
L Survey of Counselling Services

This appendix presents the results from the Commission's *Survey of Counselling Services* for people experiencing problems with their gambling. The purpose of the survey, methodology adopted and the response rate obtained are also outlined. A copy of the questionnaire is attached.

L.1 Purpose

As part of the terms of reference for the inquiry into Australia's gambling industries, the Commission was asked to gather information on the cost and nature of welfare support services of government and non-government organisations necessary to address the social impacts of the gambling industries.

Most States collect some information on support services for problem gamblers, either through independent surveys or through the collection and monitoring of data by State Government departments responsible for the administration of Break Even services for problem gamblers.

In a report to the Casino Community Benefit Fund, Walker (1998a) conducted a survey of support services for problem gamblers in New South Wales. Deakin Human Services Australia and the Melbourne Institute of Applied Economic and Social Research (1997) conducted a survey of help services for problem gamblers as part of a study into the social and economic effects of electronic gaming machines on non-metropolitan communities in Victoria. Comprehensive analyses of clients of the Break Even problem gambling services funded by the Victorian Government have been undertaken (Jackson et al. 1997, 1999b), and a review of the Tasmanian Government funded Break Even problem gambling services has also been conducted (Eckhardt 1998).

For this inquiry, however, much of the existing information was either not broad enough or not contemporaneous with the needs of the inquiry. The Commission therefore decided to conduct a survey of counselling services. Additional information on the cost and nature of support services for problem gamblers was also gathered in the Commission's *Survey of Clients of Counselling Agencies* (appendix G).

In conducting the *Survey of Counselling Services* information was sought on:

- the nature of the agencies;
- the number and characteristics of problem gambling clients;
- the number of clients affected by someone else's gambling;
- the number of 'hidden' problem gamblers;
- the number and characteristics of staff helping problem gambling clients;
- counselling methods and outcomes;
- expenditure and funding; and
- volunteer and in-kind contributions to gambling services.

L.2 Methodology

The objective was to gather information not previously compiled on a national basis, on the broad nature of counselling services, by means of a survey that was relatively short and simple.

Sample frame

The intention was to survey the principal organisations providing help services for problem gamblers. In most States the main organisations providing support services are government funded. There is also a small number of privately funded organisations which provide services for problem gamblers. However, they form only a small proportion of the total services available in most States.

For compiling the sample frame, the Addiction Research Institute (ARI) was the primary source of information on the main publicly funded support services for problem gamblers. The list provided by the ARI was supplemented by other sources, including government departments, inquiry submissions and other publicly available information.

Questionnaire development

The initial development of the *Survey of Counselling Services* was based largely on information the Commission was seeking to gather as well as some questions posed in similar surveys.

Several academics working in the area of problem gambling were consulted and asked to provide comments on the draft questionnaire. A number of counselling agencies providing help services for problem gamblers were also contacted and asked to provide comments.

In addition, the Commission sought and gained approval to conduct the survey from the Commonwealth Government Statistical Clearance House at the ABS.

Pilot testing of the questionnaire

Eight problem gambling counselling agencies were contacted to seek their participation in a pilot of the survey. All agreed to participate, and seven agencies returned the questionnaire.

After the pilot was completed, several agencies were contacted to discuss their responses to the survey. This exercise provided valuable insights into how agencies interpreted questions, thereby helping to clarify the wording.

Survey method

The initial form of contact with most agencies included in the sample frame was by way of a letter, which briefly outlined the gambling inquiry and reasons why the Commission intended to conduct the survey. It also gave a brief description of the survey and the outcomes the Commission hoped to achieve. Agencies were then informed that they would be contacted shortly to see if they could be of assistance.

Around a week later all agencies were contacted by phone, and asked if they were able to participate in the survey. The great majority expressed their willingness to participate and these were mailed a copy of the survey. Those agencies which were not willing to participate were asked a short set of questions with a view to determining whether there was any non-respondent bias.

Agencies which agreed to participate were asked to complete and return the questionnaire one week from when it was received. Agencies which had not returned the questionnaire in that time were contacted to check progress. A number of agencies reacted to this follow-up call by returning the questionnaire, but in the end the return of all completed questionnaires was spread out over a number of weeks.

L.3 Response rate

A total of 126 agencies were included in the Commission's sample of organisations contacted. Of these, 106 agreed to participate (table L.1). Completed returns were eventually received from 82 agencies (table L.2).

Table L.1 Number of agencies included in the sample frame and those agreeing to participate in the survey

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total</i>
Number included in the sample frame									
metropolitan	23	21	4	2	11	2	1	3	67
non-metropolitan	19	13	7	8	8	2	0	2	59
Total	42	34	11	10	19	4	1	5	126
Number agreeing to participate in the survey									
metropolitan	16	20	4	2	10	2	1	3	58
non-metropolitan	16	9	6	5	8	2	na	2	48
Total	32	29	10	7	18	4	1	5	106

na Not applicable.

Source: PC Survey of Counselling Services.

Table L.2 Response rate

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Other^a</i>	<i>Total</i>
Total survey returns (number)							
metropolitan	11	16	3	2	8	6	46
non-metropolitan	11	7	5	4	8	1	36
Total	22	23	8	6	16	7	82
Response rate for total survey returns (per cent)							
metropolitan	69	80	75	100	80	100	79
non-metropolitan	69	78	83	80	100	25	75
Total	69	79	80	86	89	70	77

^a Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

L.4 Survey results

Nature of agencies

Agencies which specialise in helping problem gamblers — defined as those where the main purpose is helping people experiencing problems with gambling — are shown in table L.3. Agencies in Victoria, Queensland and South Australia are more likely to specialise. Only in Victoria did no agency report having operated for more than five years (table L.4).

