotline*

An Asian Hotline is operated separately from the national helpline by the Problem Gambling Foundation providing services for Asian people in Auckland, in Mandarin, Cantonese and Korean languages.

In 2001, the Asian Hotline had 90 new callers; 38 female; 52 male. 42 were gamblers (female 8, male 34) and 48 were family members (female 30, male 18). The primary mode of problem gambling were Casino – 76, primarily tables and some gaming machines; non-casino gaming machines – 7; lotto – 1; other or multiple – 6.

## *Summary*

*All statistics refer to the National Telephone Helpline unless otherwise stated*

- 3815 new clients in 2001. Increase of 4.1% over the 2000 total of 3665.
- Non-casino gaming machines are by far the most frequently cited problem gambling mode (81.6%) by new gambler callers. The proportion of clients citing this mode has continued to increase since 1997, providing the largest group of clients.
- Sports betting (0.4%), lotto, keno, and scratchies (0.4%) are only reported as problems by a small percentage of clients.
- A small percentage (1.4%; N = 55) of clients are at risk of suicide.
- Equal percentages of male and female problem gambler clients were helped in 2001 (Male: 50.0%, Female: 50.0% cf Male: 61%; Female: 38.4% in 1998). Most family/whanau members were female (72.4%).

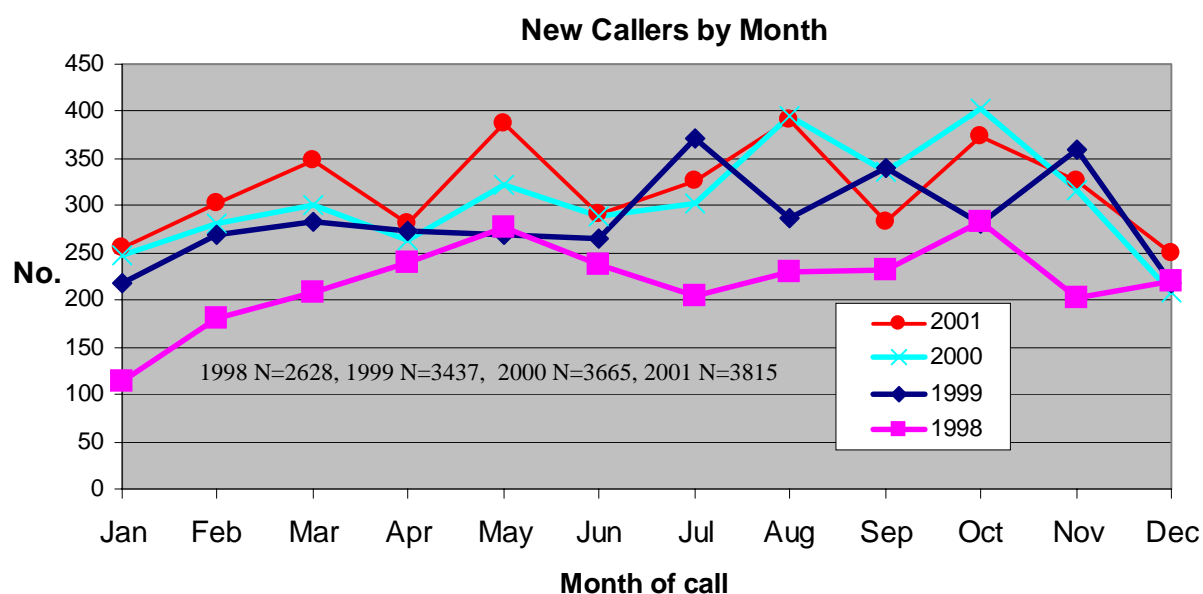
- Problem gamblers and family/whanau of gamblers come from a wide range of ages, with little change in age distribution from previous years. Problem gamblers are typically slightly younger than family/whanau callers.
- Maori problem gambler clients present at more than double their representation in the New Zealand population aged over 19 (27.3% cf 12.0%)
- Pacific Nations clients are significantly over-represented in comparison to their representation in the New Zealand population over 19 (6.3% cf 4.8%).
- New Zealand European/Pakeha clients are underrepresented (57.8% cf 77.2%).
- Asian clients are underrepresented in the National Helpline (2.6% cf 6.1%). When the additional Asian Hotline figures are included, Asian representation is 4.5%.
- 2902 information packs were distributed in 2001, up 5.8% from 2000.
- 30-40 people per day access the helpline website.

### Number of Clients Accessing Service

The number of new gamblers and their families/whanau calling the Helpline has increased substantially over the last four years.

First time callers increased 87.7% over the 1997-2001 period, reaching a total of 3,815 in 2001.

Growth in new callers has continued to increase over the year 2001, at the rate of 4.1%.



### New Callers by Month

Month of call	2001	2000	1999	1998
Jan	256	247	219	114
Feb	303	281	270	181
Mar	348	301	283	208
Apr	281	264	274	240
May	387	323	269	277
Jun	291	288	265	237
Jul	326	302	371	205
Aug	392	395	286	229
Sep	283	337	340	231
Oct	373	402	281	283
Nov	326	317	360	202
Dec	249	208	219	221
<b>Total</b>	<b>3815</b>	<b>3665</b>	<b>3437</b>	<b>2628</b>

Note: Comparative 1997 data is unavailable

**Telephone Helpline**

	2001	2000	1999	1998	1997
New calls/ callers	3815	3665	3437	2628	2033
Followup calls	9874	10676	7670	5133	*
<b>Total</b>	13689	14341	11107	7761	*

\* Note: Comparative 1997 data is unavailable

**Callers:**

15,578 new callers contacted the helpline over the past five years. The number of new callers has increased by 87.7% over the past five years.

**Calls:**

The total number of calls received in 2001 was 13,689. This is 4.5% lower than in 2000, indicating that there are more callers making fewer calls. There has been a 76.4% increase since 1998.

Nearly 50,000 calls (46,898) were received over the 4 year period. The total number of calls per year to the helpline has almost doubled during this period.

**Call frequency:**

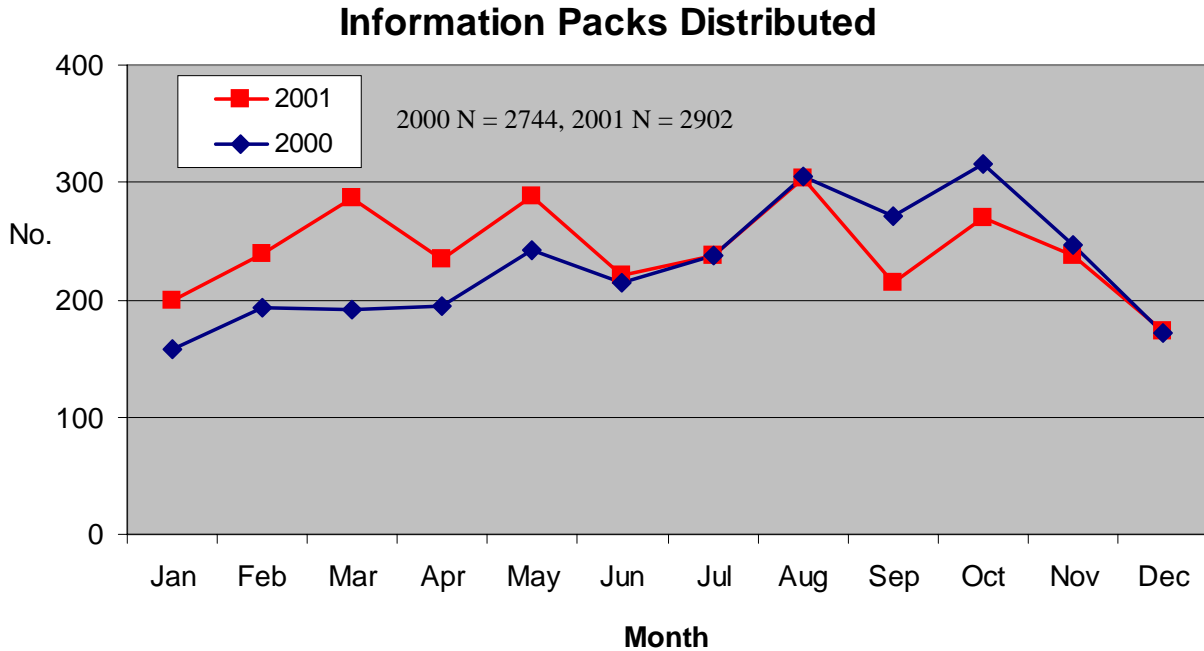
**Number of Callers According to Frequency of Calls in 2001**

	Gambler		Significant Others		Total	
	N	%	N	%	N	%
I call only	2034	69.3%	1437	91.6%	3471	77.0%
2-4 calls	626	21.3%	115	7.3%	741	16.4%
5-9 calls	175	6.0%	15	1.0%	190	4.2%
10 + calls	101	3.4%	2	0.1%	103	2.3%
<b>Total callers</b>	2936	100.0%	1569	100.0%	4505	100.0%

Most callers (77.0%) contacting the Telephone Helpline in 2001 contacted the service only once. Significant Other clients rarely made more than one phone call (8.4%) whereas nearly a third of Gambler clients (30.7%) made repeat phone calls in the year.

## Information Packs Distributed

2902 information packs were distributed by the Telephone Helpline, up by 5.8% from the previous year.



## Website “Visits”

The Telephone Helpline revised its internet website in 2001. Between 30-40 separate people access the site each day, which represents 1,000 people per month. On average each person visits nearly 3 times. Callers approaching the Telephone Helpline from the website currently make up 2% of the total.

### Website “Visits”

	Total
Visitor addresses	3856
Visits to Home page	2471
Total Visits	10781
Visits/visitor	2.8

## Client Characteristics

### Primary Mode of Problem Gambling (Gamblers)

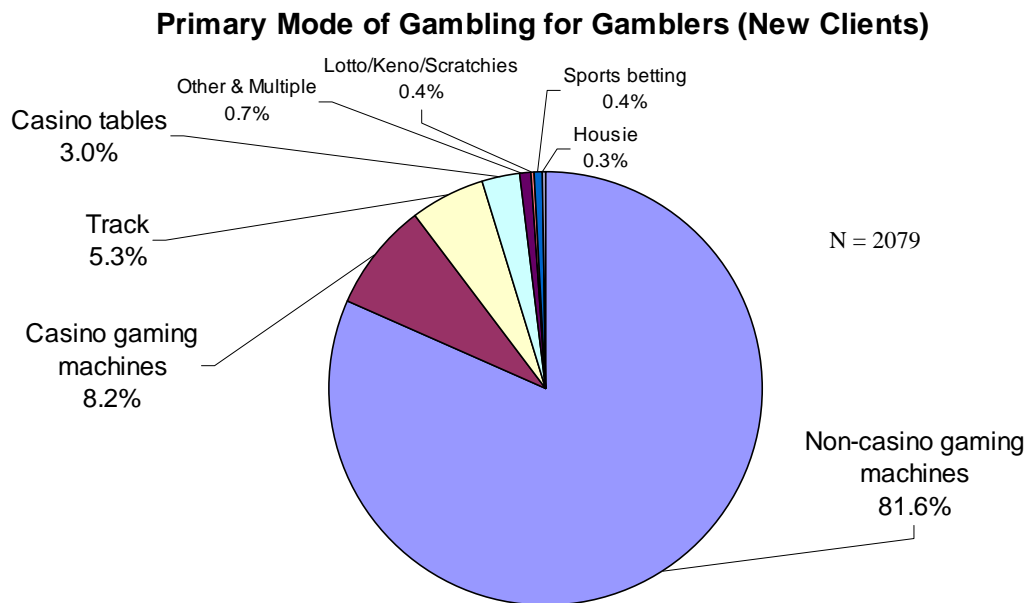
The main work of the Helpline has become helping people with problems related to gaming machine gambling.

Over the years 1997-2001, gaming machines in pubs and clubs were the main reason for people calling the Helpline. The percentage of people calling about gaming machines in pubs and clubs has increased steadily over the past four years and in 2001 accounted for 81.8% of all callers.

Gaming machines in casinos, although significantly lower than gaming machines in pubs and clubs, account for the next highest percentage (8.2%) of reasons for people calling the Helpline.

Track and casino tables gambling account for 8.3% of people calling the Helpline.

Sports betting, lotto, keno, scratchies, and housie were identified as primary problems by only a small minority of clients (1.2%).

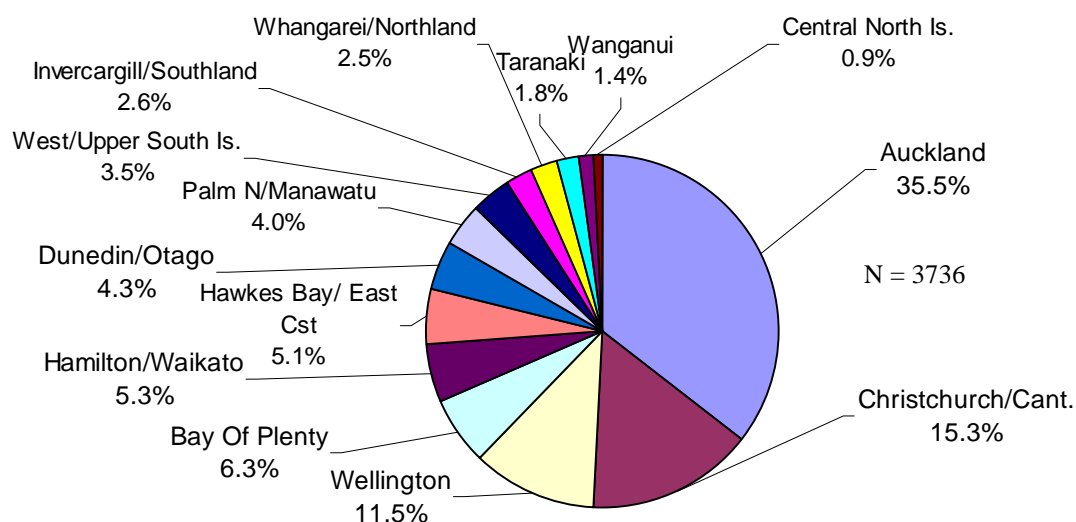


Primary Mode of Problem Gambling (New Gamblers)	2001		2000		1999	
	N	%	N	%	N	%
Non-casino gaming machines	1697	81.6%	1427	73.3%	1250	64.4%
Casino gaming machines	170	8.2%	256	13.1%	254	13.1%
Track	111	5.3%	146	7.5%	263	13.5%
Casino tables	62	3.0%	72	3.7%	83	4.3%
Other & Multiple	15	0.7%	18	0.9%	34	1.8%
Lotto/Keno/Scratchies	9	0.4%	15	0.8%	29	1.5%
Sports betting	9	0.4%	10	0.5%	15	0.8%
Housie	6	0.3%	4	0.2%	13	0.7%
<b>Total</b>	<b>2079</b>	<b>100.0%</b>	<b>1948</b>	<b>100.0%</b>	<b>1941</b>	<b>100.0%</b>

### Origin of Calls

Calls were received from throughout New Zealand. Substantially more calls were received from Auckland than any of the other individual regions (35.5%). Canterbury and Wellington were the next most frequent source of callers. The percentage of calls from each region has remained markedly similar over the three years 1999-2001.

### Origin of Calls by Region (New Clients)



The number of people calling from cell phones is also increasing.

### Origin of Calls by Region – by 2001 %

Region	2001		2000		1999	
	N	%	N	%	N	%
Auckland	1325	35.5%	1251	34.4%	1125	33.4%
Christchurch/Cant.	571	15.3%	563	15.5%	537	15.9%
Wellington	431	11.5%	468	12.9%	404	12.0%
Bay Of Plenty	237	6.3%	217	6.0%	205	6.1%
Hamilton/Waikato	199	5.3%	181	5.0%	146	4.3%
Hawkes Bay/East Cst	189	5.1%	182	5.0%	119	3.5%
Dunedin/Otago	161	4.3%	151	4.2%	206	6.1%
Palm N/Manawatu	149	4.0%	150	4.1%	155	4.6%
West/Upper South Is.	131	3.5%	119	3.3%	128	3.8%
Invercargill/Southland	97	2.6%	104	2.9%	85	2.5%
Whangarei/Northland	93	2.5%	78	2.1%	67	2.0%
Taranaki	69	1.8%	66	1.8%	91	2.7%
Wanganui	51	1.4%	45	1.2%	44	1.3%
Central North Is.	33	0.9%	58	1.6%	57	1.7%
<b>Total</b>	<b>3736</b>	<b>100.0%</b>	<b>3633</b>	<b>100.0%</b>	<b>3369</b>	<b>100.0%</b>

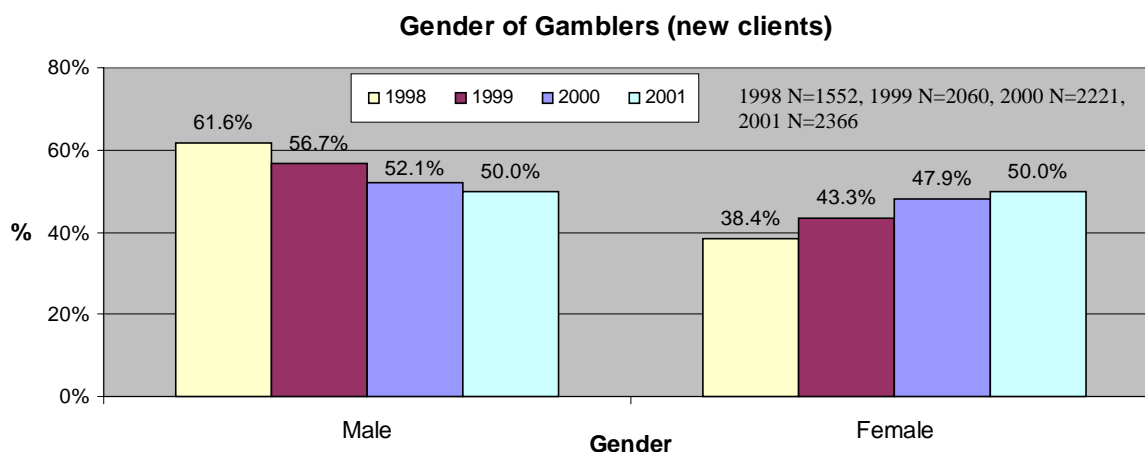
**Reasons for Call: Gambling, Family/Whanau & Others**

Most people (68.1%) phone the Telephone Helpline because of their own gambling problem. The service is also available to the family/whanau of gamblers. 1,107 relatives/friends of gamblers phoned for help for the first time in the year 2001. These proportions are very similar to those in previous years.

