Primary 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. 33.3% of all new gambler clients identifying a primary mode of problem gambling also identified additional modes of problem gambling.

The most frequently reported primary mode of problem gambling is non-casino gaming machines (56.2%). These are the gaming machines located in hotels and clubs. Over half of all new gambler clients cite non-casino gaming machines as their primary mode of problem gambling. This is much the same as 1997 percentages, with a small percentage points (1.3%) decrease.

The next most frequently cited mode of problem gambling is casino gaming machines (17.1%). In 1998 casino gaming machines as a primary mode of problem gambling increased by 6.8 percentage points (from 10.3% to 17.1%).

Track gambling (13.8%) and casino tables (10%) are the third and fourth most frequently cited primary modes of problem gambling, although still significantly less than non-casino gaming machines (56.2%).

Gaming machines (casinos and non-casinos) are the primary mode of problem gambling for 73.3% of new gambling clients receiving treatment. This represents a 5.5 percentage points increase from 1997.

Casino gaming machines and casino tables combined are the primary gambling modes cited by 27.1% of new gambling clients. This represents a 7.9 percentage points increase from 1997.

When compared with 1997, track gambling is the only primary gambling mode showing a noticeable decreasing trend (5.6 percentage points) in presentation rates.
Primary mode of gambling for gamblers (new clients)

<table>
<thead>
<tr>
<th>Gamblers Primary Mode of Problem Gambling (New Clients)</th>
<th>1997</th>
<th>1998</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-casino gaming machines</td>
<td>57.5</td>
<td>56.2</td>
</tr>
<tr>
<td>Casino gaming machines</td>
<td>10.3</td>
<td>17.1</td>
</tr>
<tr>
<td>Track</td>
<td>19.4</td>
<td>13.8</td>
</tr>
<tr>
<td>Casino tables</td>
<td>8.9</td>
<td>10.0</td>
</tr>
<tr>
<td>Other or multiple</td>
<td>2.4</td>
<td>1.7</td>
</tr>
<tr>
<td>Sports betting</td>
<td>0.9</td>
<td>0.7</td>
</tr>
<tr>
<td>Lotto/keno/scratchies</td>
<td>0.4</td>
<td>0.4</td>
</tr>
<tr>
<td>Housie</td>
<td>0.2</td>
<td>0.1</td>
</tr>
</tbody>
</table>
Additional Mode of Problem Gambling (Gamblers)

33% of new gambler clients identifying a primary mode of problem gambling also identified additional modes of gambling causing problems.

The data indicates track and gaming machine gambling are the most often cited additional modes of problem gambling.

Lotto/keno/scratchies, sports betting, and housie feature mainly as an additional mode of problem gambling, but in comparatively small numbers. These modes of gambling rarely appear as a primary mode of gambling.

Compared with 1997, the main change occurred in the percentage increase of clients citing track or casino gaming machines as an additional problem gambling mode.

In 1998, percentages for housie, lotto/keno/scratchies and sports betting also changed from 1997. (Lotto/keno/scratchies down from 8.9% to 5.2%; sports betting up from 3.2% to 4.9%, housie down from 4.6% to 2.2%)

**Additional mode of gambling for gamblers (new clients)**

![Pie chart showing modes of gambling]

<table>
<thead>
<tr>
<th>Gamblers Additional Mode of Problem Gambling (New Clients) - by 1998 %</th>
<th>1997 %</th>
<th>1998 %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Track</td>
<td>22.1</td>
<td>30.2</td>
</tr>
<tr>
<td>Non-casino gaming machines</td>
<td>24.9</td>
<td>24.5</td>
</tr>
<tr>
<td>Casino gaming machines</td>
<td>12.5</td>
<td>18.8</td>
</tr>
<tr>
<td>Casino tables</td>
<td>13.9</td>
<td>10.1</td>
</tr>
<tr>
<td>Lotto/keno/scratchies</td>
<td>8.9</td>
<td>5.2</td>
</tr>
<tr>
<td>Sports betting</td>
<td>3.2</td>
<td>4.9</td>
</tr>
<tr>
<td>Other or multiple</td>
<td>9.9</td>
<td>4.1</td>
</tr>
<tr>
<td>Housie</td>
<td>4.6</td>
<td>2.2</td>
</tr>
</tbody>
</table>
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 the addition of “additional mode” has on total numbers in each mode.