Table L.3 Agencies specialising in helping problem gamblers

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Other^a</i>	<i>Total</i>
Number of agencies							
metropolitan	6	16	2	1	6	3	34
non-metropolitan	5	3	4	1	5	1	19
Total	11	19	6	2	11	4	53
Proportion of agencies^b							
metropolitan	55	100	67	50	85	50	76
non-metropolitan	45	43	80	25	63	100	53
Total	50	83	75	33	73	57	65

^a Tasmania, ACT and Northern Territory. ^b Agencies specialising in helping problem gamblers as a proportion of all agencies responding (table L.2).

Source: PC Survey of Counselling Services.

Table L.4 Years of operation
per cent

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Other^a</i>	<i>Total</i>
1 year	27	4	0	0	13	0	11
2 years	14	30	13	50	13	57	24
3-5 years	23	65	25	17	63	29	43
6-10 years	9	0	38	17	0	14	9
More than 10 years	27	0	25	17	13	0	13
Total	100	100	100	100	100	100	100

Totals may not add due to rounding. ^a Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

Services provided

As expected, the main service provided was counselling for gambling dependence (table L.5). Nearly a quarter of the agencies surveyed provided services other than those listed. These included community education, support groups for gamblers and/or those affected by someone else's gambling, psychological assessments, and health services. At times, agencies refer gambling clients to other organisations (table L.6), nearly a third being to Gamblers Anonymous. 'Other services' clients are referred to financial counsellors, drug and alcohol groups, self help groups and employment services.

Table L.5 Types of services provided for gambling clients
per cent of agencies

<i>Service</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Other^a</i>	<i>Average</i>
Counselling for gambling dependence	95	100	100	67	93	86	94
Counselling for other co-morbidities	59	57	13	50	13	57	44
Legal advice	23	17	0	0	7	14	14
Financial counselling	50	65	75	17	87	43	60
Family counselling	82	91	63	67	73	71	79
Relationship counselling	77	87	100	67	87	71	83
Referral to other agencies/professionals	86	100	88	67	87	71	88
Emergency help (eg necessities, bill payment)	18	35	0	17	47	0	25
Other services	9	30	50	33	20	14	23

^a Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

Table L.6 Referrals of gambling clients by counselling agencies

<i>Type of referral</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Other^a</i>	<i>Total</i>
Psychiatrists/psychologists	71	130	20	1	42	2	266
Other medical	168	162	37	2	88	22	479
Gamblers Anonymous	900	97	74	16	71	0	1158
Another gambling counselling service	52	61	5	6	54	29	207
Legal aid	47	140	21	1	52	13	274
Service offering financial/material aid	176	358	12	19	133	35	733
Other referral	195	282	2	0	3	0	482
Total	1609	1230	171	45	443	101	3599

Totals may not add due to rounding. ^a Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

Number of clients

The survey included several questions about the number of clients counselled. Table L.7 gives responses to questions about:

- the number of problem gamblers counselled in the last seven days;
- caseload 12 months before the survey;
- the number of new clients seeking help in the 12 months preceding the survey;
- caseload at the time of the survey; and
- total number of problem gamblers counselled in the last 12 months.

Caseloads increased over the year in all states, except Western Australia and the Northern Territory, the overall increase over the year being around 33 per cent. Of the total of 9606 individual gambling clients counselled in the 12 months preceding the survey, around 70 per cent were new clients,

Table L.7 Problem gambling clients counselled

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Other^a</i>	<i>Total</i>
Number counselled in last seven days							
metropolitan	195	269	65	15	112	43	699
non-metropolitan	95	119	61	0	60	15	350
Total	290	388	126	15	172	58	1049
Caseload 12 months ago (number)							
metropolitan	367	354	90	41	185	62	1099
non-metropolitan	108	86	104	7	113	25	443
Total	475	440	194	48	298	87	1542
Number of new clients in the last 12 months							
metropolitan	1399	1321	270	174	1184	429	4777
non-metropolitan	827	542	291	6	276	80	2022
Total	2226	1863	561	180	1460	509	6799
Current caseload (number)							
metropolitan	425	457	145	31	207	68	1333
non-metropolitan	328	116	126	4	117	35	726
Total	753	573	271	35	324	103	2059
Number of clients counselled in last 12 months							
metropolitan	2487	1756	626	174	1620	496	7159
non-metropolitan	961	685	343	6	332	120	2447
Total	3448	2441	969	180	1952	616	9606

^a Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

Counselling services also provide help to those who are affected by someone else's gambling (table L.8). The total number counselled in the 12 months preceding the survey represented about 21 per cent of the total number of clients with gambling related problems counselled in the last 12 months.

Table L.8 Clients affected by someone else's gambling

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Other^a</i>	<i>Total</i>
Number currently being helped							
metropolitan	59	63	47	5	39	16	229
non-metropolitan	52	36	25	3	29	15	160
Total	111	99	72	8	68	31	389
Number helped in the last 12 months							
metropolitan	203	235	197	30	506	116	1287
non-metropolitan	281	206	109	2	75	40	713
Total	484	441	306	32	581	156	2000

^a Tasmania, ACT and Northern Territory. ^{na} Not applicable.

Source: PC Survey of Counselling Services.

Waiting list

People seeking help for problems caused by gambling may not always be able to see a counsellor immediately they have decided to seek help (table L.9). Overall, more than one third of agencies indicated they had a waiting list, but in metropolitan New South Wales nearly two-thirds of agencies had a waiting list.

Table L.9 Waiting lists

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Other^a</i>	<i>Average</i>
Agencies who indicated they had a waiting list (per cent)							
metropolitan	64	44	33	50	38	17	43
non-metropolitan	36	0	40	0	50	0	28
Total	50	30	38	17	44	14	37

Totals may not add due to rounding. ^a Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

Characteristics of gambling clients

Overall, gambling clients are more likely to be male than female (table L.10), and the majority are of anglo-celtic origin (table L.11). Electronic gaming machines were the primary source of gambling problems (table L.12) and more than half of problem gambling clients initiated their own counselling or were referred by family or friends (table L.13). Others referring problem gamblers to counselling agencies included general practitioners, corrective services, probation officers and the courts.