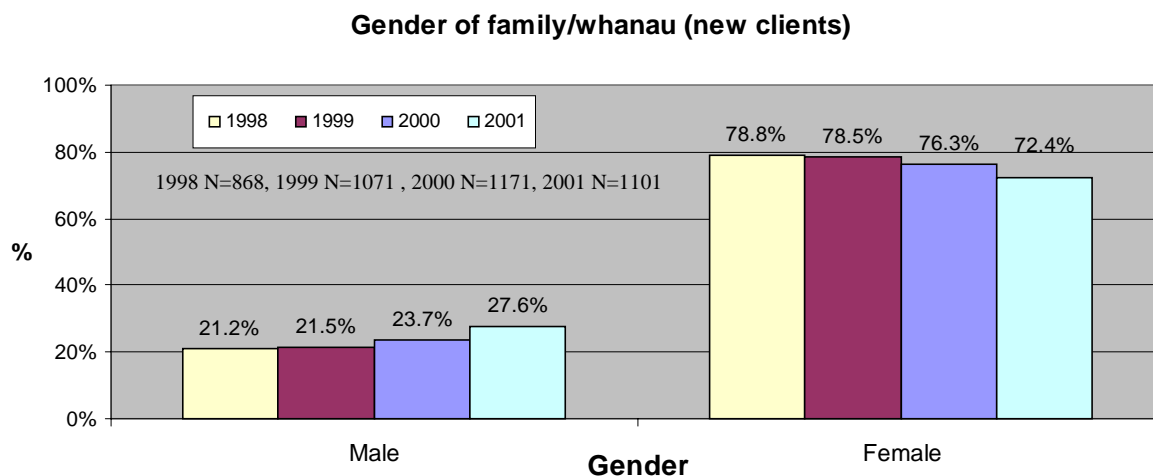
Type of Client (new clients)	2001		2000		1999		1998	
	N	%	N	%	N	%	N	%
Gambler	2363	68.1%	2242	65.5%	2093	65.9%	1552	64.1%
Significant Other	1107	31.9%	1180	34.5%	1085	34.1%	868	35.9%
<b>Total</b>	<b>3470</b>	<b>100%</b>	<b>3422</b>	<b>100%</b>	<b>3178</b>	<b>100%</b>	<b>2420</b>	<b>100%</b>

**Gender - Gamblers and Family/Whanau/Others**

The number of female problem gamblers has continued to increase steadily and has now caught up with the number of males. An equal number of male and female problem gamblers contacted the Telephone Helpline in 2001 (Male: 50.0%, Female: 50.0%). In 1998, the ratio was nearer to two males for every female. Female problem gamblers have increased from 38.4% of callers in 1998 to 50.0% of new callers in 2001.



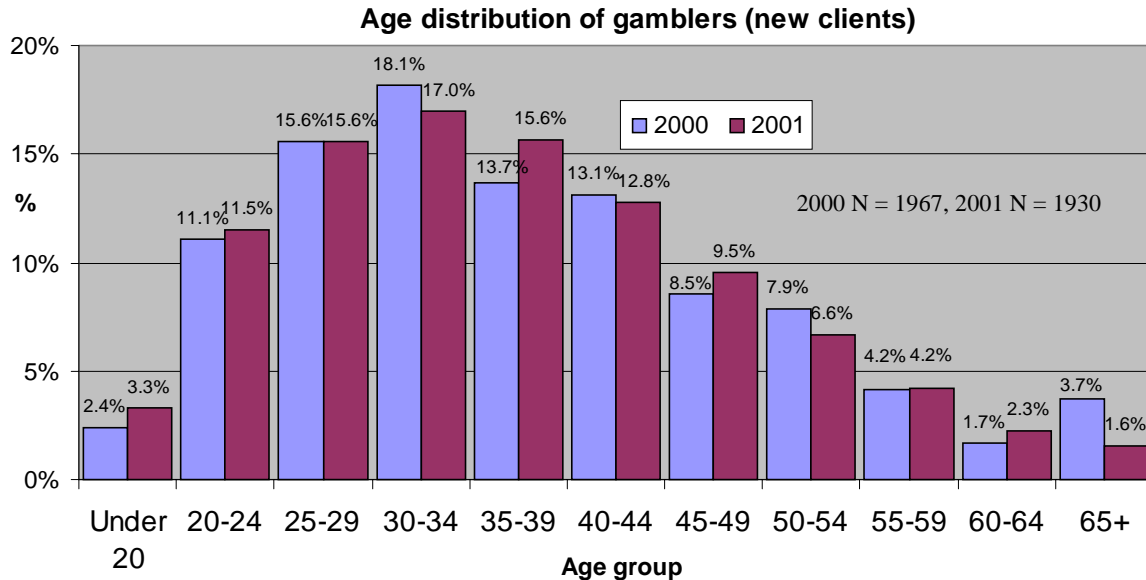
The clear majority of family/whanau members making contact were female (72.4%). For all clients, especially gambler clients, the trend has been towards a reduction in gender differences.



**Age Distribution**

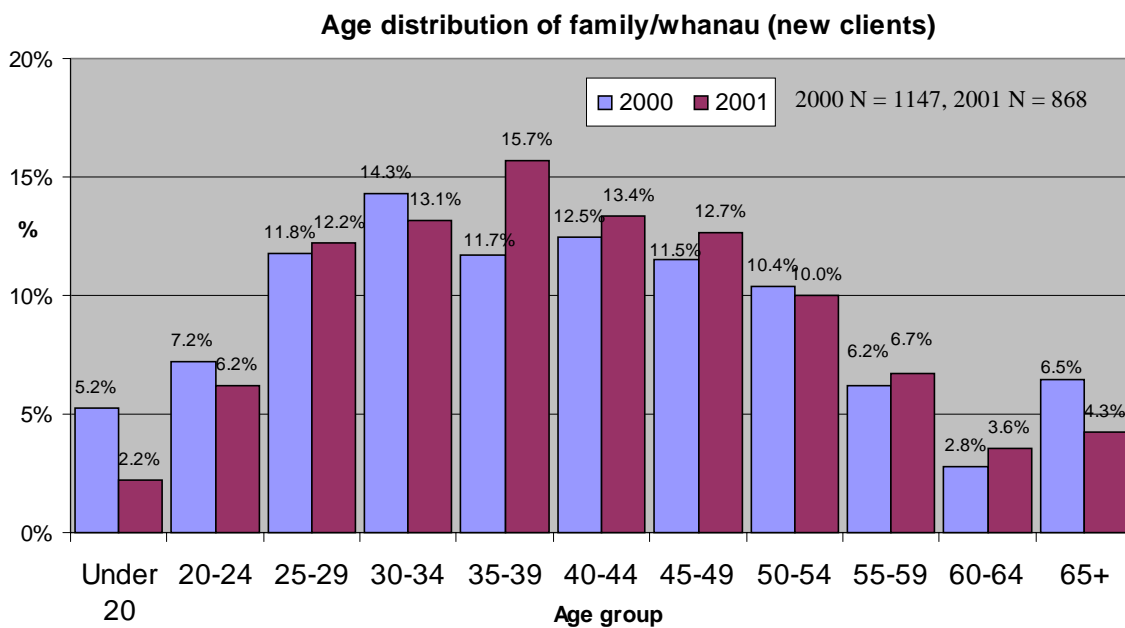
**Gamblers:**

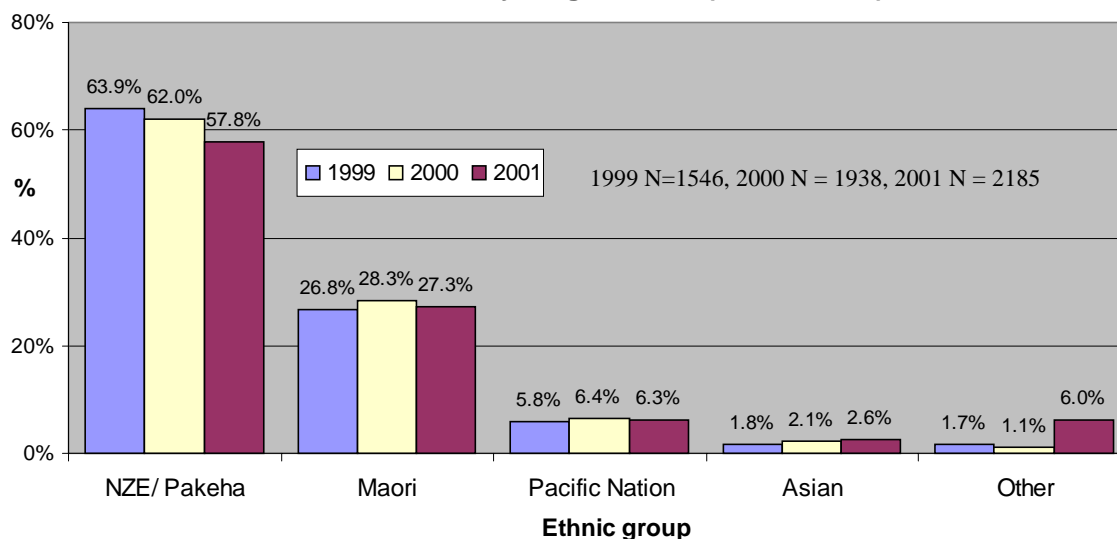
Problem gamblers contacting the Telephone Helpline vary widely in age. Almost half of problem gamblers are under 35 (47.4%).



**Family/Whanau/Others:**

Family/whanau members are slightly older than problem gamblers with fewer young callers (33.8% aged under 35) and a greater proportion of older callers (7.8% aged 60 and over).



*Ethnicity - Gamblers***Ethnicity of gamblers (new clients)****Ethnicity of Gamblers (New Clients)**

Ethnicity (grouped)	2001		2000		1999	
	N	%	N	%	N	%
NZE/ Pakeha	1263	57.8%	1201	62.0%	988	63.9%
Maori	596	27.3%	549	28.3%	414	26.8%
Pacific Nation	138	6.3%	125	6.4%	89	5.8%
Asian <sup>8</sup>	56	2.6%	41	2.1%	28	1.8%
Other	132	6.0%	22	1.1%	27	1.7%
<b>Total</b>	<b>2185</b>	<b>100.0%</b>	<b>1938</b>	<b>100.0%</b>	<b>1546</b>	<b>100.0%</b>

When compared to the ethnic profile of the New Zealand population aged 20+<sup>9</sup> the ethnic profile of problem gamblers shows:

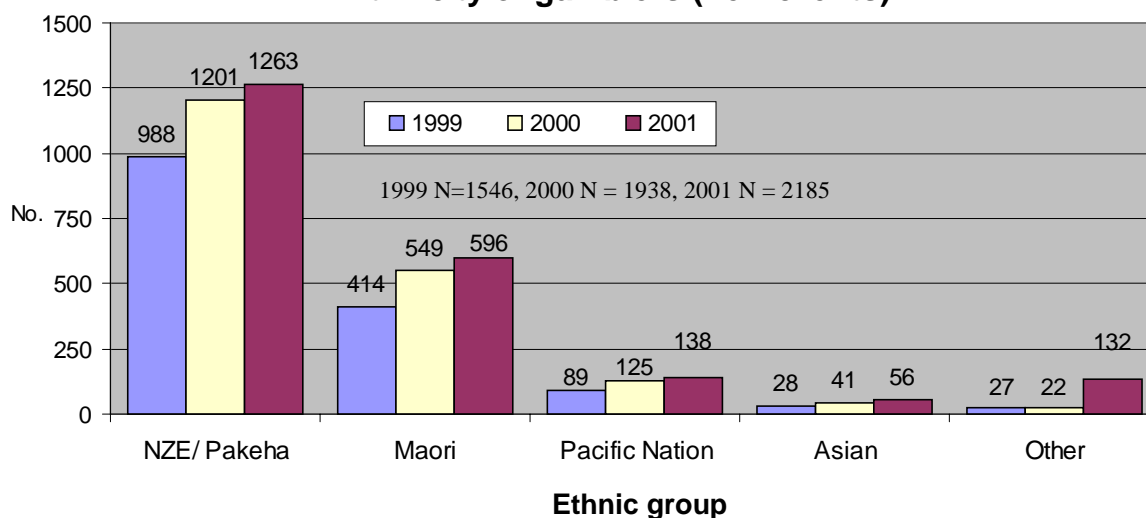
- Lower proportions for New Zealand European/Pakeha clients (57.8% of problem gambling clients cf 77.2% of 2001 population estimates).
- Asian gamblers are slightly underrepresented if the Asian Telephone Hotline's 42 clients are taken into account (4.5% of problem gambling clients cf 6.1% of 2001 population estimates).
- Greater presentations for Maori clients (27.3% of problem gambling clients cf 12.0% of 2001 population estimates) and for Pacific Nations clients (6.3% cf 4.8% of 2001 population estimates).
- The actual number of NZ European/Pakeha clients has increased, even though their relative proportion of the client population has decreased.

<sup>8</sup> This figure excludes the 42 Asian gambler clients counselled by the Asian Telephone Hotline operated outside the National Telephone Helpline.

<sup>9</sup> NZ Statistics Population projections for 2001 (medium range) % of the total New Zealand population aged 20+; only 3.3% of callers are under 20. See Appendix 3 for notes on population statistics.

- The number of Asian clients receiving service from either the general Telephone Helpline, or the new Asian Telephone Hotline, was 98 in 2001<sup>10</sup>.

**Ethnicity of gamblers (new clients)**

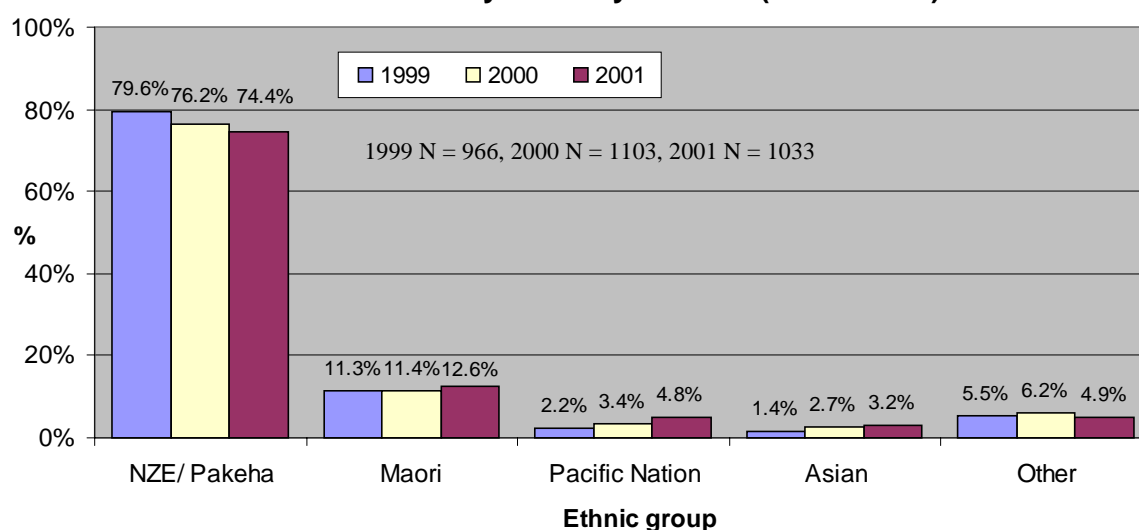


**Ethnicity - Family/Whanau/Others**

For the family/whanau of clients, the pattern is slightly different:

- The percentage of New Zealand European/Pakeha family/whanau callers is about the same as the general population (74.4% for callers cf 77.2% of 2001 population estimates) as are Maori family/whanau (12.6% cf 12.0%).
- Pacific Nation clients are in proportion to their population (4.8% for callers cf 4.8% of 2001 population estimates).
- Asian gamblers are overrepresented, if the 46 family/whanau clients served by the separate Asian Telephone helpline are also taken into account (as high as 7.3% of clients cf 6.1% of 2001 population estimates).

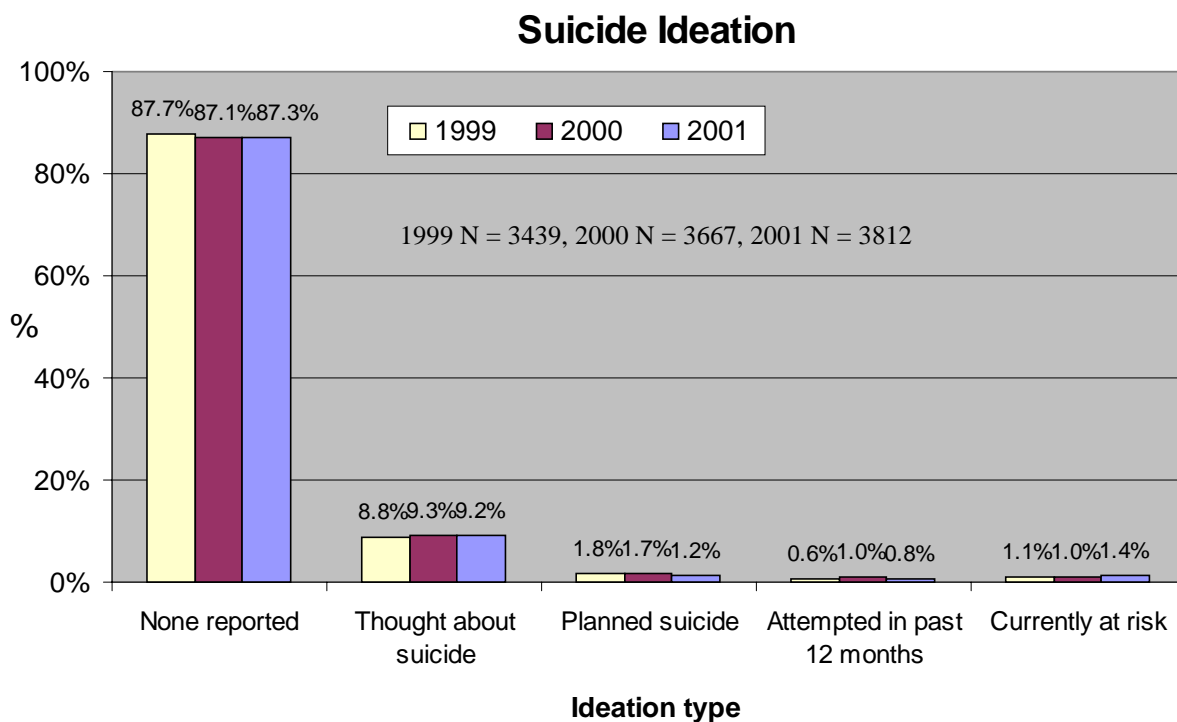
**Ethnicity of family/whanau (new clients)**



<sup>10</sup> Because it is possible that some Asian clients contacted both services, this figure should be interpreted as an upper limit. The same applies to all adjusted percentages.