The various different combinations people 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. Track features more significantly and lotto/keno/scratchies and sports betting begin to feature more prominently. The major presenting mode remains non-casino gaming machines.

| Numbers of new gambler clients reporting mode as either primary or additional |
|---------------------------------|-----------|-----------|-----------|
|                                 | Primary mode N | Additional mode N | Total N | % of new gambler clients |
| Non-casino gaming machines      | 615        | 90        | 705      | 62.5                   |
| Casino gaming machines          | 187        | 69        | 256      | 22.7                   |
| Track                           | 151        | 111       | 262      | 23.2                   |
| Casino tables                   | 110        | 37        | 147      | 13.0                   |
| Other or multiple               | 19         | 15        | 34       | 3.0                    |
| Sports betting                  | 8          | 18        | 26       | 2.3                    |
| Lotto/keno/scratchies           | 4          | 19        | 23       | 2.0                    |
| Housie                          | 1          | 8         | 9        | 0.8                    |

Inappropriate to total due to multiple responses
**Primary Mode of Problem Gambling by Gender (Gamblers)**

Women problem gamblers presenting for treatment were over-represented in terms of their reporting of gaming machines (both casino and non-casino) as primary modes of problem gambling. Women clients were under-represented in terms of their reporting of the track as their primary mode. A much higher proportion of men reported the track as their primary mode of problem gambling.

Compared with 1997, the 1998 figures show a very similar pattern in terms of the distributions by gender.

![Primary mode of gambling for gamblers by gender (new clients)](chart)

**Gambling mode**

**Primary Mode of Problem Gambling by Age (Gamblers)**

In all age ranges, the most common problem gambling mode is non-casino gaming machines. Clients with problems gambling on casino gaming machines were noticeably older. This pattern may vary as data for larger numbers of older clients become available. Similar results were found in 1997.

![Primary mode of gambling for gamblers by age (new clients)](chart)

<table>
<thead>
<tr>
<th>Age</th>
<th>Under 20</th>
<th>20-29</th>
<th>30-39</th>
<th>40-49</th>
<th>50-59</th>
<th>60+</th>
<th>MISSING age data</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-casino gaming machines</td>
<td>Count</td>
<td>Col %</td>
<td>Count</td>
<td>Col %</td>
<td>Count</td>
<td>Col %</td>
<td>Count</td>
<td>Col %</td>
</tr>
<tr>
<td>Track</td>
<td>15</td>
<td>66.2%</td>
<td>165</td>
<td>62.5%</td>
<td>200</td>
<td>56.2%</td>
<td>115</td>
<td>51.6%</td>
</tr>
<tr>
<td>Casino gaming machines</td>
<td>4</td>
<td>17.4%</td>
<td>32</td>
<td>12.1%</td>
<td>61</td>
<td>16.9%</td>
<td>34</td>
<td>15.2%</td>
</tr>
<tr>
<td>Casino Tables</td>
<td>1</td>
<td>4.3%</td>
<td>35</td>
<td>13.3%</td>
<td>54</td>
<td>14.9%</td>
<td>42</td>
<td>18.8%</td>
</tr>
<tr>
<td>Housie</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
<td>0.0%</td>
<td>1</td>
<td>3.3%</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Lotto/keno/scratches</td>
<td>2</td>
<td>8.7%</td>
<td>1</td>
<td>4.4%</td>
<td>1</td>
<td>3.3%</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Sports betting</td>
<td>1</td>
<td>4.3%</td>
<td>2</td>
<td>0.8%</td>
<td>3</td>
<td>8.9%</td>
<td>1</td>
<td>4.4%</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0.0%</td>
<td>3</td>
<td>1.1%</td>
<td>5</td>
<td>1.1%</td>
<td>5</td>
<td>2.2%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>23</td>
<td>100%</td>
<td>264</td>
<td>100%</td>
<td>362</td>
<td>100%</td>
<td>223</td>
<td>100%</td>
</tr>
</tbody>
</table>
Primary Mode of Problem Gambling by Ethnicity (Gamblers)

NZ European/Pakeha and NZ Maori gamblers report problems with similar gambling modes.

