

# Appendices

## Appendix 1 Advertising Material used for Recruitment

**Do you, or someone you know have a problem with gambling?**

**Are you interested in being part of a statewide research project on problem gambling and ways to improve help services for people like yourself?**

If you answered yes to these questions, we would like to hear your stories and opinions. For more information on how to be part of this research, please contact Catherine Palmer or Kristy Dam from New Focus Research on our freecall number 1800 807 535. All information you give us will be treated with the strictest confidence and will be used for research purposes only.



## Appendix 2

# Research Instruments

### Moderator's Guide (Segment C) Providers of Problem Gambling Services

#### Research Objectives

- to investigate the effectiveness of services for problem gamblers in both metro and regional Victoria;
- tracking problem gamblers and their families over a period of 14 months to determine the most effective types of services and interventions provided by problem gambling services;
- as part of this process, we need to get feedback from service providers about their experiences of service delivery, perceptions of what interventions work or don't work—and why;
- research will consist of an initial phase of qualitative research, where opinions, thoughts, perspectives will be gathered first hand, through discussion groups like this. The second stage of research will be a survey that we will administer at a later stage.

#### INTRODUCTION      10 minutes

Thanks for giving up your time today, and your willingness to be involved in this project. I am (INSERT NAME) from New Focus, an independent national market and social research company.

This research is being conducted on behalf of the Gambling Research Panel. We are interested in talking with service providers about their experiences of service delivery, perceptions of what interventions work or don't work. We are also talking to problem gamblers and their families. We are looking for your suggestions for improving problem gambling services in Victoria. This is one of the reasons why sharing your experiences here tonight is important. As well as providing the research team with valuable insight, it will help to make sure that strategies and suggestions that we give to the Gambling Research Panel are the most appropriate ones.

1. If you could just very quickly introduce yourselves, and the organization that you work for, and indicate how long you have been in the 'industry'.

#### Perceptions of problem gambling      15 minutes

If we can start very generally by just gathering your opinions or perceptions about the nature of problem gambling in Victoria.

2. What form of gambling activity would most of the people who come to see you have a problem with (i.e. pokies, horses, something else)?
3. Is it possible to describe or quantify the scale of the problem?
4. In broad terms, what has been the main impacts or effects of gambling on:
  - a. the individuals you see?
  - b. their friends and families?
  - c. the wider community?

5. Have there been any significant changes that have occurred in the pattern of problem gambling (i.e different ethnic groups presenting more, higher spend etc., drain on different resources) over the last 2 years, 5 years, 10 years? What have these been?
6. There seems to be great stigma and shame that surrounds problem gambling – what stereotypes and prejudices exist in terms of community perceptions of problem gambling?
7. Does the ready availability of gambling have any impact on the perceptions of the general community towards problem gamblers?
8. I'm interested to gather your opinions of what constitutes 'problem gambling'. How do you define 'problem gambling'?
9. How useful do you think this definition is?
10. Is there another way of defining the behaviour that your 'problem' clients present with?
11. What kinds of words or language do your clients use to describe their gambling 'problem'?

**Getting and seeking help                      15 minutes**

Moving onto some questions about some of the patterns that bring people to you.

12. How do people hear about you? What are the referral patterns for your organisation? Who are the major agencies that refer people to you?
13. What are the kinds of motivations that bring people to you? What are the crisis triggers?
14. At what point do people say that they have a problem?
15. What are the triggers for transition from someone being a social gambler to being a problem gambler?
16. Do the people who come to you just have a problem with gambling, or do they have problems with other addictions such as alcohol and drugs?
  - a. What do you try to treat first?

**Perceptions of service provision                      30 minutes**

17. In general terms, what do you think are the most effective ways of helping a person with a gambling problem?
18. Again, in general terms, which treatment programs or methods do you think work best? (Prompt: those which aim for abstinence or controlled gambling? Self help treatments? Group therapy? Family therapy? Something else?)
19. And again in general terms, what treatment programs don't work?
20. What services do you provide?
21. Are there some services that you find work better than others?