Table L.10 Gender of gambling clients^a
per cent

	NSW	Vic	Qld	WA	SA	Other ^b	Average
Metropolitan							
male	65	50	48	70	42	59	54
female	35	50	52	30	58	41	46
Non-Metropolitan							
male	53	39	55	58	41	52	48
female	47	61	45	42	59	48	52
Total							
male	62	47	50	70	42	58	52
female	38	53	50	30	58	42	48

^a Weighted by the number of clients counselled over the 12 months preceding the survey. ^b Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

Table L.11 Ethnicity of gambling clients^a
per cent

	NSW	Vic	Qld	WA	SA	Other ^b	Average
Anglo-celtic	77	79	82	69	81	79	77
Asian	7	4	6	10	11	8	7
Non-asian non-english speaking	12	15	9	19	4	3	11
Aboriginal/Torres Strait Islander	2	1	2	2	3	5	2
Other	3	1	1	0	1	2	2
Total	100	100	100	100	100	100	100

Totals may not add due to rounding. ^a Weighted by the number of clients counselled over the 12 months preceding the survey. ^b Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

Table L.12 Source of gambling problem^a

per cent

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Other^b</i>	<i>Average</i>
Electronic gaming machines	72	81	48	20	74	68	71
Racing	11	8	18	30	13	12	12
Casino table games	7	3	15	30	7	9	7
Lottery games	1	0	4	9	3	1	2
Other gambling	1	1	1	2	1	2	1
Mixture of gambling forms	9	7	13	10	2	9	7
Total	100	100	100	100	100	100	100

Totals may not add due to rounding. ^a Weighted by the number of clients counselled over the 12 months preceding the survey. ^b Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

Table L.13 Source of referral for gambling clients^a

per cent

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Other^b</i>	<i>Average</i>
Self initiated	31	27	50	79	20	19	30
Family or friends	26	8	27	5	31	12	22
G-Line	15	54	3	5	7	14	21
Another agency or referral service	15	6	14	7	33	47	18
Other	14	5	6	5	9	7	9
Total	100	100	100	100	100	100	100

Totals may not add due to rounding. ^a Weighted by the number of clients counselled over the 12 months preceding the survey. ^b Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

Undisclosed problem gamblers

Some problem gamblers seeking help from counselling services may not disclose gambling as the source of their problems. The survey therefore asked agencies whether they provided help for people with problems other than those associated with gambling, and if so, how many clients presented with problems they suspected to be due to gambling. Forty-five agencies, including some which specialise in helping gamblers, said they provide services for people with problems other than those related to gambling (table L.14).

Thirty-five agencies said they didn't know how many hidden problem gamblers they helped. The ten agencies which provided an estimate said they might have helped a total of 156 undisclosed gamblers. The total number of people suspected of seeking

counselling because of someone else's gambling was 249. Asked what might lead them to believe a client's problems were due to gambling, agencies said that it might be a client's unwillingness to explain how financial difficulties had come about, or an apparent lack of honesty in explaining financial difficulties. Other indicators were hints, gossip, or choice of entertainment location.

Table L.14 Agencies providing services for people with problems other than those associated with gambling

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Other^a</i>	<i>Total</i>
Number of agencies							
metropolitan	5	6	1	2	6	5	25
non-metropolitan	8	5	0	4	2	1	20
Total	13	11	1	6	8	6	45
Proportion of agencies							
metropolitan	45	38	33	100	75	83	54
non-metropolitan	72	71	0	100	25	100	56
Total	59	48	13	100	50	86	55

^a Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

Staff helping those affected by gambling

The Commission was interested in gathering information on the number and characteristics of staff helping problem gamblers. The number of full time and part time paid staff available to counsel problem gamblers are shown in table L.15. As not all staff spend all their time counselling problem gamblers, the proportion of time staff spend with problem gamblers is shown in table L.16, while the full time equivalent of paid staff providing help to problem gamblers is shown in table L.17.

Table L.15 **Paid staff^a**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Other^b</i>	<i>Total</i>
Number of full time staff							
metropolitan	22	7	2	0	7	4	42
non-metropolitan	13	5	4	13	2	1	38
Total	35	12	6	13	9	5	80
Number of full time staff per agency							
metropolitan	2.0	0.4	0.7	0.0	0.9	0.7	0.9
non-metropolitan	1.2	0.7	0.8	6.5	0.3	1.0	1.1
Total	1.6	0.5	0.8	3.3	0.6	0.7	1.0
Number of part time staff							
metropolitan	18	30	8	3	17	16	92
non-metropolitan	15	15	7	5	10	4	56
Total	33	45	15	8	27	20	148
Number of part time staff per agency							
metropolitan	1.6	1.9	2.7	1.5	2.1	2.7	2.0
non-metropolitan	1.4	2.1	1.4	2.5	1.3	4.0	1.7
Total	1.5	2.0	1.9	2.0	1.7	2.9	1.9

^a Includes staff who also counsel clients for other than gambling related problems. ^b Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

Table L.16 **Proportion of time staff spend with gambling clients^a**
per cent

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Other^b</i>	<i>Average</i>
More than 75% of their time	40	83	83	0	40	17	43
Between 50% and 75% of their time	7	17	0	17	20	0	9
Between 25% and 50% of their time	13	0	17	0	40	33	16
Less than 25% of their time	40	0	0	83	0	50	32
Total	100	100	100	100	100	100	100

Totals may not add due to rounding. ^a Unweighted data. ^b Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

Table L.17 **Full time equivalent paid staff**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Other^a</i>	<i>Total</i>
Number of full time equivalent staff							
metropolitan	27.8	22.9	5.8	0.8	11.7	5.7	74.6
non-metropolitan	14.4	13.0	6.4	3.0	5.6	1.8	44.1
Total	42.2	35.9	12.2	3.8	17.3	7.5	118.7
Number of full time equivalent staff per agency							
metropolitan	2.8	1.4	1.9	0.4	1.5	0.9	1.7
non-metropolitan	1.3	1.9	1.3	3.0	0.7	1.8	1.3
Total	2.0	1.6	1.5	1.3	1.1	1.1	1.5
Caseload per full time equivalent staff^b							
metropolitan	17	22	45	41	29	16	23
non-metropolitan	26	14	20	na	21	19	20
Total	20	19	32	41	26	17	22

^a Tasmania, ACT and Northern Territory. ^b Weighted by current caseload. **na** Not applicable.