**Suicide Ideation (Gambler/ Family-whanau)**

Most clients (87.3%) do not report suicide ideation, a pattern in common with previous years. 9.2% thought about suicide; 1.2% had planned suicide; 0.8% had attempted suicide in the past 12 months. 1.4% (55 clients) were currently at risk of suicide.



**Suicide Ideation**

	2001		2000		1999	
	N	%	N	%	N	%
None reported	3327	87.3%	3194	87.1%	3015	87.7%
Thought about suicide	351	9.2%	340	9.3%	303	8.8%
Planned suicide	47	1.2%	63	1.7%	63	1.8%
Attempted in past 12 months	32	0.8%	35	1.0%	19	0.6%
Currently at risk	55	1.4%	35	1.0%	39	1.1%
<b>Total</b>	<b>3812</b>	<b>100.0%</b>	<b>3667</b>	<b>100.0%</b>	<b>3439</b>	<b>100.0%</b>

# Personal Counselling Services

## Service Delivery

Personal counselling services provide an in-depth face-to-face service including brief advice, assessment, counselling, education and therapy. Services are located in major cities throughout the country, with a number of outreach clinics operating to service smaller areas.

### *Numbers of Clients*

2947 clients received problem gambling counselling services during 2001.

Just under three-quarters (2202) of these clients were “new” (that is, had *not* received counselling for gambling-related problems in the past). A person is counted as a new client when they have their first face to face appointment, usually an assessment of their gambling related problems.

The actual number of people contacting personal counselling services is estimated to be one third higher than the number counted as new clients. An additional number of people contact personal counselling services on a one-off basis for information and advice but do not continue to the next stage of an appointment.

In addition to the new clients for the year 2001, the services catered for 577 “brought-forward” clients (began their treatment in previous years) and 168 “repeat” clients (previously discharged and re-presented for further treatment).

### Clients by Type

	2001		2000		1999		1998		1997	
	N	%	N	%	N	%	N	%	N	%
New clients	2202	74.7%	1951	78.9%	1576	67.4%	1474	75.9%	890	87.7%
Brought forward clients	577	19.6%	400	16.2%	685	29.3%	449	23.1%	124	12.2%
Repeat admission clients	168	5.7%	123	5.0%	79	3.4%	18	0.9%	1	0.1%
<b>Total</b>	<b>2947</b>	<b>100.0%</b>	<b>2474</b>	<b>100.0%</b>	<b>2340</b>	<b>100.0%</b>	<b>1941</b>	<b>100%</b>	<b>1015</b>	<b>100.0%</b>

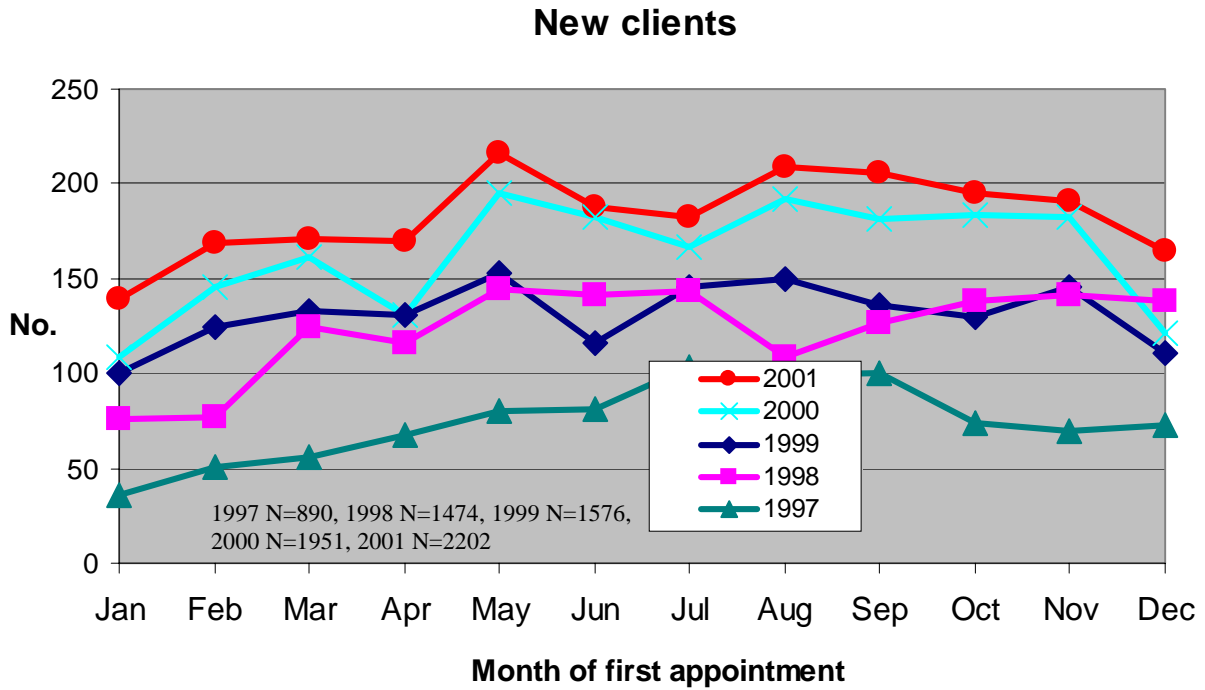
Over the past five years, just over 8000 people have received personal counselling for gambling problems.

New client numbers continued to grow with an increase of 12.9% from 2000. This represents growth of 147.4% since 1997.

In 2001, total client numbers grew by 19.1%. Since 1997, the total number of clients has nearly trebled from 1015 to 2947, a growth of 190.3%.

There has also been a steady but relatively small increase in the percentage of repeat admission clients.

*Monthly Spread for New Client Admissions*



**New Clients**

Month of first appointment	2001	2000	1999	1998	1997
Jan	139	109	100	76	36
Feb	169	146	124	77	51
Mar	171	161	133	124	56
Apr	170	131	131	116	67
May	216	195	153	144	80
Jun	188	182	116	141	81
Jul	183	167	146	143	103
Aug	209	192	150	109	99
Sep	206	181	136	127	100
Oct	195	184	130	138	74
Nov	191	182	146	141	70
Dec	165	121	111	138	73
<b>Total</b>	2202	1951	1576	1474	890

**Time Spent in Treatment**

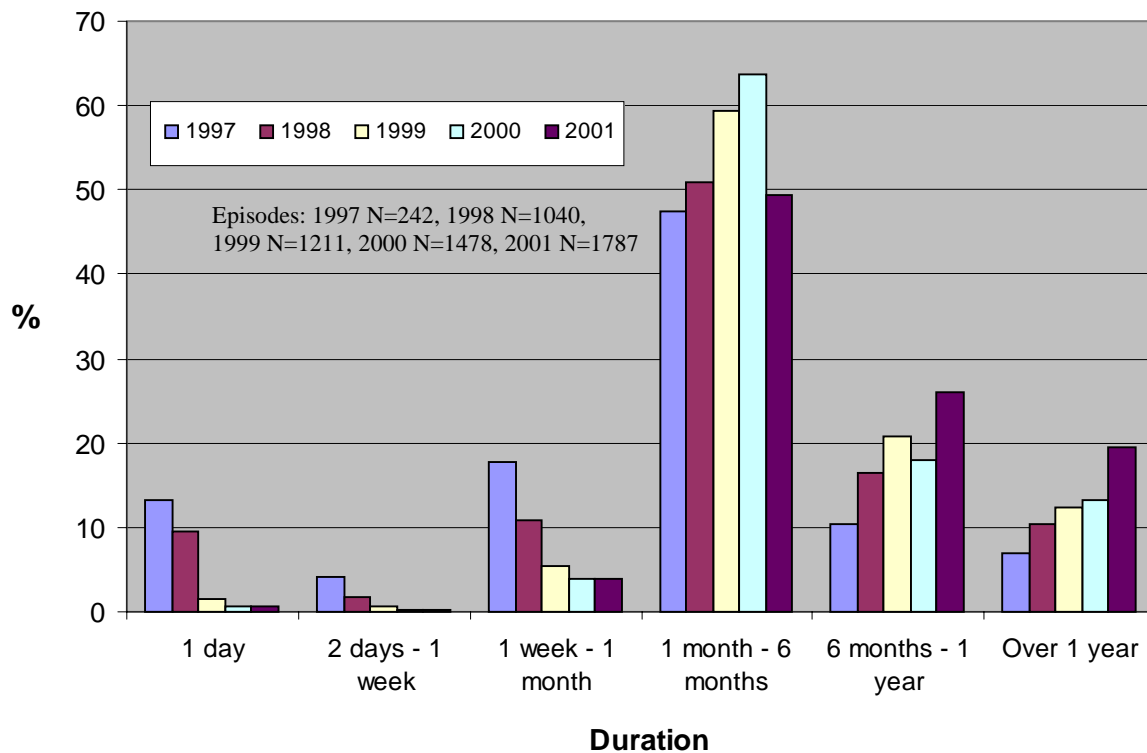
**Duration of Treatment Episodes**

A treatment episode is the timespan a person attends for counselling from assessment to discharge. Clients receiving problem gambling services remain in treatment for varying lengths of time.

Clients are staying in contact with the treatment agency for longer periods. The trend since 1997 has been a decrease in the proportion of clients receiving very brief treatment episodes and an increase in the proportions receiving episodes measured in months and years. The median treatment episode length has risen from 60.5 days in 1997 to 86 days in 1998; to 120 days in 1999; to 129 days in 2000; to 168 days in 2001.

The number of clients who have “been in treatment” for more than 6 months (45.8%) and for more than 1 year (19.6%) continues to grow. There is a project underway to determine the characteristics of this client group and to explore treatment options.

**Episode durations**



**Hours of Treatment Received**

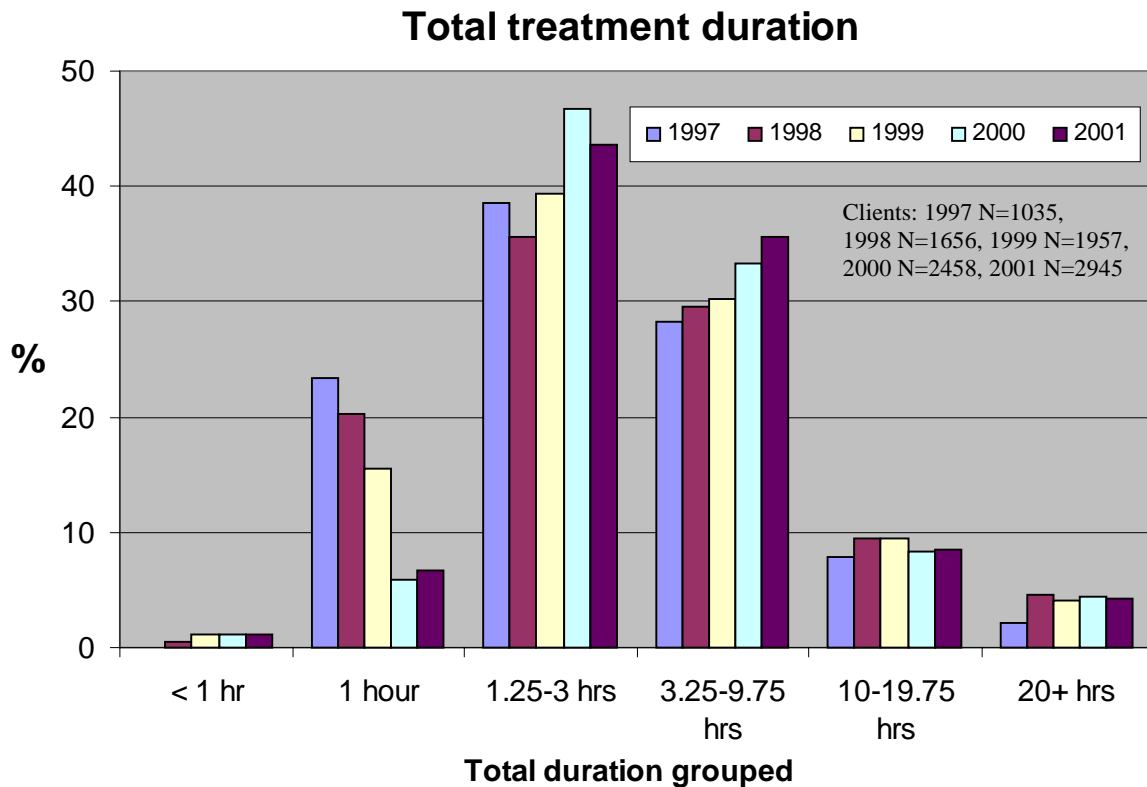
Optimum treatment time for problem gambling has not been established.

Service delivery statistics show clients have very different patterns of attendance, tending to indicate the need for a variety of time frames spanning from very brief “one-off” contacts to longer-term interventions of over 10 sessions. When compared to previous years, the figures indicate minor changes in the pattern of hours of treatment received.

Less than 8% of clients in 2001 received 1 hour or less of counselling. This is about the same as in 2000 and represents a substantial reduction over levels in 1997, 1998, and 1999. Services appear to have become more successful at retaining clients beyond the initial assessments.

Just over half of all clients received up to 3 hours of counselling.

Approximately a third received over 3 but less than 10 hours of treatment in total.



## Client Characteristics<sup>11</sup>

### Overview

- 33.8% of new clients attending personal counselling services are in the Auckland area (cf 30.2% in 2000).
- The majority of gambler clients are male (59.0%) and the majority of family/whanau members are female (69.3%).
- The proportion of female gamblers has increased by 12.4 percentage points since 1997. This is even more significant in terms of whole numbers given the increase in total client numbers. In 1997 there were 207 female new clients in a total of 723 new clients<sup>12</sup>, and in 2001 there were 739 female new clients in a total of 1801 new clients<sup>13</sup>. The number of female gamblers has nearly quadrupled since 1997 with an increase of 257.0%
- Non-casino gaming machines remain the dominant mode of problem gambling in 2001 with 71.6% of clients referring to this mode as their primary problem.
- For new problem gambling clients who cite an additional mode of gambling problem, 23.2% cite lotto/keno/scratchies.
- Even though lotto/keno/scratchies are only cited by 0.4% as a primary problem, when primary and additional modes are combined nearly one in ten (9.7% in 2001 cf 5.5% in 2000) cite it as a problem of some sort.
- Women problem gamblers report gaming machines (non-casino and casino) as their primary problem (93.8% for females cf 77.3% for males).

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<sup>11</sup> Differences in the total numbers of clients in the tables in this section occur due to missing data in certain categories.

<sup>12</sup> This is the total number of clients for whom a gender was recorded.

<sup>13</sup> See previous footnote.

### ***Main Mode of Problem Gambling (Gamblers)***

Most clients were able to identify a “main” or “primary” mode of problem gambling. All clients who receive problem gambling counselling are asked what type or mode of gambling is causing them the most problems. They are also asked if additional types or modes of gambling caused them problems. 40.2% of all new gambler clients identifying a primary mode of problem gambling also identified additional modes of problem gambling.

Most clients who receive problem gambling counselling seek help due to problems related to gambling on gaming machines in pubs and clubs (71.6%). The trend over the past years has been for this percentage to increase.

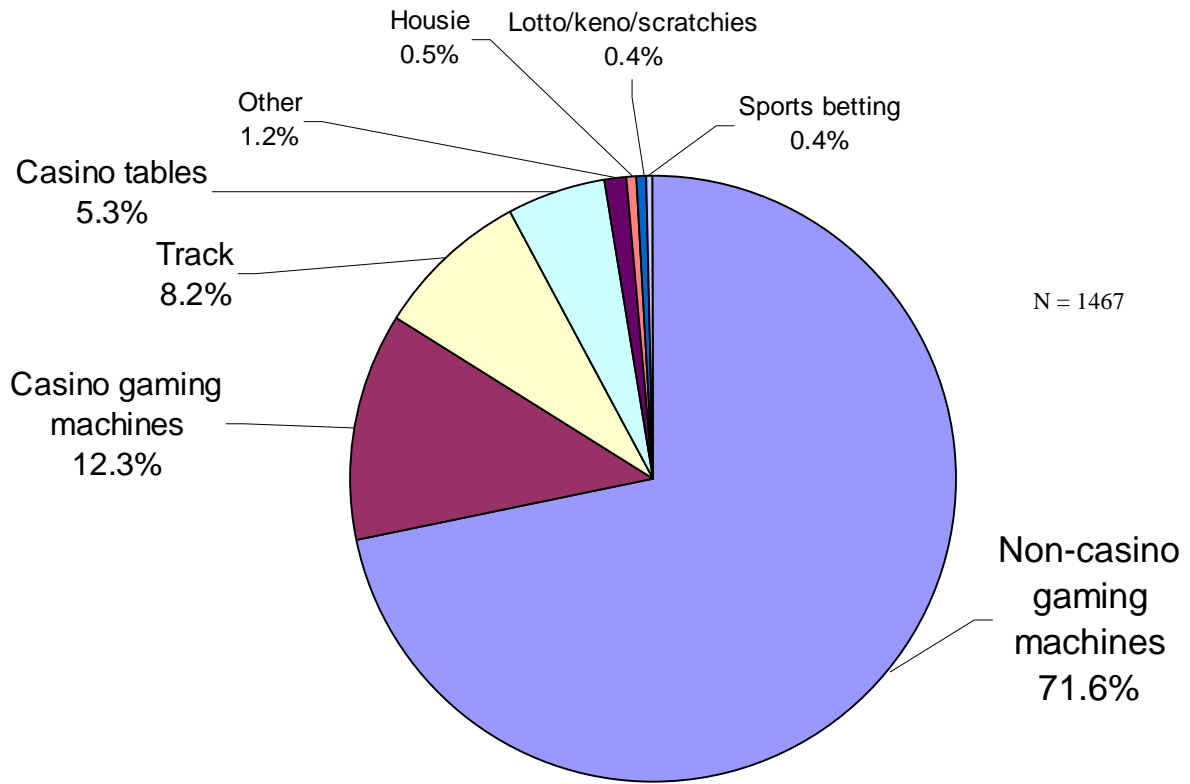
The next most frequently cited modes of problem gambling are casino gaming machines, track gambling, and casino tables (12.3%, 8.2%, and 5.3% respectively). Even combined these are still significantly less cited than non-casino gaming machines (71.6%).

The proportion of clients reporting track gambling as a primary mode of problem gambling has more than halved since 1997 (8.2% in 2001 cf 17.6% in 1997). The actual number of clients remains almost the same (121 in 2001 cf 122 in 1997).

Gaming machines (casinos and non-casinos) are the primary mode of problem gambling for 83.9% of new gambling clients receiving treatment. This represents continued growth since 1997 (1997: 69.4%, 1998: 73.1%, 1999: 75.0%, 2000: 80.9%, 2001: 83.9%).