Pacific Nation gamblers disproportionately report casino gaming machines and casino tables (43.7% for both modes combined) as primary problems, second only to Asian gamblers (and Other).

Asian data has been separated out for the first time in 1998. Approximately two-thirds (65.8%) of Asian problem gamblers report either casino tables or casino gaming machines as a primary problem gambling mode. Asian gamblers report the lowest level of problems with non-casino gaming machines (21.2%).

Compared with 1997 data, there are no major changes in the ethnicity patterns for primary gambling mode.

Severity of Gambling Problems Among Clients

The South Oaks Gambling Screen (SOGS) is the most established tool for gauging the severity of gambling problems. The screen has a top score of 20 but people who score three or more can be considered Problem Gamblers (see Abbott & Volberg, 1991, p.117). 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, 19878).

---

SOGS scores for 1998 problem gamblers were collected for 630 new clients. The majority (67%) of these clients scored over 11, indicating most clients attending problem gambling counselling services are in the more severe end of problem gambling.

**SOGS scores (new clients)**

![Bar chart showing SOGS scores](chart.png)
Telephone Helpline Services

Service Delivery

Summary

The Telephone Helpline provided a service to 2588 new clients in 1998. This represents an increase of 27% over the 1997 total of 2033.

Most problem gamblers are male (61.6%) and most family/whanau members are female (78.9%).

Problem gamblers and family/whanau of gamblers of a wide range of ages contacted the Telephone Helpline in 1998, with most callers being in the 26-40 age range. Gamblers are typically slightly younger than family/whanau.

Looking at ethnicity, New Zealand Maori problem gambler clients are markedly overrepresented when compared to the New Zealand population aged over 19 (20.8% vs 10.9%). Apart from this, the ethnic profile of callers is roughly similar to that of the general population. Most clients are New Zealand European/Pakeha, and the second largest group is New Zealand Maori.

Non-casino gaming machines are the most frequently cited problem gambling mode (52.4%). Sports betting (4.6%), lotto, keno, and scratchies (2.8%) are only reported as problems by a small percentage of clients.

Calls are received by the Telephone Helpline from all over New Zealand. Wellington is a far smaller source than might be expected (only 6.8% of calls).

Number of Clients Accessing Service

The Telephone Helpline provided a service to 2628 new clients in 1998. This represents an increase of 29% over the 1997 total of 2033. The chart below shows the pattern of calls over the course of 1998.
New Callers by Month

<table>
<thead>
<tr>
<th>Month of call</th>
<th>1998</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>114</td>
</tr>
<tr>
<td>Feb</td>
<td>181</td>
</tr>
<tr>
<td>Mar</td>
<td>208</td>
</tr>
<tr>
<td>Apr</td>
<td>240</td>
</tr>
<tr>
<td>May</td>
<td>277</td>
</tr>
<tr>
<td>Jun</td>
<td>237</td>
</tr>
<tr>
<td>Jul</td>
<td>205</td>
</tr>
<tr>
<td>Aug</td>
<td>229</td>
</tr>
<tr>
<td>Sep</td>
<td>231</td>
</tr>
<tr>
<td>Oct</td>
<td>283</td>
</tr>
<tr>
<td>Nov</td>
<td>202</td>
</tr>
<tr>
<td>Dec</td>
<td>221</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2628</strong></td>
</tr>
</tbody>
</table>

**Client Characteristics**

*Gender - Gamblers and Family/Whanau/Others*

In 1998, most problem gamblers (61.6%) contacting the Telephone Helpline were male and most family/whanau members making contact were female (78.9%).

**Gender of gamblers (new clients)**

- Male: 61.6%
- Female: 38.4%

N = 1552

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

- Male: 21.1%
- Female: 78.9%

N = 868
**Age Distribution - Gamblers and Family/Whanau/Others**

Problem gamblers contacting the Telephone Helpline vary widely in age with a range of younger callers (16.1% aged 25 or less) and older callers (4.2% aged over 60). Family/whanau members appear to be slightly older than gamblers with fewer young callers (13.5% aged 25 or less) and a greater proportion of older callers (6.8% aged over 60). For both types of client, the majority are aged between 26 and 60, with almost half in the 26-40 age range.
**Ethnicity - Gamblers and Family/Whanau/Others**

When compared to the ethnic profile of the New Zealand population aged 20+ the ethnic profile of problem gamblers (and of their family/whanau) shows some variation.