22. Are there some services or treatment programs that are more effective with certain groups (e.g. women)? What are these and why?
23. Are you aware of any especially effective or promising methods being used:
  - a. in Victoria?
  - b. elsewhere?
24. Do you perceive your services to be adequate/effective?
25. What are the barriers to better service delivery? (funding?)
26. Where are the gaps in service provision?
27. What needs to be done or could be done better? (especially to prevent dropout and relapse?)
28. Are the services integrated enough for a co-ordinated effort and to track problem gamblers? (do you think GPs and other gatekeepers could play a greater role in referral/diagnosis?)
29. Are the community awareness/media campaigns about problem gambling and problem gambling services adequate? Which ones work? Which ones could be done better?
30. Are the research projects being conducted helping you provide better services or are there still gaps in knowledge? What kind of research topic would you suggest to fill this gap?

### **Characteristics**

Talked about gambling activity generally, and the types of services you provide, if we can move on now to talking about the kinds of people who come through your door, and maybe more importantly, those who don't.

31. Is it possible for you to characterise the 'types' of problem gamblers that you work with?
32. Do you have any feeling about which treatments work best for which 'type'?
33. Do you see any indigenous problem gamblers, or those from other ethnic groups?
34. Do you think that these people have special needs in terms of service delivery? What are these?
35. Do you think that these people have equal access to services? Why or why not?
36. Who do you think the non-service users are?
37. Why don't they seek help?
38. What could be done to improve this situation?

**Suggestions for Policy & Strategies for Change**

**10 minutes**

39. What do you think about the gaming policy of the Victorian government?
40. In your opinion, where do the responsibilities of gaming providers lie?
41. What could they do to help prevent gambling becoming a problem?
42. What would you like the outcomes of this research to be?

**Thank participants for their time**

## **Moderator's Guide (Segment A) Problem Gamblers (Clients of Problem Gambling Services)**

### **Research Objectives**

- to investigate the effectiveness of services for problem gamblers in both metro and regional Vic.
- tracking problem gamblers and their families over a period of 14 months to determine the most effective types of services and interventions provided by problem gambling services.
- research will consist of an initial phase of qualitative research, where opinions, thoughts, perspectives will be gathered first hand, through discussion groups like this. The second stage of research will be a survey that we will administer at a later stage.

### **SELF COMPLETION SURVEY      7 mins**

#### **INTRODUCTION      7 mins**

Thanks for giving up your time today, and your willingness to be involved in this project. I am (INSERT NAME) from New Focus, an independent national market and social research company.

This research is being conducted on behalf of the Gambling Research Panel. We are interested to talk with people who feel that they might have a problem with gambling, about the kinds of services that they use – or don't use – in getting help.

The information and opinions you provide will be used for research purposes only, and at all stages your privacy and confidentiality will be respected. You are all using different names here, and you will not be identified by what you say in any way.

These discussion groups are a technique used to find out what people think and feel about certain aspects of their lives. There are no right or wrong answers; we are just interested in your opinions and your experiences. I will be asking you do most of the talking. My job will be more to keep the conversation on track. If someone is talking too much, I'll let them know, and if you are not saying anything, I'll ask you specifically what you think. Often you might find it hard to say what you think straight away. That's OK. You can come back to it later.

The kinds of issues that we will be talking about are to do with your gambling, the impact that it has had on your life, what led you to seek help, whether or not you have found it to be useful, and what suggestions you would make for improving the problem gambling services you have experienced.

This is one of the reasons why sharing your experiences here tonight is important. As well as providing the research team with valuable insight, it will help to make sure that strategies and suggestions we give to the Gambling Research Panel are the most appropriate ones.

I appreciate that some of what we discuss tonight might be hard for some of you to talk about. If the going does get too tough for you, remember that you are free to leave the group at any stage.

The contact details for Break Even have been provided for you, should you wish to talk about your experiences tonight with an independent, sympathetic ear.