Casino gaming machines and casino tables combined are the primary gambling modes cited by 17.6% of new gambling clients.

**Primary Mode of Gambling for Gamblers (New Clients)**



**Gamblers Primary Mode of Problem Gambling (New Clients) – by 2001%**

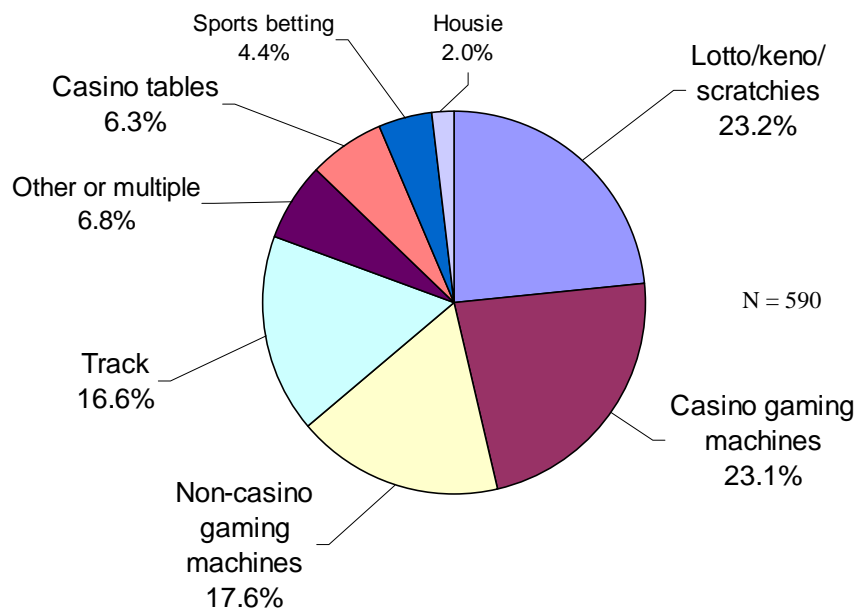
	2001	2000	1999	1998	1997
Non-casino gaming machines	71.6%	68.4%	60.3%	56.2%	56.5%
Casino gaming machines	12.3%	12.6%	14.7%	16.8%	13.1%
Track	8.2%	10.4%	15.0%	13.9%	17.6%
Casino tables	5.3%	5.8%	6.7%	10.2%	9.5%
Other	1.2%	1.4%	1.6%	1.7%	2.2%
Housie	0.5%	0.2%	0.4%	0.1%	0.1%
Lotto/keno/scratchies	0.4%	0.8%	0.4%	0.4%	0.1%
Sports betting	0.4%	0.4%	1.0%	0.7%	0.9%
<b>N</b>	1467	1311	1112	1090	695

**Additional Mode of Problem Gambling (Gamblers)**

Some people who have a problem with gambling will have more than one type or mode of gambling causing problems. 40.2% of new gambler clients who identify a primary mode of problem gambling also identified additional modes of gambling causing problems.

In past years, non-casino gaming machines, casino gaming machines, and track have been the main additional modes cited. In 2001, these have been joined by lotto/keno/scratchies. Track betting, which has been the “main” additional mode since 1997, has dropped from 30.8% in 1998 to 16.6% in 2001. Sports betting, and housie feature as an additional rather than a main mode of problem gambling, but in comparatively small numbers. These modes of gambling rarely appear as a primary mode of gambling.

**Additional Mode of Gambling for Gamblers (New Clients)**



**Gamblers Additional Mode of Problem Gambling (New Clients) – by 2001 %**

	2001	2000	1999	1998	1997
Lotto/keno/scratchies	23.2%	12.5%	7.3%	5.2%	9.7%
Casino gaming machines	23.1%	20.3%	21.2%	19.1%	14.6%
Non-casino gaming machines	17.6%	19.3%	22.1%	24.0%	23.9%
Track	16.6%	24.8%	23.7%	30.8%	21.7%
Other or multiple	6.8%	8.6%	10.2%	4.1%	9.3%
Casino tables	6.3%	6.8%	9.3%	10.1%	13.3%
Sports betting	4.4%	3.9%	5.3%	4.9%	3.5%
Housie	2.0%	3.7%	0.9%	1.9%	4.0%
<b>N</b>	590	487	452	367	226

**Primary and Additional Mode Combined**

The combined primary and additional mode totals for each mode show the numbers of people experiencing gambling problems with each particular form of gambling. The data shows the effect of including “additional mode” with total numbers in each mode.

The various different combinations clients can select from primary and additional modes of problem gambling results in multiple responses for the same people. The data primarily indicates the changing trend in total numbers affected by different modes when primary and additional mode are considered together. Even though lotto/keno/scratchies are a primary mode for only 0.4%, they are cited as a problem by nearly one in ten of all clients (9.7%). Track and casino gaming machines also feature more significantly.

The major presenting mode remains non-casino gaming machines.

Gambling mode	Primary mode N		Additional mode N		Either Primary or Additional mode Total N		% of new gambler clients (with mode data) Client N: 2000 = 1315, 2001 = 1467	
	2001	2000	2001	2000	2001	2000	2001	2000
Non-casino Gaming Machines	1050	900	104	94	1154	994	78.7	75.6
Casino Gaming Machines	181	166	136	99	317	265	21.6	20.2
Track	121	137	98	121	219	258	14.9	19.6
Lotto/Keno/Scratchies	6	11	137	61	143	72	9.7	5.5
Casino Tables	78	76	37	33	115	109	7.8	8.3
Other	18	18	40	42	58	60	4.0	4.6
Sports Betting	6	5	26	19	32	24	2.2	1.8
Housie	7	2	12	18	19	20	1.3	1.5
					Inappropriate to total due to multiple responses		Inappropriate to total due to multiple responses	

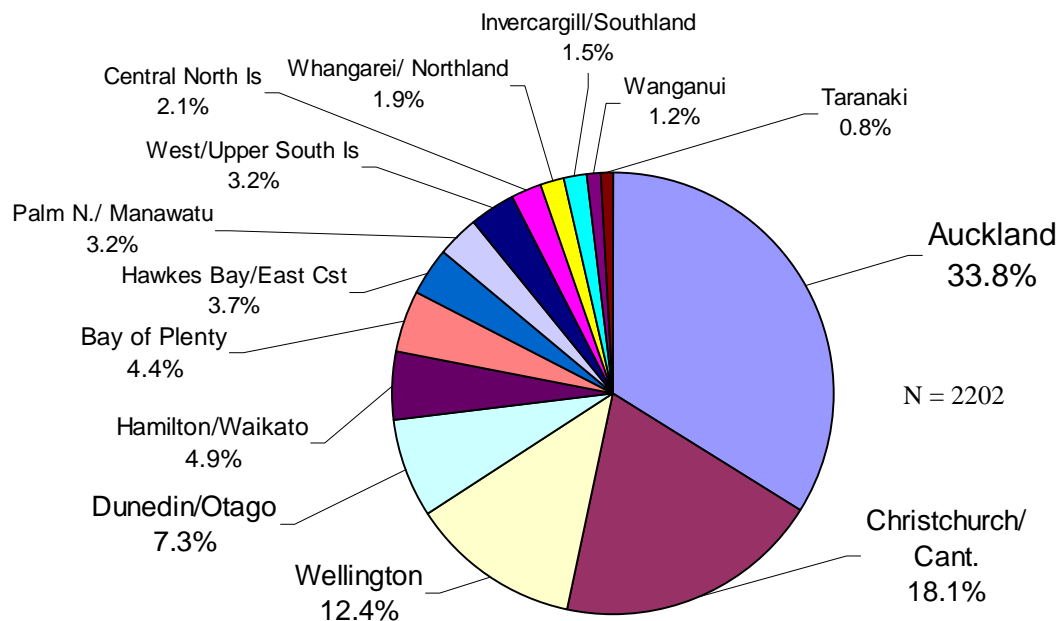
Note: The number of individual clients for 2001 who gave primary mode and additional mode data is 1467; this is the number used to get percentage rates.

### Geographic Spread of Client Access to Services

Just over a third of new clients (33.8%) attending personal counselling services are in the Auckland area. This is likely to be influenced by several factors. Auckland has New Zealand’s largest population; the largest number of gaming opportunities; and the most counselling services for problem gamblers.

The main centres also service outlying areas with clinics. Clinic clients are included in the main centre totals.

### New Clients by Main Geographic Location



### Main Geographic Location – by 2001 %

Region	2001		2000		1999	
	N	%	N	%	N	%
Auckland	745	33.8%	603	30.9%	634	40.2%
Christchurch/ Cant.	432	19.6%	469	24.0%	358	22.7%
Wellington	272	12.4%	295	15.1%	263	16.7%
Dunedin/Otago	160	7.3%	153	7.8%	76	4.8%
Hamilton/Waikato	108	4.9%	123	6.3%	93	5.9%
Bay of Plenty	96	4.4%	73	3.7%	62	3.9%
Hawkes Bay/East Cst	82	3.7%	28	1.4%	0	0.0%
Palm N./ Manawatu	71	3.2%	87	4.5%	36	2.3%
West /Upper South Is.	70	3.2%	17	0.9%	0	0.0%
Central North Island	47	2.1%	41	2.1%	0	0.0%
Whangarei/Northland	41	1.9%	35	1.8%	19	1.2%
Invercargill/Southland	34	1.5%	11	0.6%	0	0.0%
Wanganui	26	1.2%	16	0.8%	35	2.2%
Taranaki	18	0.8%	0	0.0%	0	0.0%
<b>Total</b>	<b>2202</b>	<b>100.0%</b>	<b>1951</b>	<b>100.0%</b>	<b>1576</b>	<b>100.0%</b>

**Client Composition: Gamblers, Family/Whanau & Others**

Most people (81.8%) arrived at a service because of their own gambling problem. A smaller proportion (14.8%) sought help as a family/whanau member of a gambler. The remainder (3.5%) fell into the category of “Other” such as friends/employers of gamblers.

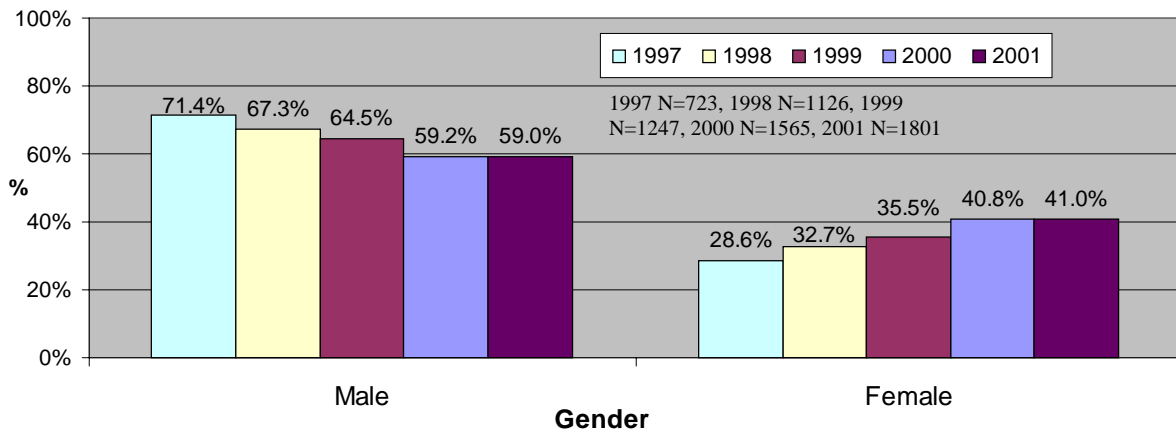
Type of Client (New Clients)	N	%
Gambler	1801	81.8%
Family member	325	14.8%
Other person affected	76	3.5%
<b>Total</b>	<b>2202</b>	<b>100.0%</b>

**Gender - Gamblers and Family/Whanau of Gamblers**

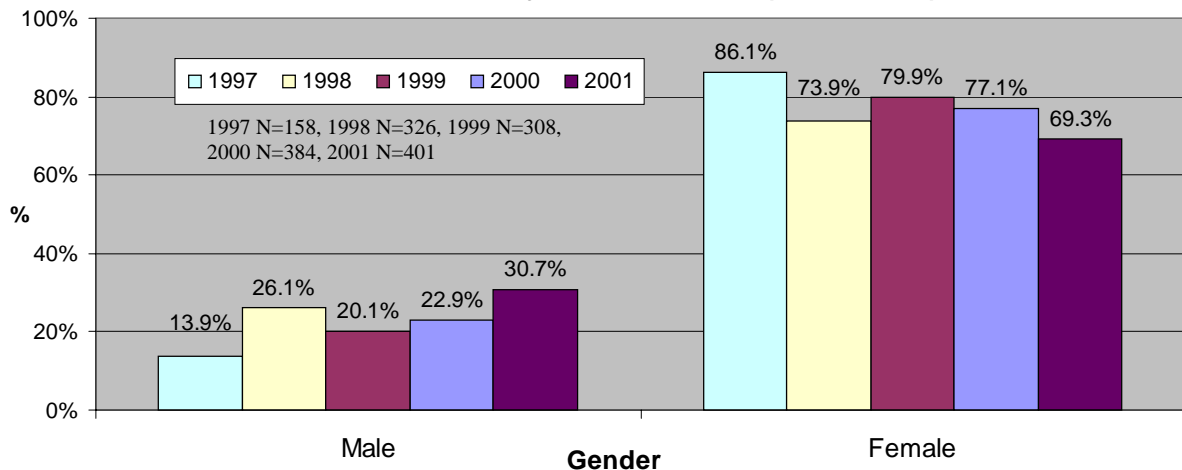
Most gamblers (59.0%) attending treatment services are male and most family/whanau members attending services are female (69.3%), although these differences are reducing.

A steady increase in the proportion of female gambler clients has occurred over the years 1997-2001. (1997: 28.6%, 1998: 32.7%, 1999: 35.5%, 2000: 40.8%, 2001: 41.0%).

**Gender of gamblers (new clients)**



**Gender of family/whanau/others (new clients)**

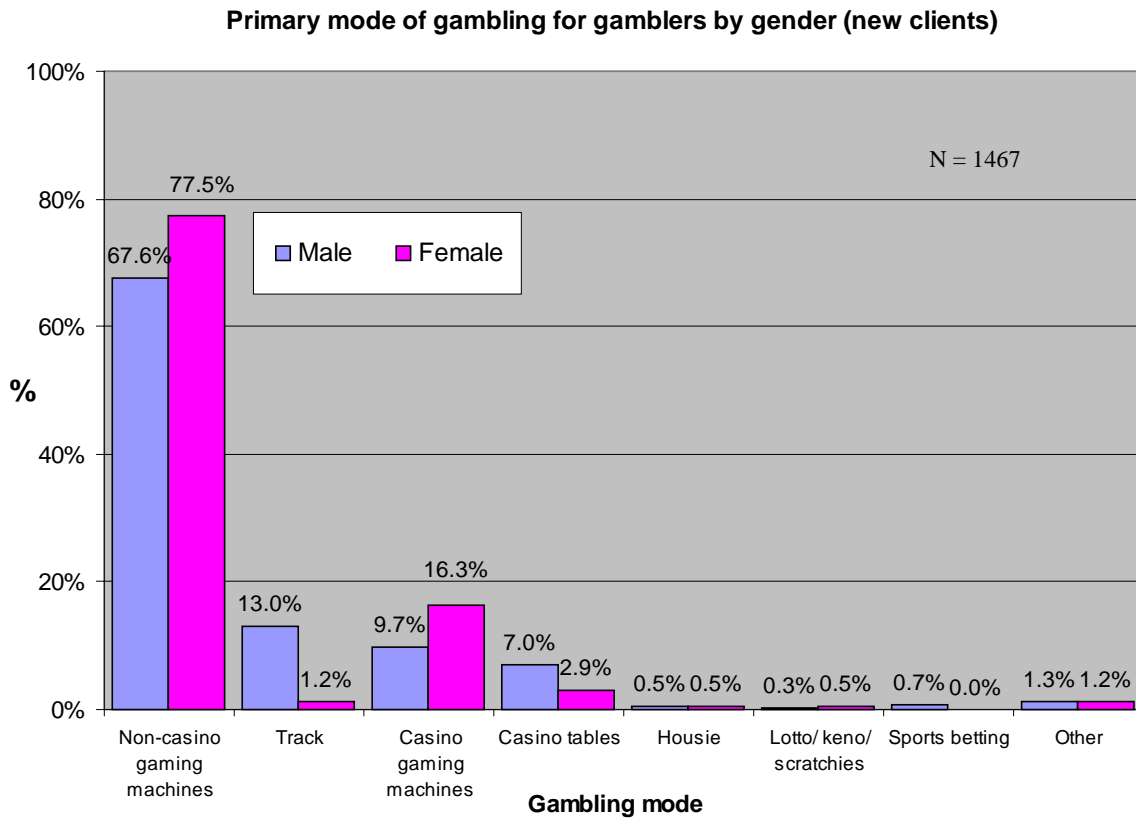


**Main Mode of Problem Gambling by Gender (Gamblers)**

Women problem gamblers were more likely to report gaming machines (both casino and non-casino) as primary modes of problem gambling (93.8% for females cf 77.3% for males). Women clients were less likely to report track as their primary mode. A much higher proportion of men reported the track as their primary mode of problem gambling.

Women are also more likely than men to have counselling for problems related to gambling on casino gaming machines (16.3% women cf 9.7% men).

Compared with previous years, the 2001 figures show a very similar pattern in terms of the distributions by gender.