Source: PC Survey of Counselling Services.

More than 70 per cent of agencies required counsellors to have some form of accreditation and nearly 90 per cent required educational qualifications (table L.18). The most common forms of accreditation were training courses either in-house or courses offered by other agencies and membership or registration with professional bodies in financial counselling or psychology. The qualifications required were usually relevant tertiary qualifications in psychology or social work. Some agencies only required counsellors to attend a relevant training course or have on the job experience in addictions counselling.

Table L.18 **Counsellor accreditation and educational qualifications**
per cent

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Other^a</i>	<i>Average</i>
Agencies requiring accreditation (per cent)							
metropolitan	45	81	100	100	88	67	74
non-metropolitan	73	29	80	75	75	100	67
Total	59	65	88	83	81	71	71
Agencies requiring educational qualifications (per cent)							
metropolitan	73	100	100	100	75	83	87
non-metropolitan	91	100	100	75	88	100	92
Total	82	100	100	83	81	86	89

^a Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

Counselling methods and outcomes

There are a number of ways in which agencies assess clients (table L.19). A number of agencies said they found both the South Oaks Gambling Screen (SOGS) and DSM-IV very useful as gamblers can relate to the questions and it gives them a measure of the severity of their gambling problems. 'Other formal diagnostics' used include the Marks Parkin general health questionnaire, the Beck depression index and a number of personality questionnaires. Some agencies use their own in-take forms.

Table L.19 Client assessment
per cent

<i>Assessment tools</i>	<i>Never</i>	<i>Rarely</i>	<i>Some- times</i>	<i>Often</i>	<i>Always</i>	<i>Don't Know</i>	<i>Total</i>
South Oaks Gambling Screen	35	8	18	18	17	4	100
DSM IV	21	14	16	12	35	3	100
G-Map assessment guide	68	10	14	4	0	4	100
Addiction Severity Index	79	13	3	1	0	4	100
GA 20 questions	55	20	17	4	3	3	100
Taylor-Johnson temperament analysis	91	3	3	0	0	4	100
Relationship questionnaire	61	5	17	8	6	3	100
Other formal diagnostics	45	3	18	20	13	1	100

Totals may not add due to rounding. ^a Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

Agencies use a variety of approaches to help people with gambling problems (table L.20). Nearly half use methods or approaches other than those listed, including transactional analysis and narrative therapy. One agency said it uses hypnosis. The great majority of problem gamblers attend more than one counselling session, with more than half attending five or more (table L.21). Sixty three per cent of agencies said that the average length of a counselling session is an hour. Nearly one-fifth said the average length is between half an hour and one hour. Only 2 per cent of agencies said that counselling sessions can last 2 hours or more.

Table L.20 Approaches used to help clients

<i>Methods/techniques</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Other^a</i>	<i>Total</i>
Number of agencies							
Assessment/Referral	18	21	5	5	16	6	71
Supportive counselling	20	23	8	4	15	6	76
Cognitive approaches	19	23	8	4	13	6	73
Systemic therapies	13	16	6	2	11	5	53
Psychodynamic therapies	6	12	4	0	6	2	30
Other methods or approaches	7	13	2	3	12	2	39
Proportion of agencies							
Assessment/Referral	82	91	63	83	100	86	87
Supportive counselling	91	100	100	67	94	86	93
Cognitive approaches	86	100	100	67	81	86	89
Systemic therapies	59	70	75	33	69	71	65
Psychodynamic therapies	27	52	50	0	38	29	37
Other methods or approaches	32	57	25	50	75	29	48

Totals may not add due to rounding. ^a Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

Table L.21 Number of counselling sessions^a
per cent

<i>Number of sessions</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Other^b</i>	<i>Average</i>
Only 1 session	14	19	16	21	9	25	15
2 sessions	9	8	16	19	8	10	10
3-4 sessions	12	28	29	51	13	12	19
5-6 sessions	42	11	19	4	18	9	25
7-10 sessions	10	13	12	3	27	19	14
11-15 sessions	7	9	4	2	18	13	9
16 or more sessions	6	12	2	1	6	12	7
Total	100	100	100	100	100	100	100

Totals may not add due to rounding. ^a Weighted by the number of clients counselled over the 12 months preceding the survey ^b Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

The majority of agencies said they assess the outcome of counselling (table L.22). More than half said they assess the outcome of counselling immediately after the completion of treatment and/or after some months (table L.23). Slightly less than a third of agencies do multiple follow-ups. Assessment often takes the form of a detailed interview or a questionnaire.