*Let's get going – really keen to hear your stories.*

**Overview of gambling activity      10 mins**

1. Could you tell me when and why you first started gambling? (Prompt: did someone introduce them to it? Perception that everybody in Australia gambles? Feeling stressed? Wanted to escape from something?)
  - a. How much did you win or lose
2. Why did you keep on gambling? Were there particular events that triggered you to keep gambling? (Prompt: boredom, liked the buzz, feeling stressed, wanted to escape from something, have to keep chasing losses)
  - a. For those who said to escape from something, ask what they are escaping from.
3. What kinds of things do you gamble on? (Prompt pokies, TAB, races, lotto/Keno, scratchies, cards, bingo)
4. Do you see these things as being games of skill and judgment or luck and chance? What makes you say that?
5. How often would you visit a licensed gaming/gambling venue? (probe the sort of venue – registered club, pub/hotel, TAB or the Crown Entertainment Complex)
  - b. Have you ever tried online or Internet gaming?
6. Do you go by yourself? In a group? With a friend or partner? How long would you spend there (in each sitting)?
7. What are your opinions of gaming venues/operators/ your attitudes towards them?
8. What could they do to help prevent gambling becoming a problem?

**Perceptions of the problem      12 mins**

If we could move on now to some questions about your 'problem' with gambling ...

9. At what point did you realise you had a problem with your gambling? (Prompt when it affected work? Relationships? Something else?)
10. How long had you been gambling before this occurred?
11. Can you think what the trigger was that led to you being more than an 'ordinary' gambler? (Prompt for possible motivation)
12. Are there any specific type(s) of gambling that are a problem for you, or is it just gambling in general (i.e. do you gamble on anything and everything, or are there specific forms of gambling that are more problematic for you)?
13. I'm interested in how you would define problem gambling. What kind of gambling activity would you see to be a problem?
  - a. How frequently would some one need to gamble for it to be a problem?
  - b. How much money would they need to spend for it to be a problem?

- c. What about if it didn't hurt any one else?
14. How does that term/label 'problem gambling' make you feel? Would you prefer to describe your gambling in some other way? What other words would you use to describe your gambling (i.e.harmful, compulsive, addictive, 'at risk')?

**Seeking and getting help 18 mins**

We've talked so far about the kinds of things that you gamble on, and the way in which your gambling might be seen to be a problem – I'd now like to move onto talking about the kind of help that you've sought for your gambling problem.

15. What services are you currently using? (i.e. Break Even, financial counselling, relationship counselling, G.A., something else)?
16. How long have you been in treatment or seeking treatment for?
- a. What kinds of services /treatments/ interventions do they offer?
17. Do you feel that they are effective in meeting your needs? Why? Why not?
18. Have you tried any other services /treatments/ interventions? How did they compare with what you are currently involved with?
19. Is the treatment centre you go to the first place that you tried, or did you contact other organisations first? Which ones were they?
20. What were your reasons for trying different places? (Prompt: not ready for help, treatment program not suited, didn't like 'vibe' of the place)
21. Did any of you try to help yourself using personal or 'non-professional' strategies first?
- a. What were they?
  - b. Over what period of time was this?
  - c. Did you feel that these strategies were successful?
  - d. Can you speak at all about the reasons why they might have failed?
22. How long were you aware of your problem before you sought 'professional' help?
23. What prompted you to seek help? Did you do it of your own accord, or were you encouraged by family /loved ones?
24. What motivates you to stay in treatment?

**Perceptions of Problem Gambling Services 18 mins**

25. In general terms, what do you think are the most effective ways of helping a person with a gambling problem?
26. Again, in general terms, which treatment programs do you think work best? (Prompt: those which aim for abstinence or controlled gambling? Self help treatments? Group therapy? Family therapy? Something else?)

27. To help you beat your problem, what are the things that you need from a gambling service provider?
28. Are there any barriers to meeting these needs/ delivering these services?
29. Do you think that the problem gambling service(s) you are personally using are helping you?
  - a. Are you happy with the amount of contact you get? Access to counsellors?
  - b. Which services or service components do you feel to be most effective?
30. In terms of the problem gambling services you have personally experienced, what do you think needs to be done or could be done better?
31. Are there any other support services you would personally like but can't access or are not available?
32. What suggestions, if any, would you make to improve the quality or usefulness of assistance you are or have been receiving?

