Preliminary Outcome Indicators

This report contains the first outcome indicators collected by the Problem Gambling Purchasing Agency. Follow-up outcome measures are collected by agencies 6 months after the first assessment measurements. Although this process is still becoming established and the numbers are currently small, initial results are encouraging. It is anticipated that a greater volume of outcome data will be reported next year. Clients have a choice about which, if any, follow-up scores they complete.

SOGS-3M

For the majority of clients reported, there is a reduction in their SOGS-3M score after 6 months, with nearly half experiencing a reduction of more than 6 points. The average reduction in SOGS-3M score is between 5 and 6. This presents a preliminary indication that services are effective in reducing the gambling related problems clients experience.

![Reduction in SOGS-3M scores](image)

### Reduction in SOGS-3M Scores

<table>
<thead>
<tr>
<th>Reduction</th>
<th>N</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increased SOGS-3M</td>
<td>5</td>
<td>9.1%</td>
</tr>
<tr>
<td>No change</td>
<td>2</td>
<td>3.6%</td>
</tr>
<tr>
<td>1-5 down</td>
<td>23</td>
<td>41.8%</td>
</tr>
<tr>
<td>6-10 down</td>
<td>19</td>
<td>34.5%</td>
</tr>
<tr>
<td>11-15 down</td>
<td>4</td>
<td>7.3%</td>
</tr>
<tr>
<td>16-20 down</td>
<td>2</td>
<td>3.6%</td>
</tr>
<tr>
<td>Total</td>
<td>55</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Reduction in SOGS-3M score</th>
<th>Mean</th>
<th>Median</th>
<th>Std. Deviation</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduction in SOGS-3M score</td>
<td>5.7</td>
<td>5</td>
<td>4.3</td>
<td>N=55</td>
</tr>
</tbody>
</table>

Problem Gambling Counselling in New Zealand

1999 National Statistics
Control Over Gambling Scores After 6 Months

84% of the 76 clients with an outcome measure recorded for control over gambling reported improved control over their gambling 6 months after beginning treatment. Nearly 40% reported improvements of 2 levels or more e.g. a change from “Completely out of control” to “Mostly in control”. This also presents a preliminary indication that services are effective in reducing the gambling-related problems clients experience.

<table>
<thead>
<tr>
<th>Changed Control</th>
<th>N</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduced control</td>
<td>3</td>
<td>3.9%</td>
</tr>
<tr>
<td>No change</td>
<td>9</td>
<td>11.8%</td>
</tr>
<tr>
<td>1 level better</td>
<td>34</td>
<td>44.7%</td>
</tr>
<tr>
<td>2 levels better</td>
<td>20</td>
<td>26.3%</td>
</tr>
<tr>
<td>3 levels better</td>
<td>10</td>
<td>13.2%</td>
</tr>
<tr>
<td>Total</td>
<td>76</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
Appendix 1: Problem Gambling Counselling Agencies 1999

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. New providers established in 2000 (Te Atea Marino, Waitemata Health, Auckland; PIDAS, (Pacific Island Drug, Alcohol and Gambling Service), Auckland and Te Rangihaeata Hauora (Hawkes Bay) will be included in the next national statistics.

During 1999 problem gambling personal counselling services were extended to cover a wider geographic area.

The Compulsive Gambling Society currently offers problem gambling counselling services in

- Whangarei
- Auckland
- Tauranga
- Wanganui/Palmerston North
- Wellington
- Christchurch
- Hamilton
- Dunedin
- Queenstown

Most main areas also offer clinics in outlying areas.

The Salvation Army Oasis Centres offer problem gambling counselling services in

- Auckland
- Hamilton
- Wellington
- Christchurch
- Dunedin

Most main areas also offer clinics in outlying areas.

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 Gambling Problem Helpline based in Auckland.
Appendix 2: The Problem Gambling Committee

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

The gaming industry provides funds to the Committee on an annual basis to purchase services for people with serious gambling problems. This takes 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 purchase services for problem gamblers. The Problem Gambling Purchasing Agency is a company working in the public health and addictions fields.

The membership of the Problem Gambling Committee is:

**Independent Chairperson**

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Problem Gambling Counselling in New Zealand  
1999 National Statistics

99
Problem Gambling Providers continued …

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A pamphlet describing the work of the Problem Gambling Committee is available from the Telephone Helpline (0800 654 655).
Appendix 3: Corrections of Results in Previous National Statistics Reports

Two errors were identified in the 1998 report after it was distributed. The first error occurred in an area chart on page 3 reporting the number of new clients to personal counselling services. The two years’ data were inappropriately stacked. The numbers on which this chart was based, however, were correctly reported in the table on the following page. The second error was on page 18 – the annual total for telephone helpline clients was reported as 2588 instead of 2628. The monthly numbers were correct.

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.