Table L.22 **Agencies assessing outcomes**

	NSW	Vic	Qld	WA	SA	Other ^a	Total
Number of agencies who assess outcomes							
metropolitan	8	6	3	2	7	3	29
non-metropolitan	9	5	5	4	5	1	29
Total	17	11	8	6	12	4	58
Proportion of agencies who assess outcomes							
metropolitan	73	38	100	100	88	50	63
non-metropolitan	82	71	100	100	63	100	81
Total	77	48	100	100	75	57	71

Totals may not add due to rounding. ^a Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

Table L.23 **When is the outcome assessed?**

	NSW	Vic	Qld	WA	SA	Other ^a	Total
Immediate assessment (number)							
metropolitan	7	11	0	1	5	4	28
non-metropolitan	7	5	3	2	8	1	26
Total	14	16	3	3	13	5	54
Immediate assessment (per cent)							
metropolitan	64	69	0	50	63	67	61
non-metropolitan	64	71	60	50	100	100	72
Total	64	70	38	50	81	71	66
Assessment after a period of time (number)							
metropolitan	5	12	3	1	5	1	27
non-metropolitan	7	1	4	2	1	1	16
Total	12	13	7	3	6	2	43
Assessment after a period of time (per cent)							
metropolitan	45	75	100	50	63	17	59
non-metropolitan	64	14	80	50	13	100	44
Total	55	57	88	50	38	29	52

Totals may not add due to rounding. ^a Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

A satisfactory outcome — defined as one where gambling is no longer a source of significant problems — is thought to be achieved by more than half of all clients counselled (table L.24). Around 40 per cent of agencies reported that they did not know how many clients end counselling with unresolved problems. The responses given by those agencies who did provide an estimate are shown in table L.24.

Table L.24 Gambling clients ending counselling^a
per cent

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Other^b</i>	<i>Average</i>
Proportion of clients ending counselling with satisfactory outcome							
metropolitan	67	50	40	40	36	48	55
non-metropolitan	54	63	42	100	72	50	59
Total	63	54	41	42	52	49	57
Proportion of clients ending counselling with unresolved problems							
metropolitan	18	17	29	35	17	27	19
non-metropolitan	16	36	38	na	13	25	24
Total	17	20	33	35	16	26	21

^a Weighted by the number of clients counselled over the 12 months preceding the survey. ^b Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

Expenditure on services for people with gambling problems

Agencies were asked about their expenditure on services for problem gamblers and the sources of funding for their operations (tables L.25 and L.26 respectively). The great majority of agencies provided this information for the 1997-98 financial year. While total expenditure should logically be equal to total funding, this is not so for the information presented as some agencies provided data for expenditure and not for funding and others did vice versa.

Table L.25 The cost of providing gambling services, 1997-98
\$'000

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Other^a</i>	<i>Total^b</i>
Cost of providing gambling services							
Wage costs of direct service staff	334	1182	517	60	454	273	2820
Other wage costs	52	227	91	30	96	31	527
Material aid/Financial help	7	1	0	0	29	3	40
Overheads for gambling services	102	323	209	20	93	104	850
Other services	94	110	87	1	37	13	343
Total^b	936	2254	904	111	709	424	5337

^a Tasmania, ACT and Northern Territory. ^b Totals may not add due to rounding, and because a number of agencies provide data on total expenditure but not for individual categories. ^{na} Not available.

Source: PC Survey of Counselling Services.

Table L.26 **Source of funding, 1997-98**

	NSW	Vic	Qld	WA	SA	Other ^a	Total
Source of funding (\$'000)							
State Government	718	1717	909	110	680	422	4556
The gambling industry	41	0	0	0	0	3	44
Clients	8	0	0	0	0	0	8
Agency's own funds	173	3	3	1	9	2	191
Other	17	4	0	0	0	0	21
Total	957	1724	912	111	689	427	4820
Proportion of funding from each source (%)							
State Government	75	99	99	99	99	99	96
The gambling industry	4	0	0	0	0	<1	1
Clients	<1	0	0	0	0	0	<1
Agency's own funds	18	<1	<1	<1	1	<1	4
Other	2	<1	<1	0	0	0	<1
Total	100	100	100	100	100	100	100

Totals may not add due to rounding. ^a Tasmania, ACT and Northern Territory.

Source: PC Survey of Counselling Services.

Volunteer and in-kind contributions to gambling service

Twelve agencies only, or 15 per cent of those surveyed, reported they had unpaid volunteers providing direct help to gambling clients. The total number of unpaid direct service volunteers was 38, but only two agencies said that their volunteers made up to one full time equivalent (FTE).

Ten agencies or 12 per cent said they had unpaid volunteer back-up staff. Total volunteer back-up staff was 40 but only 3 agencies reported that their back-up staff made up to one FTE.

Nine agencies said they met some of the costs of providing services for problem gamblers from in-kind contributions by other people or organisations. Seven of these were in metropolitan areas, six in New South Wales. Only four agencies provided an estimate of the value of in-kind contributions, the total being \$59 000 with one agency in New South Wales reporting to have received \$30 000.

General comments

The survey asked agencies if they had any comments on any constraints which may be affecting the effectiveness of existing services for gamblers. The great majority of agencies which commented were concerned about what they saw as inadequate funding, inadequate training programs, and ineffective models of treatment.

More specifically, agencies said funding was insufficient for counsellors to be paid adequate salaries; one agency said its counsellors had to provide and pay for the mobile telephones which enabled clients to contact them as required. Another agency said it had to turn away at least 20 people per month for lack of funding. The uncertainty about the continuation of funding also caused problems, in particular for planning. Some agencies said they were forced to charge clients a fee which often they could not afford.

With regard to training, agencies said there were long waiting lists for the few training courses offered, and those which are offered are usually held in capital cities involving lengthy travel and high costs.

Some agencies commented on the need for more research and statistical information. In particular they said better treatment models need to be developed. Some also said there was no funding for adequate record keeping.