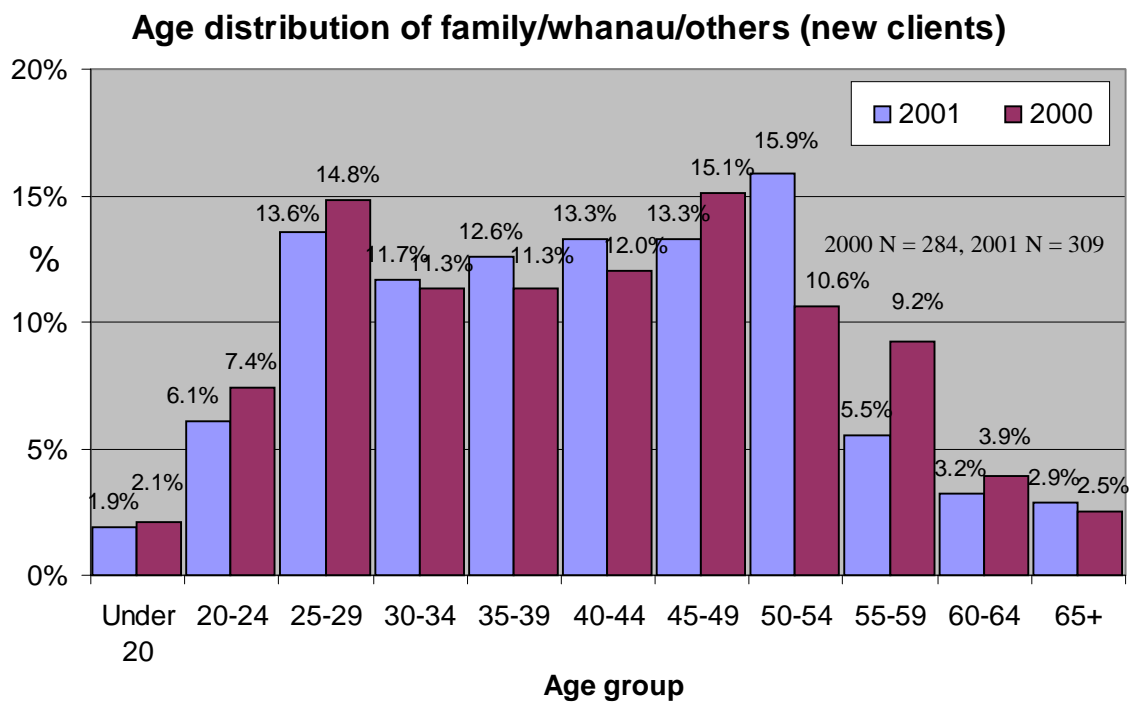
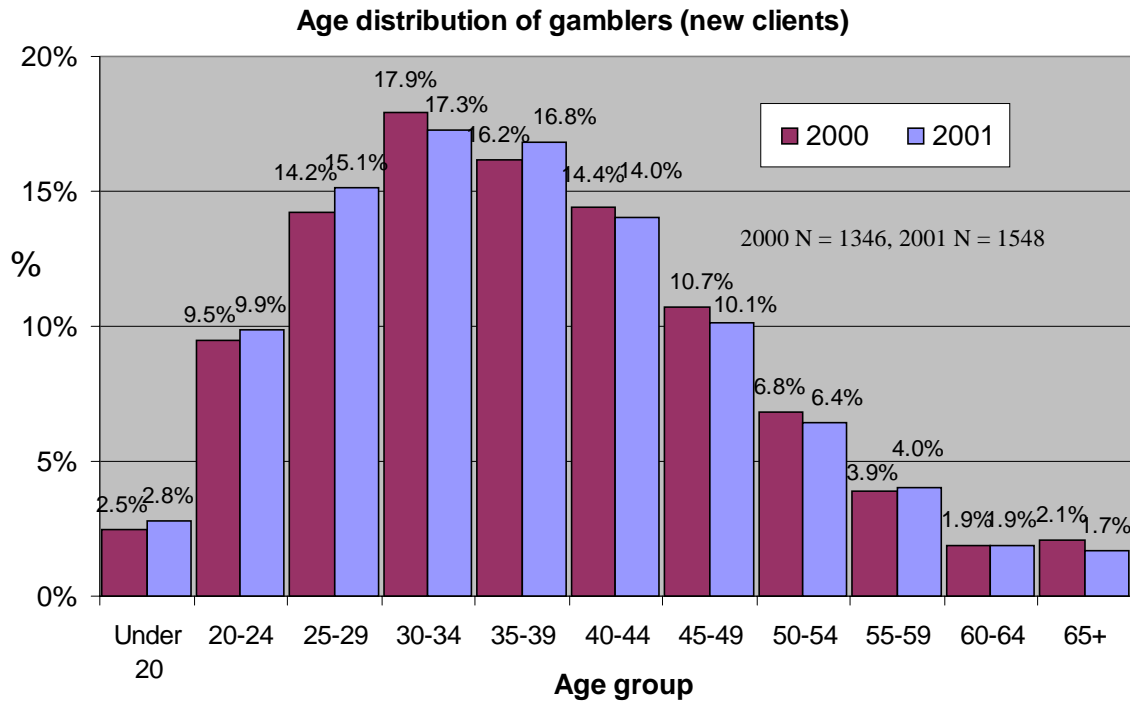


**Age Distribution - Gamblers & Family/Whanau of Gamblers**

45.1% of new gambler clients are under 35 years of age. This is very similar to the Telephone Helpline .

The majority of gamblers presenting for treatment are aged between 20 and 49 (mean 37, S.D. 11). The pattern for significant others is similar with slightly more being in the 50-plus age group (Mean 42, S.D. 12).

There has been little change since 1997 in the age distribution of either gamblers or family/whanau of gamblers.



### *Main Mode of Problem Gambling by Age (Gamblers)*

In all age ranges, the most common problem gambling mode is non-casino gaming machines. Similar results were found in previous years.

#### **Primary mode of gambling for gamblers by age (new clients)**

	Age														Total	
	Under 20		20-29		30-39		40-49		50-59		60+		MISSING age data			
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Non-casino Gaming Machines	27	90.0	254	78.2	302	67.4	217	67.6	98	70.5	43	82.7	109	71.7	1050	71.6
Casino Gaming Machines	1	3.3	35	10.8	65	14.5	42	13.1	20	14.4	7	13.5	11	7.2	181	12.3
Track	0	0.0	18	5.5	40	8.9	32	10.0	11	7.9	1	1.9	19	12.5	121	8.2
Casino Tables	1	3.3	11	3.4	33	7.4	20	6.2	5	3.6	0	0.0	8	5.3	78	5.3
Other	0	0.0	4	1.2	2	0.4	5	1.6	4	2.9	1	1.9	2	1.3	18	1.2
Housie	0	0.0	0	0.0	4	0.9	1	0.3	0	0.0	0	0.0	2	1.3	7	0.5
Lotto/keno/scratchies	0	0.0	2	0.6	0	0.0	3	0.9	1	0.7	0	0.0	0	0.0	6	0.4
Sports Betting	1	3.3	1	0.3	2	0.4	1	0.3	0	0.0	0	0.0	1	0.7	6	0.4
<b>Total</b>	30	100	325	100	448	100	321	100	139	100	52	100	152	100	1467	100

### *Ethnicity - Gamblers*

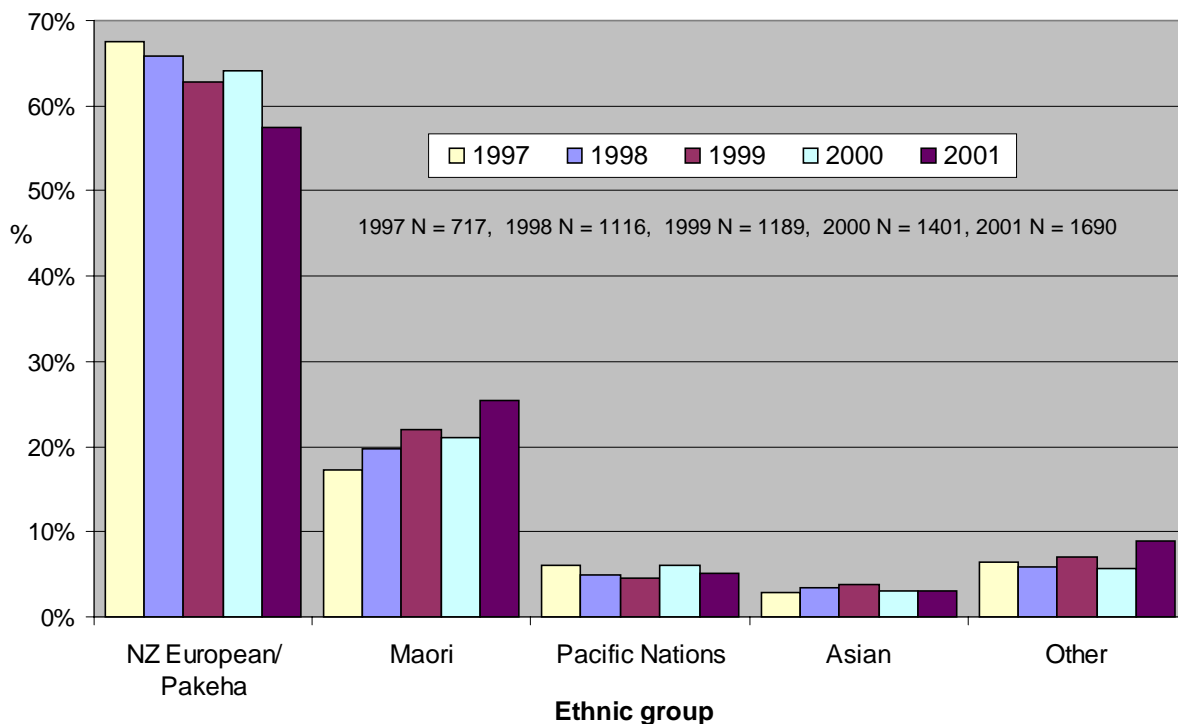
When compared to the ethnic profile of the New Zealand population aged 20+<sup>14</sup>, the ethnic profile of problem gamblers (and of their family/whanau) shows:

- A 6.6 percentage point decrease in the number of New Zealand European clients has been matched by a 4.3 percentage point increase in Maori clients and a 3.2 percentage point increase in clients of “Other and multiple” ethnicity.
- Lower proportions for New Zealand European/Pakeha clients compared with the general population (57.5% cf 77.2%) and for Asian clients (3.0% cf 6.1%).
- Greater presentations for Maori clients (25.4% cf 12.0% ) and for Pacific Nations (5.1% cf 4.8%).

<sup>14</sup> NZ Statistics Population projections for 2001 (medium range) % of the total New Zealand population aged 20+; only 2.8% of clients are under 20.

The high presentation of Maori and Pacific Nation clients is consistent with the findings of the 1999 New Zealand problem gambling prevalence survey<sup>15</sup>. In this study, high rates of problem gambling have been reported for Maori and Pacific Nation respondents.

**Ethnicity of gamblers (new clients)**



	2001		2000		1999		1998		1997	
	N	%	N	%	N	%	N	%	N	%
NZ European/Pakeha	972	57.5%	898	64.1%	745	62.7%	735	65.9%	484	67.5%
Maori	430	25.4%	295	21.1%	263	22.1%	221	19.8%	123	17.2%
Pacific Nations	87	5.1%	84	6.0%	54	4.5%	56	5.0%	43	6.0%
Asian	51	3.0%	44	3.1%	44	3.7%	38	3.4%	21	2.9%
Other and multiple	150	8.9%	80	5.7%	83	7.0%	66	5.9%	46	6.4%
<b>Total</b>	<b>1690</b>	<b>100%</b>	<b>1401</b>	<b>100%</b>	<b>1189</b>	<b>100%</b>	<b>1116</b>	<b>100%</b>	<b>717</b>	<b>100%</b>

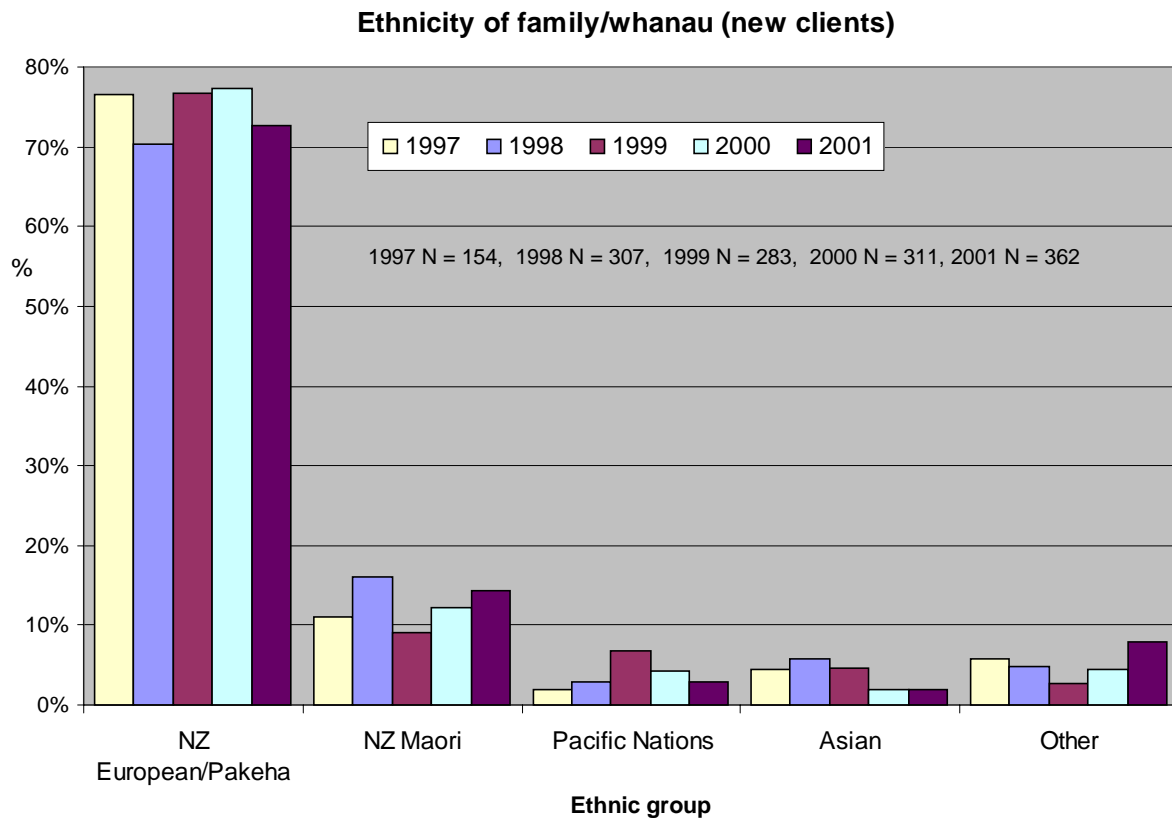
<sup>15</sup> See Appendix 3

### *Family/Whanau of Gamblers*

For the family/whanau clients, the presentation pattern is different than for gambler clients:

- Maori family/whanau are over-represented (14.4% of clients cf 12.0% of 2001 population estimates)
- New Zealand European/Pakeha family/whanau have about the same proportion as the population (72.7% of clients cf 77.2% of 2001 population estimates).
- Asian and Pacific Nations family/whanau are underrepresented (1.9% of clients cf 6.1% of 2001 population estimates; and 3.0% cf 4.8% respectively).

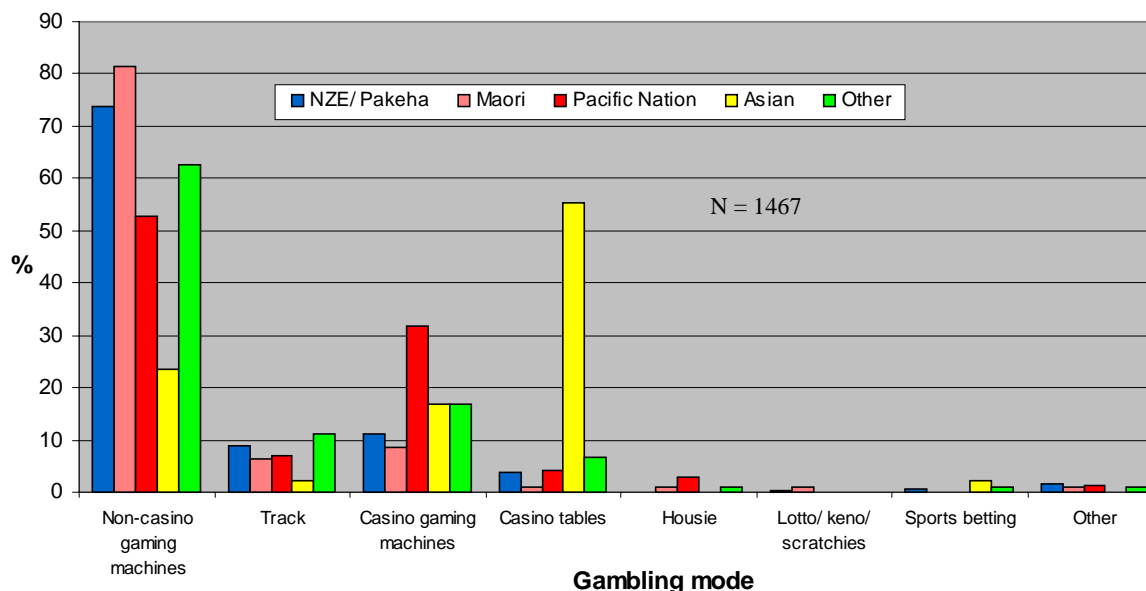
The proportions of the various ethnic backgrounds for problem gamblers and family/whanau attending counselling services are similar to those in previous years.



### *Main Mode of Problem Gambling by Ethnicity (Gamblers)*

NZ European/Pakeha and Maori gamblers had similar proportions of primary problem gambling across all modes.

**Primary mode of gambling for gamblers by ethnicity (new clients)**



Asian and Pacific Nation clients have different patterns of primary gambling problems than Maori and NZ European/Pakeha clients. Caution is required when interpreting this data as the client numbers for Pacific Nations (N=72) and Asians (N=47) are relatively low.

Compared with Maori and NZ European/Pakeha clients, a higher proportion of Pacific Nation clients reported casino gaming machines (31.9%; N=23) as their primary problem gambling mode. Non-casino gaming machines remained the highest problem gambling mode (52.8%; N=38) with Pacific Nation groups.

55.3% (N=26) of the Asian problem gamblers reported casino tables as their primary problem gambling mode. Relatively few Asian clients reported problems with non-casino gaming machines (23.4%; N=11) or track (2.1%; N=1).

Compared with previous years, there are only moderate<sup>16</sup> changes in the overall ethnicity patterns for primary gambling mode; especially for groups with larger clients populations.

<sup>16</sup> . For example, the percentage of NZE/Pakeha citing non-casino gaming machines as their main problem gambling mode in 2001 was 73.7% and for Pacific Nations clients it was 52.8%. It is a bigger problem for NZE/Pakeha clients than for Pacific Nations clients which is indicated by the ratio of percentages of 73.7/52.8 i.e. 1.4. In previous years the ratio has fluctuated between 1.3 and 1.8. Although this is a change it is only moderate. A change from, for example, 1.5 to 2.5 or from 1.5 to 0.5 could be considered large rather than moderate.

### *Main Mode of Problem Gambling by Gender and Ethnicity*

New clients who are women gamblers are more likely to cite gaming machines in pubs and clubs as their primary mode of problem gambling (77.5%<sup>17</sup>). An increasing percentage of Maori women problem gamblers report this mode at a rate of 84.3%. Maori female problem gamblers have cited non-casino gaming machines as their primary problem mode for the past 5 years (1997: 56.9%, 1998: 70.8%, 1999: 72.7%, 2000: 78.5%, 2001: 84.3%).

The percentages of Asian men and women receiving counselling for problems with casino tables are both high (Asian men 58.8%, N = 20; Asian women 46.2%, N = 6).