**Impact and effects 12 mins**

I'd like to move on to talking about the impact that your gambling has on yourself and those around you.

33. How does your gambling make you feel? When you're doing it? What about after? (Prompt for difference when winning and losing)
34. What kinds of things do you think about when you're gambling?
  - a. What kinds of things do you think about when you're not gambling?
35. What kind of impact has your gambling had on:
  - a. your employment?
  - b. your relationship?
  - c. your friendships?
  - d. your leisure and recreation?
  - e. in what ways?
36. Is your family/partner aware of your problem with gambling? When/how did they become aware of your problem?
37. Are they aware that you are seeing some one to help you 'beat' the problem?
38. Are they seeking support/counselling from any problem gambling or other service?

**Communications and Policy Strategies 6 minutes**

39. Are you aware of/do you recall any community awareness campaigns about problem gambling and where to seek help? Which ones?

40. What messages or strategies need to be promoted to those just starting to gamble or thinking about doing it to help prevent them from becoming problem gamblers?
41. What suggestions or recommendations would you give to Government/policy makers to:
  - a. improve problem gambling services in Victoria?
  - b. reduce the impact of problem gambling on people such as yourselves?
  - c. decrease the number of people becoming problem gamblers?
42. What would you like the outcomes of this research to be?

**Thank participants for their time**



## Interview Guide (Segment A) – Problem Gamblers

Good morning/afternoon/evening, my name is \_\_\_\_\_ from New Focus, a national market and social research organisation.

You have already been in contact with the Project Manger, Catherine Palmer, indicating that you are happy to take part in a telephone interview and I thank you again for your interest.

To refresh your memory, this research is being conducted on behalf of the Gambling Research Panel. We are interested to talk with people who feel that they might have a problem with gambling.

We are interested to find out whether you have used any gambling services, whether or not you have found them to be useful, and what suggestions you would make for improving the problem gambling services you have experienced.

If you choose to participate, the information and opinions you provide will be used only for research purposes. The data is merged so that you cannot be identified in the overall results. The interview will take around 1 hour.

I appreciate that some of what we discuss might be hard for you to talk about. If the going does get too tough for you, remember that you are free to stop the interview at any stage.

Are you happy to continue?

- Yes 1
- No 2 **Thank & Terminate**

### Overview of gambling activity

1. Could you tell me when and why you first started gambling? (Prompt: did someone introduce them to it? Perception that everybody in Australia gambles? Feeling stressed? Wanted to escape from something?)
  - a. How much did you win or lose
2. Why did you keep on gambling? Were there particular events that triggered you to keep gambling? (Prompt: boredom, liked the buzz, feeling stressed, wanted to escape from something, have to keep chasing losses)
3. What kinds of things do you gamble on?

|                                     |    |
|-------------------------------------|----|
| Lotto games Keno, Powerball         | 1  |
| Scratch tickets, Instant Money etc. | 2  |
| Playing cards for money             | 3  |
| Horses                              | 4  |
| Dogs                                | 5  |
| Trots                               | 6  |
| Poker machines at a pub or club     | 7  |
| Poker machines at the Casino        | 8  |
| Casino table games                  | 9  |
| Footy Bet (at TAB)                  | 10 |
| Internet betting                    | 11 |
| Other (please specify)              | 12 |

4. Do you see these things as being games of skill and judgment or luck and chance? What makes you say that?
5. How often would you visit a licensed gaming/gambling venue? (probe the sort of venue – registered club, pub/hotel, TAB or the Crown Entertainment Complex)

|                     |   |
|---------------------|---|
| Daily               | 1 |
| Weekly              | 2 |
| Once a month        | 3 |
| 3 or 4 times a year | 4 |
| Twice a year        | 5 |
| Once a year         | 6 |
| Never               | 9 |
- b. Have you ever tried on-line or Internet gaming?

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |
6. Do you go by yourself? In a group? With a friend or partner? How long would you spend there (in each sitting)?
7. What are your opinions of gaming venues/operators/ your attitudes towards them?
8. What could they do to help prevent gambling becoming a problem?