L.5 Agencies participating in the survey

New South Wales

Alcohol and Other Drug Services (Moree Hospital)
Centacare (Blacktown)
Central Coast Problem Gambling Service (Woy woy)
Family Support Services (Cessnock)
Creditworthy (Wollongong City Mission)
Cumberland Hospital
Ethnic Chinese Mission Inc (Revesby)
Freeman House (Society of St Vincent de Paul, Armidale)
Gambling Counselling & Support Service (West Ryde)
GAME (Society of St Vincent de Paul, East Sydney)
Integral Psychology Services (Lismore)
Lifeline (Coffs Harbour)
Lifeline Northern Rivers (Lismore)
Liverpool Hospital
Maryfield Day Recovery Centre (Campbelltown)
Newcastle City Mission
Northern Rivers Gambling Service (Bangalow)
NSW Indo-China Chinese Association (Canley Vale)
Relationships Australia, Wollongong
South Pacific Private Hospital (Harbord)
Sydney City Mission
Wesley Gambling Counselling Services (Chippendale)

Victoria

Western Region Alcohol & Drug Centre (Warrnambool)
Anglicare Victoria – Gippsland (Morwell)
Banyule Community Health Service (West Heidelberg)
Bethany Family Support (North Geelong)
Berwickwide Community Health Service
Colac Community Health Service
Cranbourne Community Health Centre
Dandenong Community Health Centre
Dandenong Migrant Resource Centre
East Bentleigh Community Health Centre
Frankston Community Health Centre
Good Shepherd Youth & Family Services (Hastings)
Mallee Family Care (Mildura)
Pakenham Community Health Service
Peninsula Youth & Family Services (Rosebud)
Relationships Australia Victoria Inc (Ballarat Centre)
Salvation Army (Melbourne CBD)
South Port Support Services (South Melbourne)
South Western Community Centre (Warrnambool)
Springvale Community Aid & Advice Bureau
Springvale Community Health Centre
St Kilda Migrant Resource Centre
Victorian Relief Committee (West Melbourne)

Queensland

Centacare Catholic Family Services (Townsville)
Lifeline (Bungalow)
Relationships Australia (Gold Coast)
Relationships Australia (Mackay)
Relationships Australia (Logan)
Relationships Australia (Rockhampton)
Relationships Australia (Spring Hill)
Relationships Australia (Strathpine, Sunshine Coast)

South Australia

Adelaide Central Mission
Anglicare ('Old Rectory', Salisbury)
Break Even Gambling Service (Mt Gambier)
Cambodian Australian Association (Angle Park)

Centacare (Whyalla)
Centre for Anxiety & Related Disorders (Bedford Park)
Overseas Chinese Association (Findon)
Port Augusta Family Centre
Port Pirie Central Mission
Relationships Australia (Metropolitan)
Relationships Australia (Rural)
Roxby Downs Medical Centre
Salvation Army (Woodville)
Wesley United Mission (Bowden)
West Coast Youth Services (Pt Lincoln)
Woomera Hospital

Western Australia

Break Even Centacare (Perth)
Centacare (Broome)
Centacare Family Services (Geraldton)
Goldfields Centacare (Kalgoorlie)
Kinway (Kununurra)
Mainchance (Subiaco East)

Tasmania

Anglicare (Hobart)
Relationships Australia (Hobart)
Relationships Australia (Launceston)

Northern Territory

Amity Community Services (Darwin)
Anglicare, Topend (Winnellie)
Centacare (Darwin)

ACT

Lifeline, Gambling and Financial Counselling Service (Canberra)

L.6 The questionnaire

Gambling Inquiry

SURVEY OF COUNSELLING SERVICES 1997-98

← Please complete this
form for the agency
or person named on
this label

Purpose of collection

Your assistance is being sought by the Commonwealth Government and the Productivity Commission in a survey into Australia's gambling industries. The *Survey of Counselling Services* will frame findings about the social impacts of problem gambling and the services which try to deal with them. The terms of reference ask the Commission to examine and report on, among other things, the social impacts of gambling, the incidence of gambling abuse and the cost and nature of welfare support services of government and non-government organisations.

Confidentiality

Your responses will be confidential. Data will be published at an aggregate level only, with no disclosure of data from individual surveys. All participating agencies will receive a copy of the published report.

Due Date

Please complete the survey by

Help Available

If you have problems in completing the form, or feel you may have difficulties meeting the due date, please contact Robert Wells (02 6240 3266) or contact us by Fax (02 6240 3311) or Email (rwells@pc.gov.au).

Completed Survey Form

Please either fax back your answers or send the completed survey forms in the enclosed pre-paid envelope to Robert Wells, Productivity Commission, PO Box 80, Belconnen ACT 2616.

Person at the counselling agency we should contact if any queries arise regarding this form.

Name		Date	/ /
Telephone number	()		
Facsimile number	()		

Please read this first

Expenditure information is requested for 1997-98, while other questions specify the relevant data period. If your agency collects information over a different reporting period (eg on a calendar year basis, or for a period shorter than 12 months because the agency is new), please indicate the period used in the relevant questions.

The survey should take about 30 minutes to an hour to complete. It should be filled in by the person with the best overall knowledge of the operation of gambling services in your agency.

If you are a private consultant who undertakes counselling work for a number of other organisations (eg as a consulting specialist for a public hospital or other agencies) please group *all* the counselling work you do in the one set of answers.

Where there are multiple choice boxes, please tick ☒ the appropriate box clearly.

Where numbers are requested, estimates are acceptable.

Please report all monetary amounts in dollars.

Part A — Nature of the agency

A1 Does your agency/branch specialise in the provision of services for people experiencing problems with gambling?

A specialist agency/branch is one where the main purpose is helping people experiencing problems with gambling. The agency, or its relevant branch, is the one listed on the front page

tick one box

No ☐

Yes ☐

A2 What year did your agency/branch commence providing services for people experiencing problems with gambling?

19

A3 What services does your agency provide for people experiencing problems with their gambling?

Tick appropriate boxes

Counselling for gambling dependence ☐
 Counselling for other co-morbidities (alcohol/drugs) ☐
 Legal advice ☐
 Financial counselling ☐
 Family counselling ☐
 Relationships counselling ☐
 Referral to other agencies/professionals ☐
 Emergency help such as provision of necessities and payment of client's bills ☐
 Other (please specify below) ☐

A4 Over the last 12 months, how many referrals of gambling clients have you made to each of the following?

Include referral of gambling clients for problems such as poverty, depression, substance abuse, gambling therapies not offered here etc.