**Main Mode by Gender and Ethnicity<sup>18</sup>**

	Non-casino gaming machines		Track		Casino gaming machines		Casino Tables		Housie		Lotto/keno/scratchies		Sports betting		Other		Total		
	N	Row %	N	Row %	N	Row %	N	Row %	N	Row %	N	Row %	N	Row %	N	Row %	N	Row %	
<b>MALE</b>																			
<b>NZE/Pakeha</b>	381	70.3	69	12.7	52	9.6	26	4.8	1	0.2	2	0.4	4	0.7	7	1.3	542	100	
<b>Maori</b>	122	77.7	21	13.4	6	3.8	4	2.5	0	0.0	1	0.6	0	0.0	3	1.9	157	100	
<b>Pacific Nations</b>	19	54.3	4	11.4	8	22.9	2	5.7	2	5.7	0	0.0	0	0.0	0	0.0	35	100	
<b>Asian</b>	8	23.5	1	2.9	4	11.8	20	58.8	0	0.0	0	0.0	1	2.9	0	0.0	34	100	
<b>Other</b>	48	58.5	13	15.9	11	13.4	7	8.5	1	1.2	0	0.0	1	1.2	1	1.2	82	100	
<b>Total (All Male)</b>	578	68.0	108	12.7	81	9.5	59	6.9	4	0.5	3	0.4	6	0.7	11	1.3	850	100	
<b>FEMALE</b>																			
<b>NZE/Pakeha</b>	216	80.6	2	0.7	39	14.6	5	1.9	0	0.0	1	0.4	0	0.0	5	1.9	268	100	
<b>Maori</b>	177	84.3	2	1.0	26	12.4	0	0.0	3	1.4	2	1.0	0	0.0	0	0.0	210	100	
<b>Pacific Nations</b>	19	51.4	1	2.7	15	40.5	1	2.7	0	0.0	0	0.0	0	0.0	1	2.7	37	100	
<b>Asian</b>	3	23.1	0	0.0	4	30.8	6	46.2	0	0.0	0	0.0	0	0.0	0	0.0	13	100	
<b>Other</b>	26	72.2	0	0.0	9	25.0	1	2.8	0	0.0	0	0.0	0	0.0	0	0.0	36	100	
<b>Total (All Female)</b>	441	78.2	5	0.9	93	16.5	13	2.3	3	0.5	3	0.5	0	0.0	6	1.1	564	100	

<sup>17</sup> This percentage is for all female clients with a recorded primary mode *whether or not ethnicity was recorded*.

<sup>18</sup> Differences in the total numbers of clients in the tables in this section occur due to missing data in certain categories e.g. demographics.

## Measurement of Client Progress<sup>19</sup>

During 1998, the Problem Gambling Purchasing Agency worked with a research team to develop a set of standardised measures for the purposes of routinely collecting assessment and 6 monthly follow-up measures of all clients. The consumer study, included in the project, found clients were very supportive of both the collection of standard measures and the potential of the measures for looking at their individual progress during treatment. The measures used had to be useful both in the clinical setting and in giving an indication of client progress when reviewing service delivery.

For gamblers, three measures were developed to be taken at assessment and repeated at follow-up. For family/whanau members a separate checklist was developed. The South Oaks Gambling Screen (SOGS) was the most established tool for gauging the severity of gambling problems. This screen was adapted for the purposes of collecting measures related to the person's gambling behaviour in the three months prior to assessment (SOGS-3M). It is essentially the same instrument as the established SOGS screen, using the same questions but measuring 3 months instead of lifetime gambling.

For gamblers, the second measure developed was "Total Dollars Lost". This measure establishes the amount of money the client has lost on all gambling in the 4 weeks prior to assessment at the counselling agency. This allows for measuring progress after clients have entered treatment.

The third measure developed for gamblers was "Control over Gambling". This measure is the client's own assessment of the degree of control they have had over their gambling during the 3 months prior to assessment.

The measure developed for family/whanau, "The Family/Whanau Checklist", itemizes 10 questions covering the effects on the person of their relatives's gambling. The person can rate these 10 items in 3 degrees of severity: a lot, a little, not at all; producing a score of between 0 and 20. Family/whanau data will be presented in separate reports.

In this report, first assessment scores and progress results for gambler clients are presented.

### *Severity of Gambling Problems Among Clients – SOGS-3M*

The SOGS-3M screen has the same scoring system as the SOGS with a top score of 20. People who score three or more can be considered *Problem Gamblers* (see Abbott & Volberg, 1991, p.11<sup>20</sup>). People who score five or more are very likely to also meet the Diagnostic and Statistical Manual III criteria for *Pathological Gambling* (Lesieur and Blume, 1987<sup>21</sup>).

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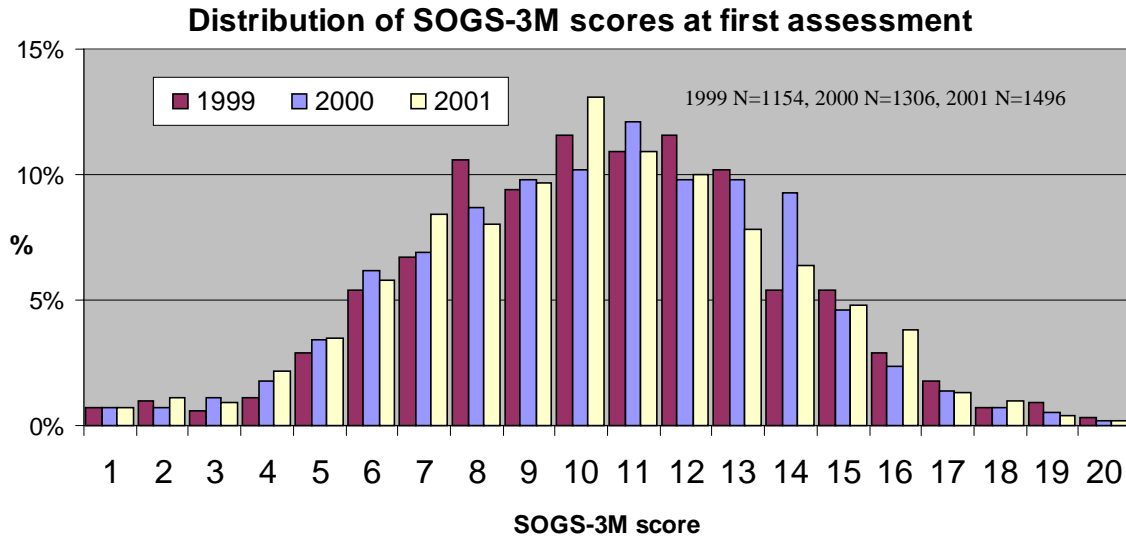
<sup>19</sup> Differences in the total numbers for each assessment type in this section occur due to missing data in certain categories.

<sup>20</sup> Abbott, M. & Volberg, R. (1991). *Gambling and problem gambling in New Zealand: A report on phase one of the national survey*. Wellington: Department of Internal Affairs.

<sup>21</sup> Lesieur, H.R. & Blume, S.B. (1987). The South Oaks Gambling Screen (SOGS): A New Instrument for the Identification of Pathological Gamblers. *American Journal of Psychiatry*, (144:9), 1184-1188.

**Distribution of SOGS-3M Scores at First Assessment**

SOGS-3M scores were collected at first assessment for 1496 clients in 2001. The majority (59.7%) of these clients scored 10 or higher, indicating most clients attending problem gambling counselling services are in the severe end of problem gambling. The distribution of scores appears to be very stable.



SOGS-3M scores	2001	2000	1999
1	0.7%	0.7%	0.7%
2	1.1%	0.7%	1.0%
3	0.9%	1.1%	0.6%
4	2.2%	1.8%	1.1%
5	3.5%	3.4%	2.9%
6	5.8%	6.2%	5.4%
7	8.4%	6.9%	6.7%
8	8.0%	8.7%	10.6%
9	9.7%	9.8%	9.4%
10	13.1%	10.2%	11.6%
11	10.9%	12.1%	10.9%
12	10.0%	9.8%	11.6%
13	7.8%	9.8%	10.2%
14	6.4%	9.3%	5.4%
15	4.8%	4.6%	5.4%
16	3.8%	2.4%	2.9%
17	1.3%	1.4%	1.8%
18	1.0%	0.7%	0.7%
19	0.4%	0.5%	0.9%
20	0.2%	0.2%	0.3%
Total	100.0%	100.0%	100.0%
N	1496	1306	1154

**SOGS-3M summary statistics for first assessments**

SOGS-3M score	Mean	Median	Std. Deviation	N (first assessments)
1999	10.5	11	3.4	1154
2000	10.4	11	3.4	1306
2001	10.2	10	3.5	1496

**SOGS-3M Scores by Age**

The severity of gambling problems was similarly high across all age groups. SOGS-3M scores were slightly lower on average for older age group clients.

The overall pattern is very similar to that found in 1999 and 2000.

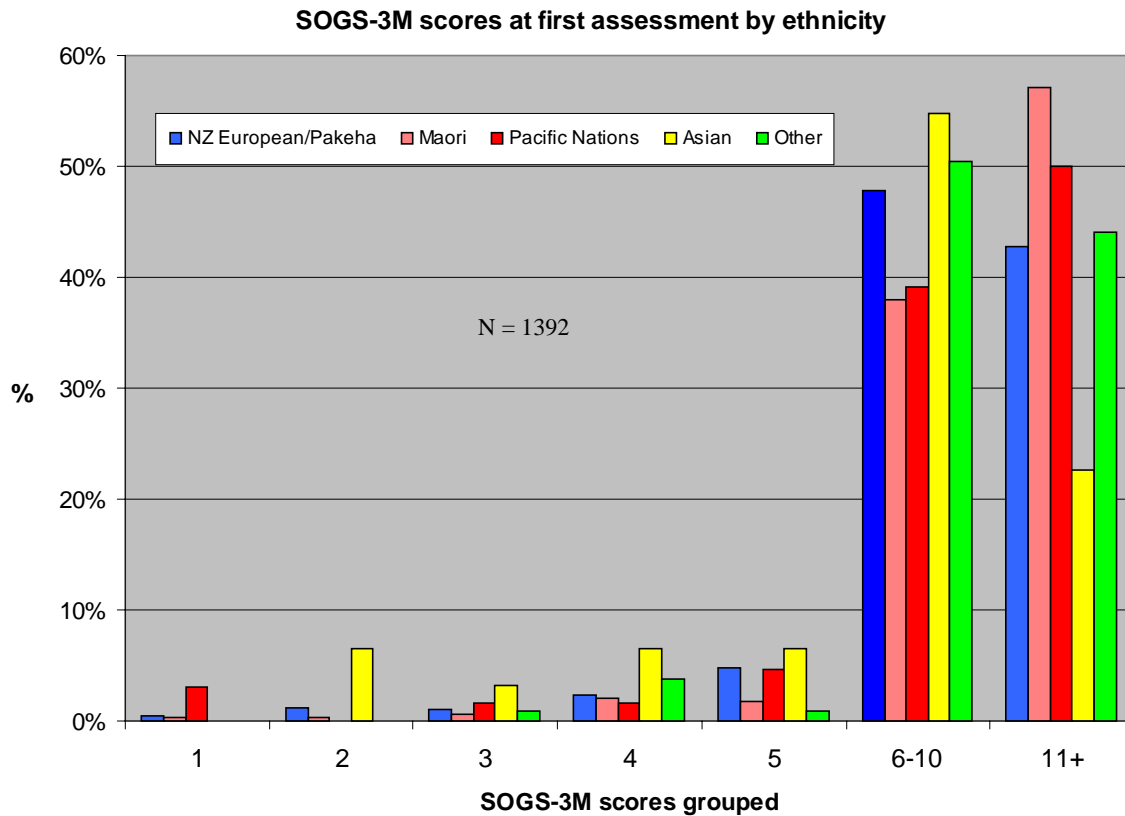
**SOGS-3M Summary Statistics by Agegroup for First Assessments**

Agegroup	SOGS-3M score			N
	Mean	Median	Std Deviation	
< 20	9.8	10.0	2.9	37
20-24	10.2	10.0	3.5	136
25-29	10.9	11.0	3.5	196
30-34	10.6	10.0	3.2	222
35-39	10.4	10.0	3.4	223
40-44	9.8	10.0	3.4	184
45-49	10.2	10.0	3.6	128
50-54	9.4	9.0	3.2	85
55-59	8.5	8.0	3.0	58
60-64	9.4	9.0	3.0	24
65 plus	8.5	8.0	3.0	23
				1316

**SOGS-3M Scores by Ethnicity**

With the exception of Asian clients, there were minor differences in SOGS-3M scores among the different ethnic groups.

Asian clients received slightly lower SOGS-3M scores on average than other clients in 2001, as in 1999 and 2000, but the small number of Asian clients in the data may not represent a fully accurate picture.

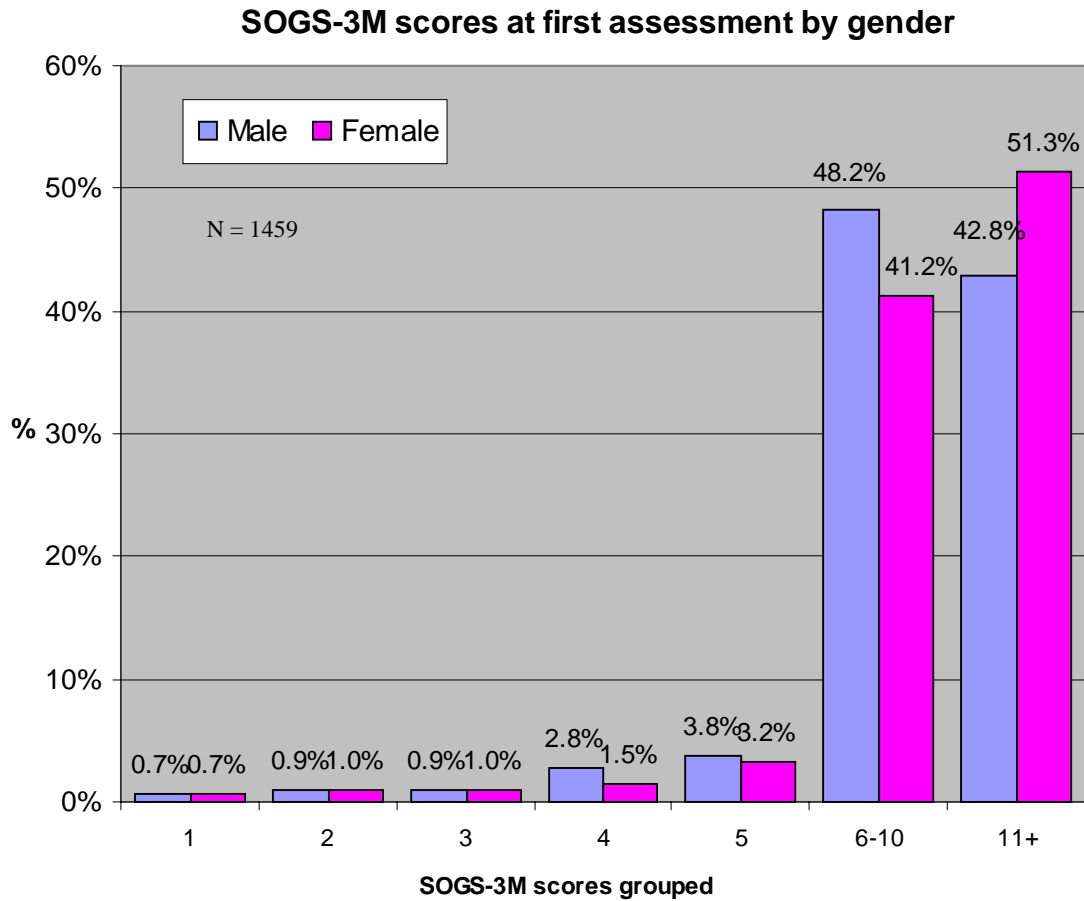


**SOGS-3M Summary Statistics by Ethnicity for First Assessments**

	SOGS-3M score			
	Mean	Median	Std Deviation	N
NZ European/Pakeha	9.9	10.0	3.3	841
Maori	11.1	11.0	3.4	347
Pacific Nations	10.4	10.5	4.2	64
Asian	7.9	8.0	3.2	31
Other	10.5	10.0	3.5	109
				1392

**SOGS-3M Scores by Gender**

There was very little difference in SOGS-3M score according to gender. The average score for men is 10.0 and the average for women is 10.5. Similar results were obtained in 1999 and 2000.



**SOGS-3M Summary Statistics by Gender for First Assessments**

SOGS-3M score				
	Mean	Median	Std Deviation	N
Male	10.0	10.0	3.4	872
Female	10.5	11.0	3.5	587
				1459

**SOGS-3M Scores by Primary Mode**

There was little difference in SOGS-3M problem severity scores for the four top modes of primary problem gambling in 2000. The same trend was found in 1999 and 2000 data.

**SOGS-3M Summary Statistics by Primary Gambling Mode for First Assessments**

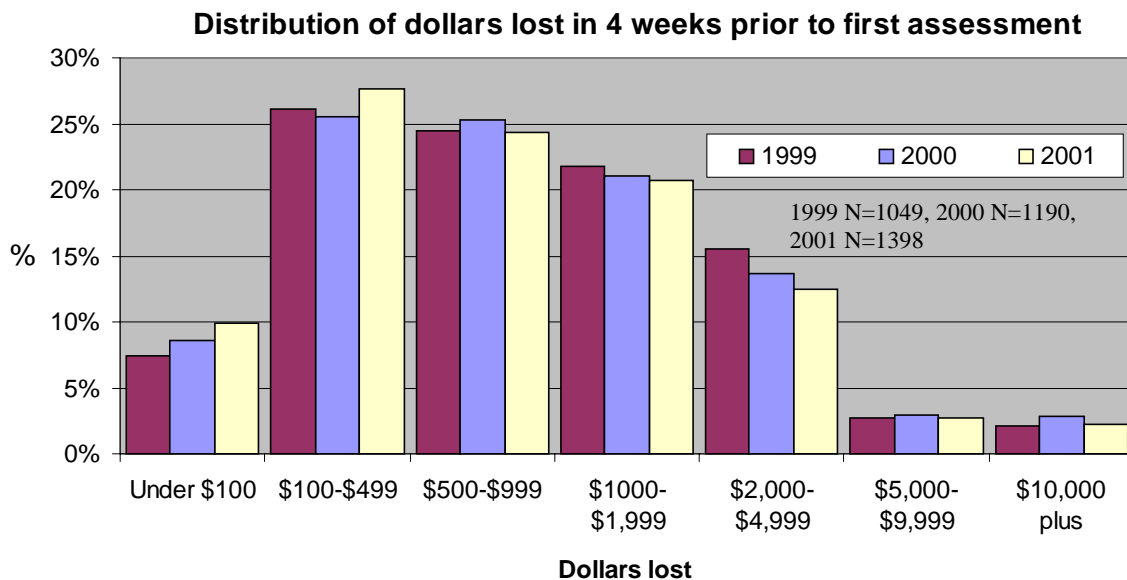
	SOGS-3M score			
	Mean	Median	Std Deviation	N
Non-casino Gaming Machines	10.3	10.0	3.3	905
Track	10.1	10.0	3.6	105
Casino Gaming Machines	10.3	10.0	3.8	155
Casino Tables	9.2	9.0	3.7	48
Housie	5.6	7.0	4.3	5
Lotto/keno/scratchies	11.2	11.0	2.6	6
Sports Betting	8.2	8.0	0.8	6
Other or Multiple	10.5	10.5	2.8	12
				1242

*Dollars Lost*

**Total Dollars Lost**

The second progress measure for problem gamblers is “Total Dollars Lost”. This measure establishes the amount of money the client has lost on all gambling in the 4 weeks prior to assessment at the counselling agency.