**Perceptions of the problem**

If we could move on now to some questions about your ‘problem’ with gambling ...

9. At what point did you realise you had a problem with your gambling? (Prompt when it affected work? Relationships? Something else?)
10. How long had you been gambling before this occurred?
11. Can you think what the trigger was that led to you being more than an ‘ordinary’ gambler? (Prompt for possible motivation)
12. Are there any specific type(s) of gambling that are a problem for you, or is it just gambling in general (i.e. do you gamble on anything and everything, or are there specific forms of gambling that are more problematic for you)?
13. I’m interested in how you would define problem gambling ... .What kind of gambling activity would you see to be a problem?
  - a. How frequently would some one need to gamble for it to be a problem?
  - b. How much money would they need to spend for it to be a problem?
  - c. What about if it didn’t hurt any one else?
14. How does that term/label ‘problem gambling’ make you feel? Would you prefer to describe your gambling in some other way? What other words would you use to describe your gambling (i.e.harmful, compulsive, addictive, ‘at risk’)?

### **Seeking and getting help**

We've talked so far about the kinds of things that you gamble on, and the way in which your gambling might be seen to be a problem – I'd now like to move onto talking about the kind of help that you've sought for your gambling problem.

15. What services are you currently using? (i.e. Break Even, financial counselling, relationship counselling, G.A., something else)?
16. How long have you been in treatment or seeking treatment for?
  - a. What kinds of services /treatments/ interventions do they offer?
17. Do you feel that they are effective in meeting your needs? Why? Why not?
18. Have you tried any other services /treatments/ interventions? How did they compare with what you are currently involved with?
19. Is the treatment centre you go to the first place that you tried, or did you contact other organisations first? Which ones were they?
20. What were your reasons for trying different places? (Prompt: not ready for help, treatment program not suited, didn't like 'vibe' of the place)
21. Did any of you try to help yourself using personal or 'non-professional' strategies first?
  - a. What were they?
  - b. Over what period of time was this?
  - c. Did you feel that these strategies were successful?
  - d. Can you speak at all about the reasons why they might have failed?
22. How long were you aware of your problem before you sought 'professional' help?
23. What prompted you to seek help? Did you do it of your own accord, or were you encouraged by family /loved ones?
24. What motivates you to stay in treatment?

### **Perceptions of Problem Gambling Services**

25. In general terms, what do you think are the most effective ways of helping a person with a gambling problem?
26. Again, in general terms, which treatment programs do you think work best? (Prompt: those which aim for abstinence or controlled gambling? Self help treatments? Group therapy? Family therapy? Something else?)
27. To help you beat your problem, what are the things that you need from a gambling service provider?
28. Are there any barriers to meeting these needs/ delivering these services?

29. Do you think that the problem gambling service(s) you are personally using are helping you?
  - a. Are you happy with the amount of contact you get? Access to counsellors?
  - b. Which services or service components do you feel to be most effective?
30. In terms of the problem gambling services you have personally experienced, what do you think needs to be done or could be done better?
31. Are there any other support services you would personally like but can't access or are not available?
32. What suggestions, if any, would you make to improve the quality or usefulness of assistance you are or have been receiving?

### **Impact and effects**

I'd like to move on to talking about the impact that your gambling has on yourself and those around you.

33. How does your gambling make you feel? When you're doing it? What about after? (Prompt for difference when winning and losing)
34. What kinds of things do you think about when you're gambling?
  - a. What kinds of things do you think about when you're not gambling?
35. What kind of impact has your gambling had on:
  - a. your employment?
  - b. your relationship?
  - c. your friendships?
  - d. your leisure and recreation?
36. Is your family/ partner aware of your problem with gambling? When/how did they become aware of your problem?
37. Are they aware that you are seeing some one to help you 'beat' the problem?  
Yes 1  
No 2
38. Are they seeking support / counselling from any problem gambling or other service?  
Yes 1  
No 2

### **Communications and Policy Strategies**

39. Are you aware of/do you recall any community awareness campaigns about problem gambling and where to seek help? Which ones?
40. What messages or strategies need to be promoted to those just starting to gamble or thinking about doing it to help prevent them from becoming problem gamblers?