There is a moderate underrepresentation of New Zealand European/Pakeha clients (68.9% of problem gambling clients vs 76.6% of population aged 20+\(^9\)), and also of Asian problem gambling clients (1.9% of clients vs 4.0% of population aged 20+).

There is a marked overrepresentation of New Zealand Maori clients (20.8% of problem gambling clients vs 10.9% of population aged 20+).

For the family/whanau of clients, the pattern is slightly different. New Zealand European/Pakeha family/whanau are moderately overrepresented (81.6% for callers vs 76.6% for New Zealand population aged 20+) as are New Zealand Maori family/whanau (11.9% vs 10.9%). The other main ethnic groups are all underrepresented in the clients who are family/whanau of gamblers. The figures are, Pacific Nation (1.5% vs 3.8%), and Asian (2.7% vs 4.0%).

\(^9\) The New Zealand population figures are for people aged 20+ and are derived from the 1996 Census.
Primary Mode of Problem Gambling (Gamblers & Family/Whanau)

Non-casino gaming machines are the problem gambling mode reported by approximately half of the callers to the Telephone Helpline. Track gambling was the next most often cited problem mode (20.5%), and the remainder were significantly smaller. Sports betting, and Lotto, keno, and the scratchies, were identified as primary problems by only a small minority of clients.

Primary mode of gambling for gamblers & family/whanau (new clients)

<table>
<thead>
<tr>
<th>Primary Mode of Problem Gambling (New Gamblers &amp; Family/Whanau)</th>
<th>1998 %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-casino gaming machines</td>
<td>52.4</td>
</tr>
<tr>
<td>Track</td>
<td>20.5</td>
</tr>
<tr>
<td>Casino tables</td>
<td>9.4</td>
</tr>
<tr>
<td>Casino gaming machines</td>
<td>8.7</td>
</tr>
<tr>
<td>Sports betting</td>
<td>4.6</td>
</tr>
<tr>
<td>Lotto/keno/scratchies</td>
<td>2.8</td>
</tr>
<tr>
<td>Other or multiple</td>
<td>0.6</td>
</tr>
<tr>
<td>Housie</td>
<td>0.9</td>
</tr>
</tbody>
</table>
**Origins of calls**

Calls are received from throughout New Zealand. As might be expected, Auckland is the source of substantially more calls than any of the other individual regions (32.3%). Christchurch and Otago are the next most important sources of callers. Wellington is perhaps smaller than might be expected, smaller than even the Bay of Plenty, at just 6.8%.

### Origin of calls by region

<table>
<thead>
<tr>
<th>Region</th>
<th>1998 %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auckland</td>
<td>32.3</td>
</tr>
<tr>
<td>Christchurch</td>
<td>14.8</td>
</tr>
<tr>
<td>Otago</td>
<td>13.7</td>
</tr>
<tr>
<td>Bay of Plenty</td>
<td>7.8</td>
</tr>
<tr>
<td>Wellington</td>
<td>6.8</td>
</tr>
<tr>
<td>Southland</td>
<td>5.2</td>
</tr>
<tr>
<td>Waikato</td>
<td>3.5</td>
</tr>
<tr>
<td>Northland</td>
<td>3.3</td>
</tr>
<tr>
<td>West Coast</td>
<td>2.5</td>
</tr>
<tr>
<td>Other</td>
<td>10.1</td>
</tr>
</tbody>
</table>
Commentary on Personal Counselling and Telephone Helpline Data

A network of personal counselling services and a national telephone helpline are the two key types of service which have been 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. The service offers information, assessment, advice, motivational counselling, support and referral. It aims to provide an easily accessible first point of contact with problem gambling services.

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

Approximately 30% of referrals to personal counselling come directly from the helpline. The remainder come directly via self referral and various community sources. 12.2% percent of new clients have been registered in both services.