Exclude family members of gamblers needing support.

Number of referrals

Psychiatrists/psychologists?
 Other medical
 Gamblers Anonymous
 Another gambling counselling service
 Legal Aid
 Service offering financial/material aid
 Other (please specify below)?
 Total number of referrals

CONFIDENTIAL

2

**Part B — Number of clients with
DISCLOSED gambling problems**

For parts B, C and F we make the distinction between gamblers who have *disclosed* their problems and those whose problems are *undisclosed* or hidden.

We would like to know how many people who DISCLOSED gambling problems sought counselling or other help from your agency for these problems. Include only gamblers receiving counselling or other help for their gambling problems. *Exclude* family members needing support.

- B1** How many people with gambling problems were helped by your agency in the last 7 days?

place an entry in one box

Estimated number OR Don't know

- B2** What is your current agency caseload of clients with gambling problems?

Your caseload is the number of people with gambling problems who are currently receiving counselling by your agency/branch.

place an entry in one box

Estimated number OR Don't know

- B3** What was your agency caseload of clients with gambling problems 12 months ago? (or indicate an alternative point in time if you do not have data on this basis)?

place an entry in one box

Estimated number OR Don't know

Point in time if not
12 months ago

- B4** How many individual clients has your agency counselled in the last 12 months? (or indicate an alternative period if you do not have data on this basis)

Note this will generally be larger than your current caseload because of completions and drop-outs during the year

place an entry in one box

Estimated number OR Don't know

Period if not in the
last 12 months

- B5** How many *new* clients have sought help for gambling problems in the last 12 months (or indicate an alternative period if you do not have information on this basis)?

A new client is one which your agency has *never* helped before.

place an entry in one box

Estimated number OR Don't know

Period if not in the
last 12 months

- B6** How many clients left your agency with unresolved problems with their gambling in the last 12 months (or indicate an alternative period if you do not have information on this basis)?

place an entry in one box

Estimated number OR Don't know

Period if not in the
last 12 months

- B7** Is there a waiting list for clients with gambling problems seeking counselling by your agency?

tick one box

No ☐

Yes ☐ → The usual waiting time is: days

Part C – Characteristics of disclosed gambling clients

Base your estimates on clients helped in the last 12 months. *Exclude* people affected by someone else's gambling.

C1 What percentage of people receiving help from your agency/branch for their gambling problems are:

	%
Anglo-Celtic	<input type="text"/>
Asian	<input type="text"/>
Non-Asian non-English speaking background	<input type="text"/>
Aboriginal /Torres Strait Islander	<input type="text"/>
Other	<input type="text"/>
Total	100%

C2 What percentage of people receiving help from you for their gambling problems are:

	%
Female	<input type="text"/>
Male	<input type="text"/>
Total	100%

C3 We are interested in the forms of gambling that cause most problems for people. Estimate the percentage of people with gambling problems helped by you who developed their problems mainly from:

	%
Electronic gaming machines?	<input type="text"/>
Racing?	<input type="text"/>
Casino table games?	<input type="text"/>
Lottery games?	<input type="text"/>
Some other gambling?	<input type="text"/>
A mixture of gambling forms?	<input type="text"/>
Total	100%

C4 We would like to know the *source of referral* for people receiving services from your agency for their gambling problems. Estimate the percentage who were referred by:

	%
Themselves (self-initiated)?	<input type="text"/>
Family or friends?	<input type="text"/>
G-line?	<input type="text"/>
Another agency or referral service?	<input type="text"/>
Other (please specify below)?	<input type="text"/>
Total	100%

Part D — Number of clients affected by someone else's gambling

D1 How many such people

	number
is your agency currently helping?	<input type="text"/>
has your agency helped in the last 12 months?	<input type="text"/>

Part E — Scope of agency's services

E1 Does your service provide help for people with problems other than those associated with gambling?

For example, provision of food , clothing or shelter to the disadvantaged, and drug and alcohol counselling. Answer only for the branch or agency listed on the front page.

tick one box
 No ☐ → Go to Part G
 Yes ☐

CONFIDENTIAL

4

Part F — 'HIDDEN' problem gamblers

- F1** Estimate how many clients over the last 12 months have presented to your agency with problems you **SUSPECTED** to be due to gambling, but who did not disclose they had any gambling problems?

Such a judgment might be based on personal knowledge of a client, information from others and the nature of their problems. This may indirectly suggest that a client has problems with gambling, even though they do not acknowledge this.

Include gamblers and those affected by gamblers.

place an entry in one box on each line

Suspected number of people presenting who are *problem gamblers* **OR** Don't know

Suspected number of people presenting who are *affected* by problem gamblers **OR** Don't know

Period if not in the last 12 months

- F2** If you reported any hidden problem gamblers above, how were you generally able to tell?

.....

.....

Part G — Staff helping gamblers

- G1** How many *direct service* staff does your agency employ who help clients with gambling problems?

Please *include*:

- staff providing personal, financial, relationship, family, legal and other aid to people with gambling problems. Also include aid provided to people affected by someone else's gambling.

- full and part time staff

Please *exclude*:

- unpaid staff

Number of staff

Full time *Part time*

Staff providing help to gamblers

- G2** What is the number of *full time equivalent* paid staff in this agency who provide help to people experiencing gambling problems?

A full time equivalent (FTE) is the number of people who work the equivalent of around 35 hours a week. For example, say that Antonia works for 15 hours a week on problem gambling issues, Ellen for 5 hours and Paul for 3 hours, then the number of FTE staff providing direct assistance to gamblers is equal to 23/35 or about 0.7. Similarly, if you had 10 staff, each working about 7 hours on gambling issues, the number of FTEs would be 2.

It is important to include both direct counselling time spent with gamblers and people affected by someone else's gambling, plus time spent on paperwork or other duties associated with helping gamblers with problems.

Only *paid* staff should be included in this question.