41. What suggestions or recommendations would you give to Government/policy makers to
- a. improve problem gambling services in Victoria
  - b. reduce the impact of problem gambling on people such as yourselves,
  - c. decrease the number of people becoming problem gamblers?
42. What would you like the outcomes of this research to be?

**Demographics**

43. What country were you born in?
44. If born outside of Australia, how long have you lived in Australia?
45. Which cultural or ethnic group do you identify with?
46. What is your age?
47. Gender? (record)
48. What is your approximate annual income (before tax)?
- |                        |   |
|------------------------|---|
| less than \$20,000     | 1 |
| \$20,001 – \$40,000    | 2 |
| \$40,001 – \$60,000    | 3 |
| \$60,001 – \$80,000    | 4 |
| \$80,001 – \$100,000   | 5 |
| \$1001,000 – \$200,000 | 6 |
| more than \$200,001    | 7 |
49. What is your partner / family member’s approximate annual income (before tax)?
- |                        |   |
|------------------------|---|
| less than \$20,000     | 1 |
| \$20,001 – \$40,000    | 2 |
| \$40,001 – \$60,000    | 3 |
| \$60,001 – \$80,000    | 4 |
| \$80,001 – \$100,000   | 5 |
| \$1001,000 – \$200,000 | 6 |
| more than \$200,000    | 7 |
50. What is your occupation/previous occupation?
51. What is the highest education level you have obtained?
52. What is your current marital status (i.e. single, defacto, married, divorced, widowed?)
53. How many dependent children do you have, and what are their ages?
54. As you know, we are conducting this project over a period of 14 months. Are you happy to be contacted in a few months time for another interview? (the next interview will only take about 10 minutes)
- |     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

Thank you for taking the time to answer these questions. The research is carried out in compliance with the Privacy Act and the information you provided will be used only for research purposes. In case you missed it, my name is \_\_\_\_\_ from New Focus Research and you can contact me on 1800 807 535 if you have any further queries about the research.

As you know, New Focus is a market research company, not a counselling service. So, if you feel you would like to talk to some one who is trained to help you, you can call Gamblers Help on 1800 156 789.

## Interview Guide (Segment B) – Families

Good morning/afternoon/evening, my name is \_\_\_\_\_ from New Focus, a national market and social research organisation.

You have already been in contact with the Project Manger, Catherine Palmer, indicating that you are happy to take part in a telephone interview and I thank you again for your interest.

To refresh your memory, this research is being conducted on behalf of the Gambling Research Panel. We are interested in talking to people who are close to someone that has a problem with gambling. The kinds of issues that we will be talking about are to do with your partner or a family member, and the impact that their gambling has had on your life.

We are interested to find out whether you have used any gambling services, whether or not you have found them to be useful, and what suggestions you would make for improving the problem gambling services you have experienced.

If you choose to participate, the information and opinions you provide will be used only for research purposes. The data is merged so that you cannot be identified in the overall results. The survey will take around 35 minutes.

I appreciate that some of what we discuss might be hard for you to talk about. If the going does get too tough for you, remember that you are free to stop the interview at any stage.

Are you happy to continue?

|     |   |                              |
|-----|---|------------------------------|
| Yes | 1 |                              |
| No  | 2 | <b>Thank &amp; Terminate</b> |

### Overview of Gambling Activity

1. If I can start generally, and just ask you what your relationship is to the person with a gambling problem?

|                    |   |
|--------------------|---|
| Husband or defacto | 1 |
| Wife or defacto    | 2 |
| Brother            | 3 |
| Sister             | 4 |
| Child              | 5 |
| Mother             | 6 |
| Father             | 7 |
| Same sex partner   | 8 |
| Other (specify)    | 9 |

2. Are you a gambler yourself?

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

3. If no, have you ever gambled?

|     |   |             |
|-----|---|-------------|
| Yes | 1 |             |
| No  | 2 | (Go to Q 6) |

4. (Change tense depending on answer above) How often would you/did you gamble/visit a gaming venue?