During 1998, both personal counselling and the telephone helpline significantly increased service delivery. When compared to 1997, the numbers of new clients receiving help for gambling problems has risen by 63% for personal counselling and 29% for the helpline. The total number of new clients helped by either personal counselling or by the telephone helpline in 1998 is 3660 (440 of whom received services from both).

Comparative commentary

Data reporting for the two services is not exactly the same in all cases. Categories are however broadly similar allowing for some comparative commentary.

Age

The clients receiving help for their own gambling at both services have a very similar age distribution. Approximately half are between the ages of 25 and 40 and roughly one third are between the ages of 40 to 60. The helpline has a higher percentage of clients aged under 26 (16.1% versus 12%)

Gender

Most problem gambling clients are male in both services. (Personal counselling 67.1% and telephone counselling 61.6%). The remainder of clients are family/whanau of problem gamblers contacting the service for help. These clients tend to be mainly women in both services.

Ethnicity

The ethnic mix of clients with a gambling problem in both services is very similar.

European/Pakeha -: Personal counselling (66%) Telephone helpline (68.9%)

Maori -: Personal counselling (19.5%) Telephone helpline (20.8%)

Pacific Island-: Personal counselling (5.2%) Telephone helpline (3.6%)

Problem Gambling Counselling in New Zealand
1998 National Statistics
Asian: Personal counselling (3.4%) Telephone helpline (1.9%)

Family/whanau clients at both services are also broadly similar in their ethnic profiles, although personal counselling had a higher percentage of Asian family members (6% versus 2.7% at the telephone helpline)

The ethnic pattern at both services is broadly similar to the general 20+ population, with one exception. Maori clients are markedly over represented. Maori make up 10.9% of the 20+ population, compared with clients receiving personal counselling (19.5% Maori) and telephone helpline (20.8% Maori).

**Problem Gambling Mode**

The main similarity between the two services is the high percentage of clients reporting non-casino gaming machines as their primary mode of problem gambling. (56.2% personal counselling and 52.4% telephone helpline)

Helpline clients primary gambling modes have

- higher percentages for track and sports betting (helpline: 20.5% track, 4.6% sports betting; personal counselling: 13.8% track, 0.7% sports betting)

- a lower percentage for casino gaming machines (helpline: 8.7%, personal counselling: 17.1%)

- a higher percentage for lotto/keno/scratchies (helpline: 2.8%, personal counselling: 0.4%)
Appendix 1: Problem Gambling Counselling Agencies

The data contained in this report represents the services funded by The Problem Gambling Committee and provided primarily by The Compulsive Gambling Society and The Salvation Army Oasis Centres. Wai Health began offering a Maori-based service in December 1998.

During 1998 problem gambling personal counselling services were extended to cover a wider geographic area. New services were established in 1998 in Whangarei, Tauranga, Hamilton and Dunedin.

**The Compulsive Gambling Society** offers problem gambling counselling services in
- Whangarei
- Auckland (including area clinics)
- Tauranga
- Wanganui/Palmerston North
- Wellington & region
- Christchurch
- West Coast

**The Salvation Army Oasis Centres** offer problem gambling counselling services in
- Auckland
- Hamilton
- Wellington & region
- Christchurch
- Dunedin

**Wai Health** offers Maori-based problem gambling services in
- West Auckland

**Telephone Helpline 0800 654 655**

The National 0800 Telephone Helpline Service is provided by The Problem Gambling Helpline based in Auckland.
Appendix 2: The Problem Gambling Committee

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

The membership of the Problem Gambling Committee is:

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A pamphlet describing the work of the Problem Gambling Committee is available from the Telephone Helpline (0800 654 655)
PROBLEM GAMBLING COUNSELLING IN NEW ZEALAND

1999

NATIONAL STATISTICS
Personal Counselling Services
Telephone Helpline

THE PROBLEM GAMBLING COMMITTEE
PROBLEM GAMBLING COUSELLING IN NEW ZEALAND
1999 NATIONAL STATISTICS

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For: THE PROBLEM GAMBLING COMMITTEE

Data analysis: Dr Grant Paton-Simpson
Phone 64-9-623-0333
grantps@actrix.gen.nz

Date: July 2000