In the four weeks prior to entering treatment services, the majority of clients (75.8%) reported losing between \$100 and \$1,999. 18.2% lost \$2,000 or more. These percentages are similar to those reported in 1999 and 2000. The very high losses reported by some clients explains the large gap between the median loss of \$750 and the mean loss of \$1,765. The total amount of money lost in the 4 weeks prior to assessment by all clients assessed was nearly \$2.5 million for 2001. Although the median has remained quite stable, the mean dollars lost and the total lost has diminished since 1999 – in large part due to the additional presence in previous years of one or two very large gamblers.



Distribution of Dollars Lost in 4 Weeks Prior to First Admission	2001		2000		1999	
	Count	Percentage	Count	Percentage	Count	Percentage
Under \$100	83	5.9%	55	4.6%	56	5.3%
\$100-\$499	403	28.8%	317	26.6%	280	26.7%
\$500-\$999	355	25.4%	314	26.4%	262	25.0%
\$1000-\$1,999	302	21.6%	262	22.0%	233	22.2%
\$2,000-\$4,999	182	13.0%	170	14.3%	166	15.8%
\$5,000-\$9,999	40	2.9%	37	3.1%	29	2.8%
\$10,000 plus	33	2.4%	35	2.9%	23	2.2%
<b>Total</b>	<b>1398</b>	<b>100.0%</b>	<b>1190</b>	<b>100.0%</b>	<b>1049</b>	<b>100.0%</b>

**Dollars Lost in 4 Weeks Prior Summary Statistics for First Assessments**

Dollars lost	Mean	Median	Std. Deviation	Sum	N
1999	\$3352	\$800	\$30,592	\$3,515,831	1049
2000	\$2,339	\$800	\$12,980	\$2,783,664	1190
2001	\$1,765	\$750	\$8,853	\$2,467,744	1398

**Dollars Lost by Age**

The overall pattern was one of lower losses for clients under 20 and over 54. This pattern is similar to that for previous years.

**Dollars Lost in 4 Weeks Prior Summary Statistics by Agegroup for First Assessments**

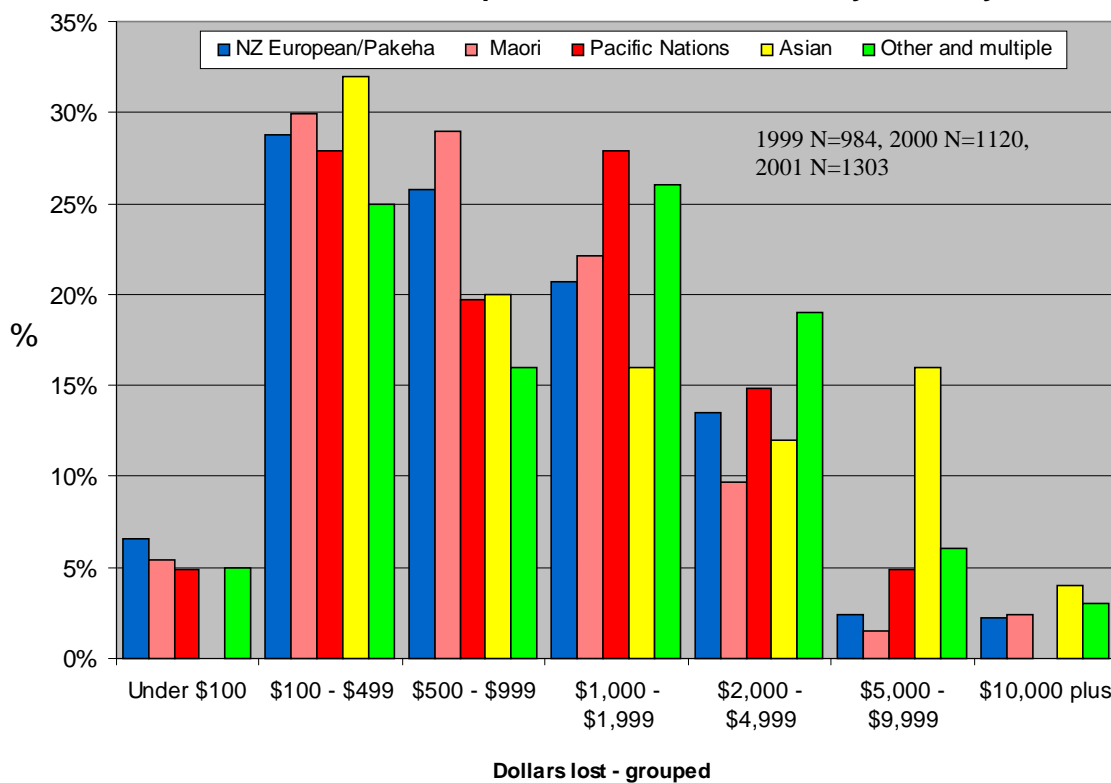
Dollars lost					
	Mean	Median	Std Deviation	Sum	N
< 20	\$841	\$530	\$826	\$30,290	36
20-24	\$1,309	\$735	\$2,315	\$167,516	128
25-29	\$1,602	\$800	\$3,352	\$299,519	187
30-34	\$1,637	\$800	\$4,013	\$348,730	213
35-39	\$2,771	\$680	\$21,244	\$554,234	200
40-44	\$1,493	\$800	\$2,536	\$264,309	177
45-49	\$1,249	\$700	\$2,153	\$144,888	116
50-54	\$2,406	\$870	\$7,262	\$187,678	78
55-59	\$1,105	\$670	\$1,669	\$55,228	50
60-64	\$813	\$600	\$950	\$18,697	23
65 plus	\$1,042	\$650	\$1,266	\$21,890	21
					1229

**Dollars Lost and Ethnicity**

The pattern of losses varied between ethnic groups, but there was no clear overall difference between groups – especially when the small numbers in some groups is taken into account.

In previous reports, it was tentatively noted (because of small numbers) that there was an association between Asian clients and high losses. This relationship was not maintained in 2001 and was the result of a small number of clients with very high losses in 1999 and 2000. Although Asian clients had the highest mean loss (\$2,179), the median loss for this group (\$867) was close the median loss for all groups combined (\$750). As in previous years, the small number of Asian clients (N=25) makes this finding tentative.

**Dollars lost in 4 weeks prior to first assessment by ethnicity**



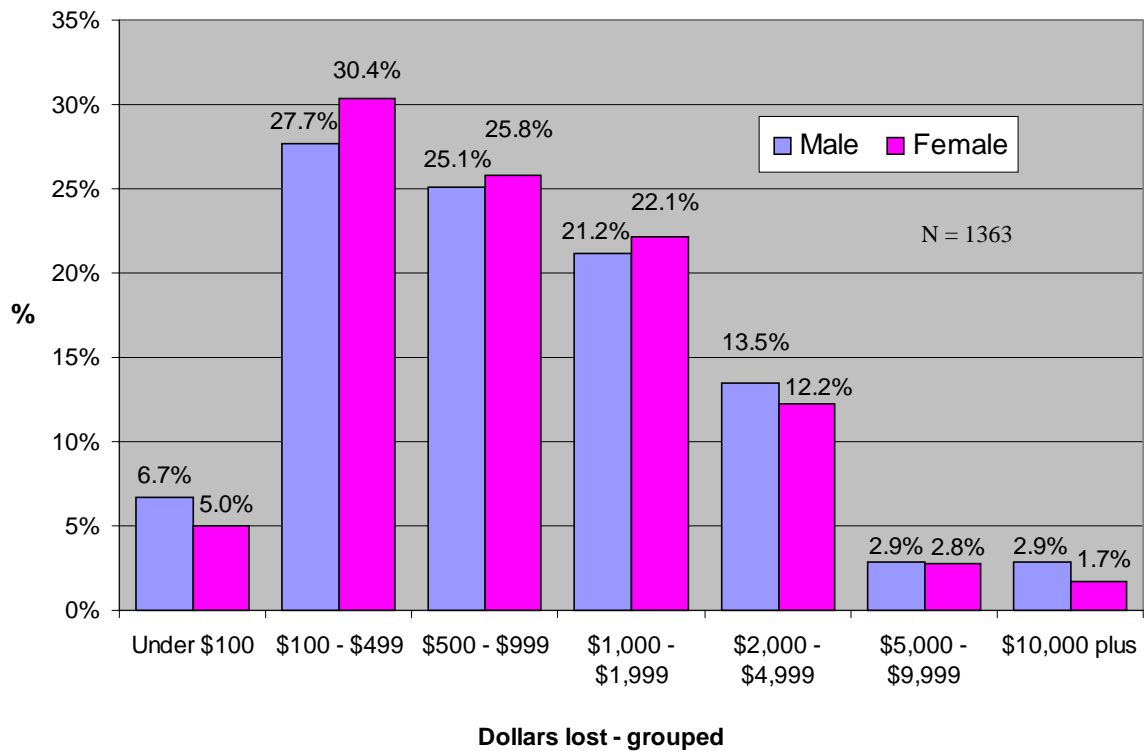
**Dollars Lost in 4 Weeks Prior Summary Statistics by Ethnicity for First Assessments**

	Dollars lost				
	Mean	Median	Std Deviation	Sum	N
NZ European/Pakeha	\$1,953	\$700	\$11,494	\$1,535,341	786
Maori	\$1,291	\$750	\$2,362	\$427,343	331
Pacific Nations	\$1,340	\$900	\$1,530	\$81,728	61
Asian	\$2,179	\$867	\$2,780	\$54,483	25
Other and multiple	\$1,709	\$1,080	\$2,181	\$170,858	100
					1303

**Dollars Lost by Gender**

On average, male clients lost more than female clients in 2001, mainly because of a few male clients with high losses. This reflects the pattern in 1999, albeit in a weakened form, but not that of 2000. In the latter, there was very little difference between male and female clients.

**Dollars lost in 4 weeks prior to first assessment by gender**



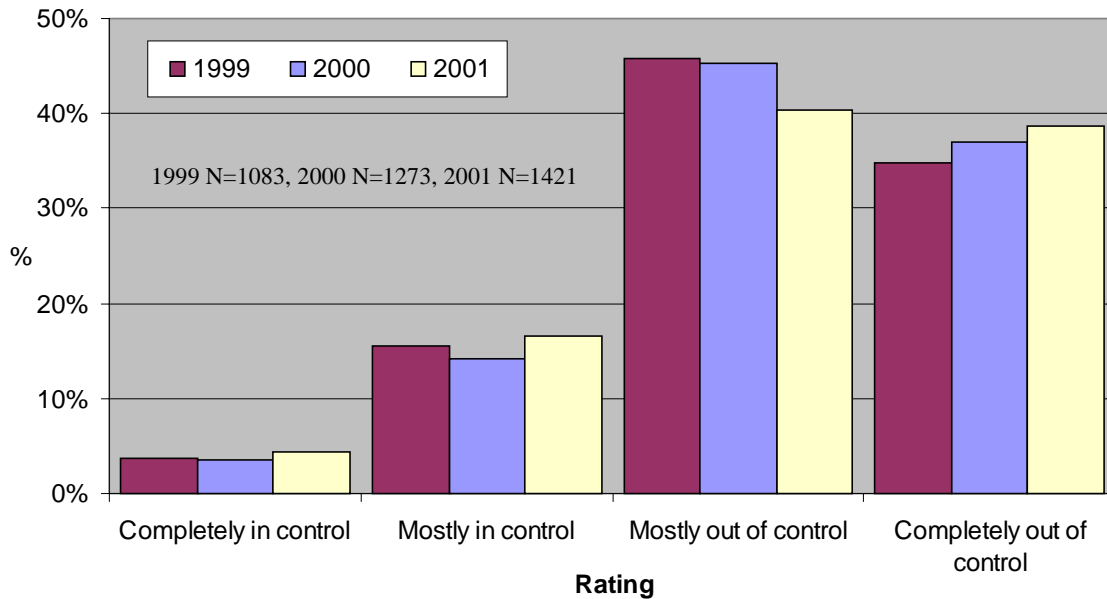
**Dollars Lost in 4 Weeks Prior Summary Statistics by Gender**

	Dollars lost				
	Mean	Median	Std Deviation	Sum	N
Male	\$2,002	\$790	\$11,092	\$1,649,543	824
Female	\$1,445	\$730	\$3,877	\$778,929	539
					1363

### Control Over Gambling

The majority of clients described their gambling as being mostly or completely out of control (79.0%). The client self assessment of their control over gambling is consistent with the high SOGS-3M scores of most clients. This indicates a close compatibility between the two measures.

**Distribution of gambling control ratings at first assessment**



Distribution of Gambling Control Ratings at First Assessment	2001		2000		1999	
	N	%	N	%	N	%
Completely in control	62	4.4%	44	3.5%	41	3.8%
Mostly in control	236	16.6%	181	14.2%	169	15.6%
Mostly out of control	574	40.4%	577	45.3%	496	45.8%
Completely out of control	549	38.6%	471	37.0%	377	34.8%
Total	1421	100.0%	1273	100.0%	1083	100.0%

### *Outcome Measurement and Client Progress*

The outcome measurement system on which this section is based was initiated in 1998. Since this time, there has been an ongoing effort to consolidate and improve the volume and quality of the data being produced. A national auditing system has recently been implemented; the national provider database has been enhanced to provide better support for the collection of key assessment data; and the Telephone Helpline has started to provide centralised follow-up for personal counselling clients. Further training and promotion activities are also planned.

Routine outcome measurement in an applied setting can rarely match the level of rigour possible in a controlled research project. At the same time, it must be recognised that controlled research projects are often limited in their applicability or practical benefits. Both approaches have their place.

Routine outcome measurement serves a number of positive functions. Firstly, it puts the focus back on clinical effectiveness, where it belongs. It is arguably beneficial to have funders, policy-makers, clinicians, and the community, thinking about the impact of treatment, not just the process of delivery. Secondly, outcome measurement may help identify the best match between different client groups and the range of treatments and services.

The outcome measurement results discussed below are based on assessment and reassessment data collected since 1998. Over 600 clients are represented. Even though this is a substantial number, it represents only a sample of the number of clients who have received treatment. The findings presented should be interpreted with appropriate care. The demographic and clinical profile of the outcomes subgroup is very similar to that of the entire client population, providing support for results to be generalised.

Outcomes are measured by looking at the difference between first and last assessments. Data is only retained where at least 150 days (approximately 5 months) have passed between the two. The mean gap between first assessment and last assessment was 337 days (approximately 11 months).

Although data from first assessment represents the beginning of treatment, the last assessment cannot be assumed to represent the end of treatment. As in similar counselling services, there is no notion of a fixed course of treatment and many clients interact with services in an episodic way. The last assessment may eventually be superseded by a yet further assessment. In this sense, the results presented below are progress results rather than outcomes.

### *Main results*

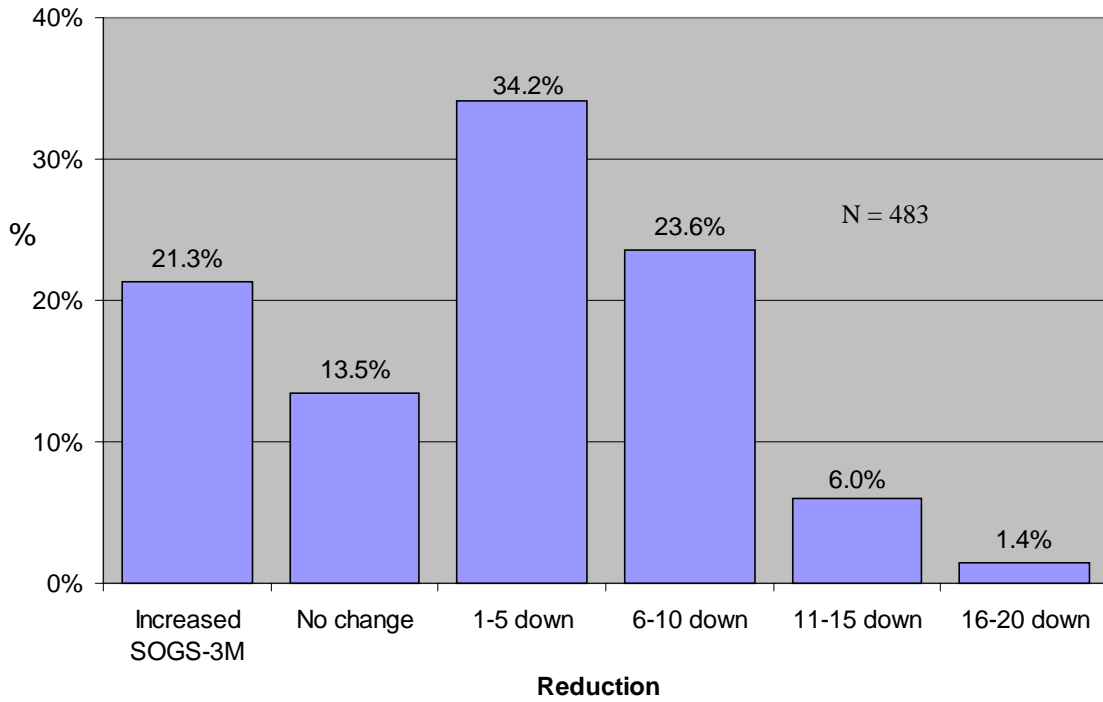
Overall most clients benefit during counselling treatment and their gambling problems decrease. A proportion of clients do not do well and some get worse. These clients are now more easily identifiable, allowing new programmes to be developed.