Time spent helping people with problems that are *unrelated* to gambling should be excluded.

FTEs

Direct service staff

- G3** Do your agency's gambling staff work with other clients with problems *unrelated* to gambling?

tick one box

No ☐ → Go to Part H

Yes ☐

- G4** Typically, staff in this agency who help people with gambling problems work with gambling clients for:

Tick one box

more than 75% of their time ☐

between 50% and 75% of their time ☐

between 25% and 50% of their time ☐

less than 25% of their time ☐

CONFIDENTIAL

5

Part H — Counselling methods and outcomes

A major way in which agencies provide help to gamblers is through counselling for gambling dependence. This part looks at just this aspect of your agency's services to gamblers.

H1 Does your agency require counsellors to have accreditation?

tick one box

No

☐

Yes

☐

→ Please specify below

Does your agency require counsellors to have educational qualifications?

tick one box

No

☐

Yes

☐

→ Please specify below

H2 Do you use any of the following in assessing clients?

Tick one box in each row

	Never	Rarely	Sometimes	Often	Always	Don't know
South Oaks Gambling ... Screen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DSM IV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G-Map Assessment Guide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Addiction Severity Index	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GA 20 questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taylor Johnson Temperament Analysis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relationship Questionnaire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other formal diagnostics ... (please specify below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

H3 Which of these diagnostics have been most useful and why?

H4 What are some of the methods, approaches or techniques used by your agency to help people with gambling problems?

Tick appropriate boxes

Assessment / referral

☐

Supportive counselling; allowing clients to ventilate feelings and other general supportive environment.

☐

Cognitive approaches/CBT/RET, analysis of beliefs through pattern restructuring, behavioural advice

☐

Systemic therapies: structural, strategic family therapy, psychodrama

☐

Psychodynamic therapies; use of transference relationship

☐

Other (please specify below)

☐

H5 We are interested in the number of counselling sessions received by different gamblers. Some come for only one or two sessions, others more than 20. Of gamblers who finished using your agency's services in the last 12 months, what percentage received counselling for:

Include only gamblers receiving counselling and not people affected by someone else's gambling.

Share of gambling clients

Only 1 session	<input type="checkbox"/>
2 sessions	<input type="checkbox"/>
3 – 4 sessions	<input type="checkbox"/>
5 – 6 sessions	<input type="checkbox"/>
7 – 10 sessions	<input type="checkbox"/>
11 – 15 sessions	<input type="checkbox"/>
16 or more sessions	<input type="checkbox"/>
All gamblers	100%

H6 What is the average time length of a counselling session?

Average length of session (minutes)

CONFIDENTIAL

6

H7 Does your agency assess the outcomes of your gambling counselling for each client?

tick one box

No ☐ Go to question H8

Yes ☐ See below

If Yes, please describe how

.....

H8 How soon after the completion of counselling do you usually make an assessment of the outcome of counselling for a client?

Tick more than one box if you assess more than once

(a) Immediately ☐

(b) months after the completion of counselling (please specify months) ☐

H9 What percentage of your agency's clients with gambling problems achieve a satisfactory outcome from the counselling provided?

Note: A satisfactory outcome is one where gambling is no longer the source of any significant problems for the client.

Share %

Part I — Expenditure on services for people with gambling problems

I1 How many individual gambling clients did you help during the 1997-98 financial year?

Number

I2 How much did you spend in providing services to people with gambling problems in the 1997-98 financial year (if another time period please specify)?

Include the costs of providing services to clients with confirmed and suspected gambling problems and to people affected by someone else's gambling.

Exclude the costs of providing services to clients with problems unrelated to gambling. Also exclude the value of unpaid counselling by volunteers or in-kind contributions to running costs by other organisations/people (such as free office space). Part J deals with that issue.

Value of spending
(round to the nearest \$ '000)

Wage costs of direct service staff	\$,000
Other wage costs (eg office staff)	\$,000
Material aid/ financial help	\$,000
Overheads for gambling services (eg rent)	\$,000
Other (please specify below)	\$,000
Total costs of gambling services	\$,000
Accounting period if not 1997-98	

I3 What were the sources of funds for the spending indicated in I2?

Value of spending
(round to the nearest \$ '000)

Federal Government	\$,000
State Government	\$,000
Local Government	\$,000
The gambling industry	\$,000
Clients	\$,000
Agency's own funds (eg trading revenue, bequests)	\$,000
Other (please specify)	\$,000
Total (should be equal to I2 total)	\$,000

CONFIDENTIAL

7

Part J — Volunteer and in-kind contributions to gambling services

Sometimes, what is actually *used* to provide services for people with gambling problems is greater than *recorded* expenditure on such services. This is because some counsellors and other workers may be unpaid volunteers. As well, some overheads of running the service may be met by in-kind contributions by other people or organisations (such as donated space in a building).

J1 What is the number, if any, of unpaid volunteers in this agency who provide direct help to people with gambling problems or help with back-up services (such as office work)?

See note on question G2 for the definition of FTEs.

	Number	FTEs
Unpaid direct service staff		
Other unpaid 'back-up' staff		

J2 Are some of the costs of providing services for people with gambling problems met from in-kind contributions by other people or organisations?

tick one box

No ☐ Go to Part K

Yes ☐ → Value in 1997-98 \$,000
(round to the nearest \$'000)

Please describe any major in-kind contributions briefly:

Part K — General comments

K1 Do you have any comments about constraints which may be affecting the effectiveness of existing services for gamblers?

You might comment on the adequacy of existing funding arrangements, coordination of services, the effectiveness of referral services, accreditation and training of counsellors, clinical knowledge about the efficacy of counselling or any other matter you think important. Please also include any policy changes you would like to see.

Please provide an estimate of the time taken to complete this form. Please include the time actually spent reading the instructions, working on the questions and obtaining the information by all persons collecting and providing the information.

hours minutes

Thank you for your help.

CONFIDENTIAL

8