- SOGS-3M scores were collected at first assessment for 1496 clients in 2001. The majority (60%) scored 10 or higher on the screen indicating most clients are at the severe end of problem gambling.
- In the four weeks prior to entering treatment services the majority of clients (76%) reported losing between \$100 and \$1,999. 18% lost \$2000 or more.
- On average clients lost \$1,765 in the four weeks before assessment
- 79% of clients described their gambling as being mostly or completely out of control when first contacting problem gambling counselling services.
- 65% of clients reported a reduction in their SOGS-3M score when followed up after receiving 5 months or more of personal counselling, indicating a major improvement in their gambling problems.
- 21% of clients reported an increase in their SOGS-3M score, indicating a deterioration in their gambling problem.
- 76% of clients reported losing less money when followed up after a period of counselling
- 20% reported an increase in money losses
- On average, clients lost \$1,233 less when followed up than on assessment after a period of counselling than on first entering services
- 64% of clients reported an improvement in their sense of control over gambling after a period of counselling
- 9.3% became worse, reporting reduced control over their gambling

**Reduction in SOGS-3M Scores**

Nearly two-thirds of clients (65.2%) reported a reduction in their SOGS-3M. Nearly a third (31.1%) reported a reduction in their SOGS-3M score of at least 6. Just over a fifth (21.3%) reported an increased SOGS-3M score.

**Reduction in SOGS-3M Scores**



**Reduction in SOGS-3M Scores Summary Statistics**

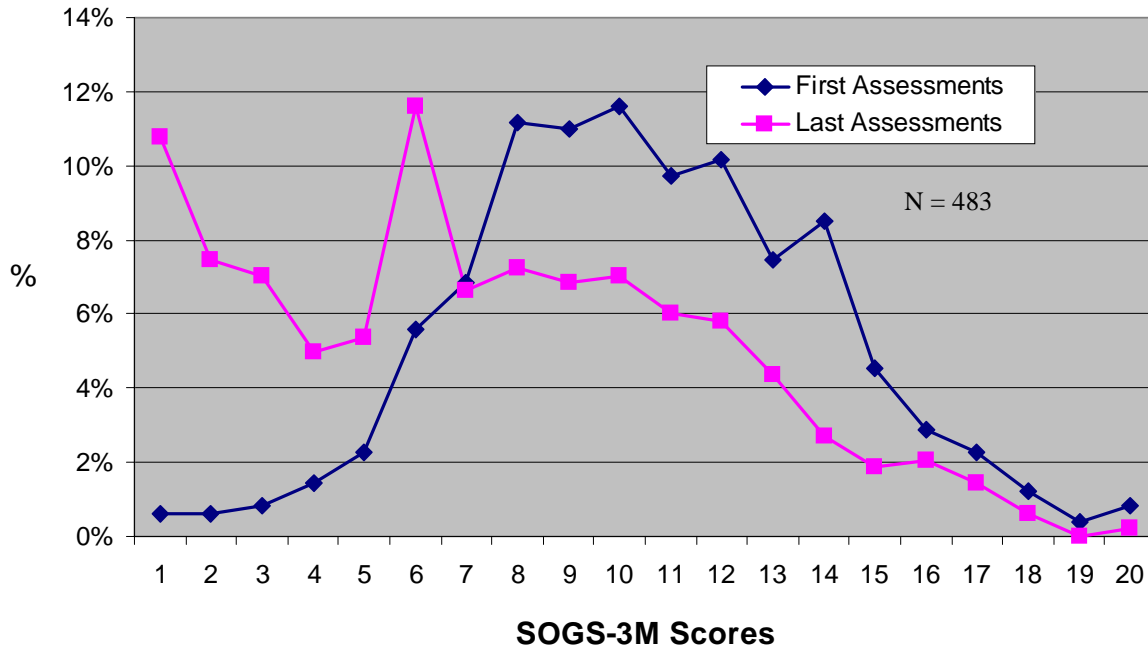
Reduction in SOGS-3M Score	Mean	Median	Std. Deviation	N
	3.2	3.0	4.9	483

The mean SOGS-3M score at last assessment was 7.3; a drop of 3.2 from the average score of 10.5 at first assessment<sup>22</sup>.

<sup>22</sup> The average SOGS score at first assessment, for clients with SOGS scores at *both* their first and last assessments, was 10.5. For *all* clients with first and last assessments, including those without both a first and last SOGS score, the average SOGS score at first assessment was 10.3 – as indicated in the table “Comparisons Between Outcomes Clients and Total Client Population”.

Another way of representing the same data is to look at the distribution of scores at first assessments and the distribution at last assessments.

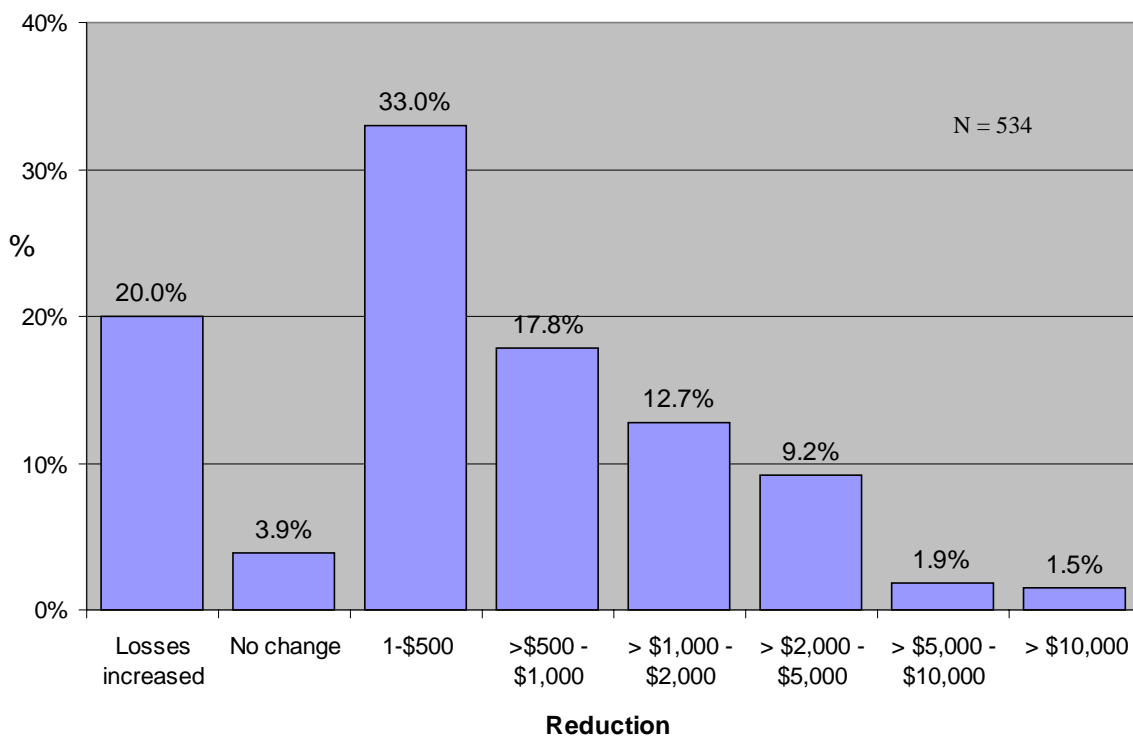
### Improvement in SOGS-3M Scores



### Reduction in Dollars Lost

Most clients (76.0%) reported losing less money at their last assessment than at their first one. There are two ways of reporting reduced losses. The first is to report absolute savings. If a client were losing \$1,000 per month<sup>23</sup> at first assessment and \$250 per month at the latest assessment, the total reduction would be \$750. The reductions/increases for each client are grouped and reported below. Just over

### Reduction in Dollars Lost



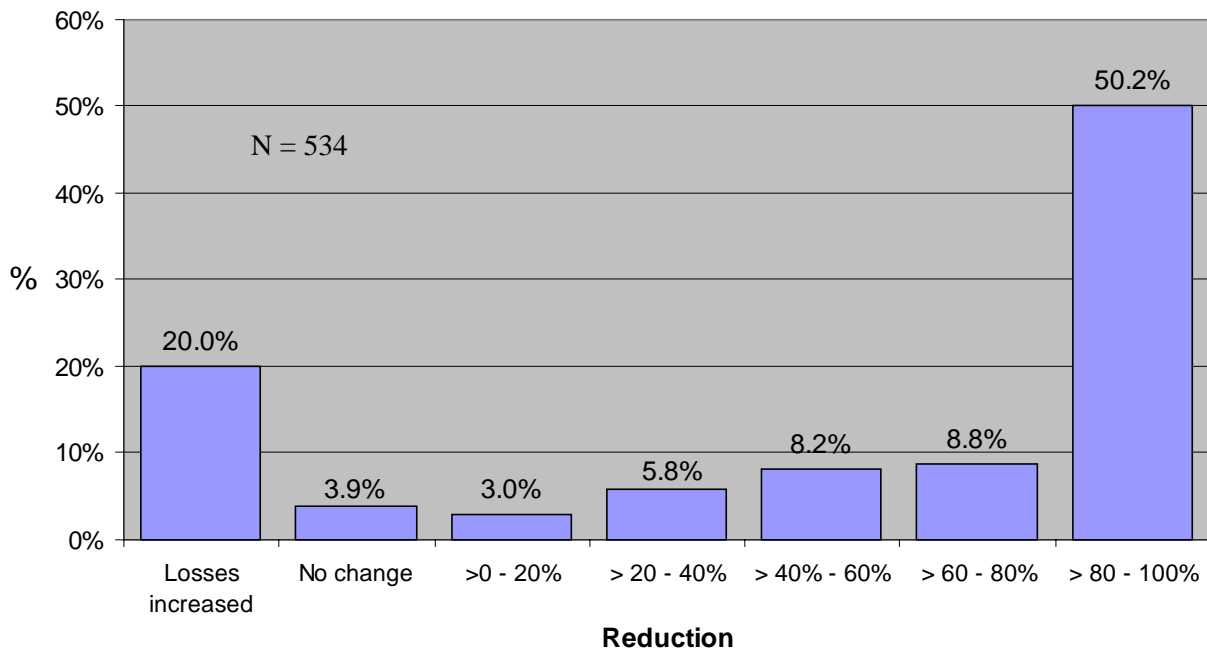
one-quarter of clients (25.3%) reported their losses were reduced by at least \$1,000 per month. One eighth of clients (12.5%) reported losses reduced by at least \$2000 per month. The mean reduction was \$1,233, the median reduction was \$390, and the total saved relative to the 4 weeks prior to first assessment was \$658,583. Generalising these results to the 2465<sup>24</sup> gambler clients seen in 2001, the total reduction in losses per month could be over \$3,000,000.

**Reduction in Dollars Lost Summary Statistics**

	Mean	Median	Std Deviation	Sum	N
Reduction in Dollars Lost	\$1,233	\$390	\$8,862	\$658,583	534

Reduced losses can also be presented as a proportion of the original losses. This approach recognises that the loss of a given amount of money has variable impact on clients depending on their overall financial circumstances.

**Reduction in Dollars Lost as a Percentage of the Original Loss**

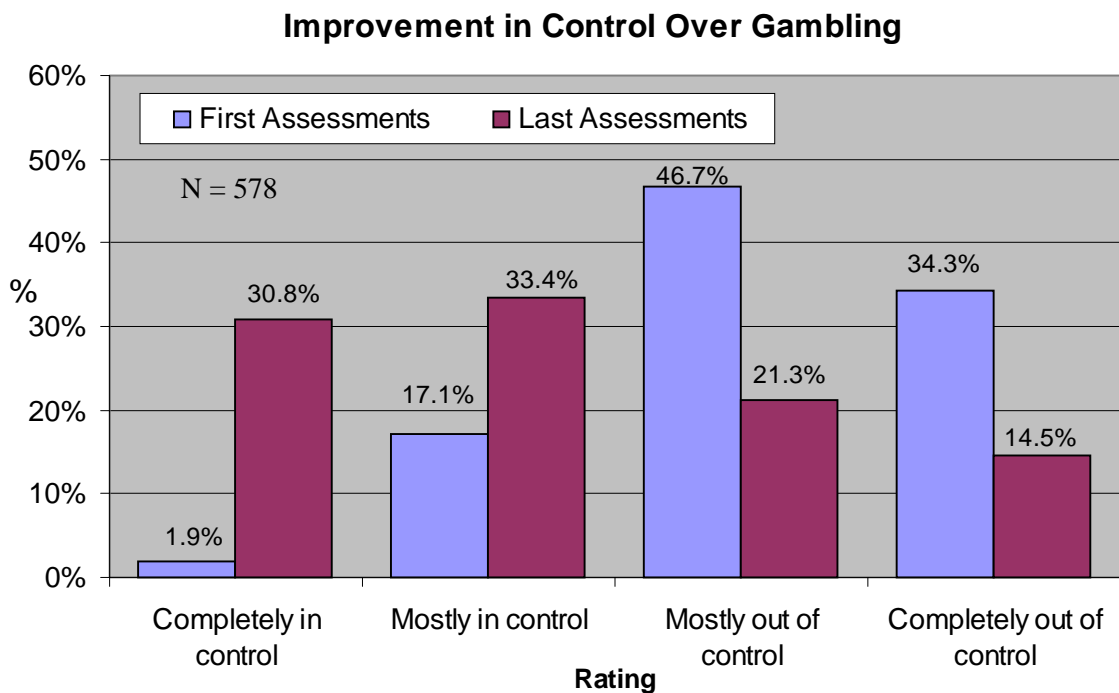


Half of the clients reduced their gambling losses by 80 – 100%.

<sup>24</sup> This figure includes all gambler clients, not just new gambler clients.

**Increased Sense of Control**

Nearly two-thirds (64.0%) of clients reported an improvement in their sense of control over gambling. This is consistent with the proportions reporting reduced SOGS-3M scores and reduced losses. Nearly one-third (32.4%) reported improvements of at least two levels e.g. shifting from “Completely out of control” to “Mostly in control” or from “Mostly out of control” to “Completely in control”.



### *The Representativeness of the Outcomes Clients*

The clients for whom outcomes data was available were, as a group, very similar to the general population of clients.

#### Comparisons Between Outcomes Clients and Total Client Population

	All Clients N = 4,196	Outcome Clients N = 674
<b>Gender</b>		
Male	61.7%	60.9%
Female	38.3%	39.1%
<b>Age</b>		
Mean age	37.1	39.6
Median age	36.0	39.0
<b>Ethnicity</b>		
NZ European/ Pakeha	64.1%	74.9%
Maori	22.0%	16.2%
Pacific Nations	4.9%	3.2%
Asian	2.7%	1.1%
Other	6.4%	4.6%
<b>Primary Gambling Mode (top 4 only)</b>		
Non-casino gaming machines	66.6%	63.7%
Track	11.8%	13.3%
Casino gaming machines	13.7%	15.5%
Casino tables	5.3%	5.3%
<b>SOGS-3M Scores at First Assessment</b>		
Mean SOGS-3M	10.4	10.3
Median SOGS-3M	10.0	10.0
<b>Dollars Lost in Previous 4 Weeks Measured at First Assessment</b>		
Mean dollars lost	\$2,317	\$1,645
Median dollars lost	\$750	\$700
<b>Control Over Gambling</b>		
Completely in control	3.9%	2.3%
Mostly in control	15.6%	17.2%
Mostly out of control	43.6%	47.1%
Completely out of control	37.0%	33.5%

# Appendix 1: Problem Gambling Counselling Agencies 2001

## Telephone Helpline

Phone: 0800 654 655

Web-site [www.gamblingproblem.co.nz](http://www.gamblingproblem.co.nz)

The National 0800 Telephone Helpline Service is provided by The Gambling Problem Helpline based in Auckland.

## Personal Counselling Services

Up to date information on the locations of problem gambling counselling services is available from the Telephone Helpline 0800 654 655.

### *National Services*

- Problem Gambling Foundation of New Zealand
- The Oasis Centres for Problem Gambling (The Salvation Army)

### *Hawkes Bay*

- Te Rangihaeata Hauora

### *West Auckland*

- Wai Health

### *Auckland*

- Te Atea Marino, Waitemata DHB
- PIDAS (Pacific Island Drug , Alcohol and Gambling Service).

# Appendix 2: The Problem Gambling Committee

The membership of the Problem Gambling Committee is:

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## Appendix 3: Problem Gambling Prevalence

### Problem & Pathological Gambling Prevalence in NZ Population (18+)<sup>25</sup>

Gambling Problems	Abbott & Volberg 1999	Abbott & Volberg 1991
Current Prevalence of Problem Gambling (SOGS 3-4)	0.6 - 1.1 %	1.7 - 2.5%
Current Prevalence of probable pathological (SOGS 5 or more)*	0.3 - 0.7%	0.9 - 1.5%
Problem & probable pathological combined	0.9 - 1.8%	2.6 - 4.0%

\* 95% of personal counselling clients have a SOGS-3M score of 5 or more. 60% have a score of 10 or more

### Rates of Presentation to Problem Gambling Counselling Services

A total of 3527 gambler new clients received services (Telephone Helpline & Personal Counselling Services) in the year 2001.

A significant percentage of probable pathological gamblers presented to problem gambling counselling services in 2001. This percentage can be estimated when completed 2001 census data is released.

The presentation rate to problem gambling counselling services for “problem gamblers; SOGs 3-4” is very low, less than 5% of clients.

### Prevalence by Ethnicity

Abbott & Volberg (1999) estimated the prevalence of probable pathological gambling for ethnicity as:

- NZ European/Pakeha 0.4 - 0.9%
- Maori 1.6% - 6.6%
- Pacific Nations 0.7% - 8.6%
- Asian 0.0%

These percentages changed from the 1991 report.

At the time of publication the full 2001 census report was not available. Accordingly this report uses the 2001 estimates for the population aged 20 and older. When the complete data from the 2001 census is available more updated analysis can be undertaken on the information on ethnicity contained in this publication.

<sup>25</sup> Abbot, M. and Volberg, R. (2000) *Taking the Pulse on Gambling and Problem Gambling in New Zealand: A Report on Phase One of the 1999 National Prevalence Survey, June 2000*. Wellington; Department of Internal Affairs.

Abbot, M. and Volberg, R. (1991) *Gambling and Problem Gambling in New Zealand: A Report on Phase One of the National Survey*. Wellington; Department of Internal Affairs.

## **Appendix 4: Corrections of Results in Previous National Statistics Reports**

The policy of The Problem Gambling Purchasing Agency is to carefully check the annual statistics report before it is released. In the event of any errors being discovered after publication, these are reported to ensure that future research is based on the most accurate available figures.

Regard for the importance of historical analysis, especially analysis of trends, is also the motivation behind the decision to recalculate results for previous reporting periods to take account of new data (for example, data on a client's first ever session). Recalculating results also allows analysis to take advantage of improved and more sophisticated methods of data analysis (for example, techniques for handling missing admission or discharge data). This approach maximises the integrity of any comparisons with the past. Very few differences are noted and most of these are very small.