|                     |   |
|---------------------|---|
| Daily               | 1 |
| Weekly              | 2 |
| Once a month        | 3 |
| 3 or 4 times a year | 4 |
| Twice a year        | 5 |
| Once a year         | 6 |
| Never               | 9 |

5. (Change tense depending on answer above) What kinds of things do/did you gamble on:

|                                     |    |
|-------------------------------------|----|
| Lotto games Keno, Powerball         | 1  |
| Scratch tickets, Instant Money etc. | 2  |
| Playing cards for money             | 3  |
| Horses                              | 4  |
| Dogs                                | 5  |
| Trots                               | 6  |
| Poker machines at a pub or club     | 7  |
| Poker machines at the Casino        | 8  |
| Casino table games                  | 9  |
| Footy Bet (at TAB)                  | 10 |
| Internet betting                    | 11 |
| Other (please specify)              | 12 |

- b. Is this the same activity that your partner or family member gambles on?

|              |   |
|--------------|---|
| Yes          | 1 |
| No (specify) | 2 |

6. How often does your partner or family member gamble?

|                     |   |
|---------------------|---|
| Daily               | 1 |
| Weekly              | 2 |
| Once a month        | 3 |
| 3 or 4 times a year | 4 |
| Twice a year        | 5 |
| Once a year         | 6 |

7. How much in total would they average per month in all their gambling activities?

|                                   |   |
|-----------------------------------|---|
| less than \$50                    | 1 |
| between \$41-\$100                | 2 |
| between \$101 – \$200             | 3 |
| between \$101 – \$200             | 4 |
| between \$201 – \$500             | 5 |
| between \$501 – \$1000            | 6 |
| more than \$1000 (please specify) | 7 |

8. Could you say what percentage of their personal take home income this would represent?

|           |   |
|-----------|---|
| All of it | 1 |
| 10% – 20% | 2 |
| 20% – 40% | 3 |
| 40% – 60% | 4 |
| 60% – 80% | 5 |
| 80% – 99% | 6 |

9. What aspect of your partner/ family member's gambling makes you think that they have a problem?
10. Do you think that your partner or family member's interest in gambling has affected your opinions of gambling? In what ways?

**History and impact**

11. How did you become aware that your partner/relative had a problem with their gambling? (i.e. How did you find out?)
12. How long had it been a problem?
13. How long after the problem became apparent did it take before 'professional' help was sought?

|                                       |    |
|---------------------------------------|----|
| Less than one week                    | 1  |
| Between one week and one month        | 2  |
| Between one and three months          | 3  |
| Between three and six months          | 4  |
| Between six months and one year       | 5  |
| Between one and two years             | 6  |
| Between two and five years            | 7  |
| More than five years (please specify) | 8  |
| Not seeking help                      | 9  |
| Don't know                            | 10 |

14. Can you think of a particular event or situation that may have triggered their gambling problem?

|   |    |
|---|----|
| Experienced relationship issues/breakdown | 1  |
| Faced financial crisis                    | 2  |
| Experienced employment or work issues     | 3  |
| Experienced ill health                    | 4  |
| Death of someone close                    | 5  |
| Onset of mental illness                   | 6  |
| Boredom in retirement                     | 7  |
| Gambling behaviour (ie won big)           | 8  |
| Other (please specify)                    | 9  |
| Don't know                                | 10 |

15. What's it like living with a problem gambler?
16. What impact has the gambling had on your partner/relative's:
  - a. employment?
  - b. relationship with you (ie being a gambling widow)?
  - c. relationship with your children/ siblings/other family members?
  - d. your friendships/their friendships?
  - e. your leisure and recreation/their leisure and recreation?

17. Do you suffer any physical effects as a result of their gambling?

- |                        |   |
|------------------------|---|
| Anxiety                | 1 |
| Restlessness           | 2 |
| Irritability/anger     | 3 |
| Depression             | 4 |
| Weight loss            | 5 |
| High blood pressure    | 6 |
| Insomnia (can't sleep) | 7 |
| Other (specify)        | 8 |

### **Support mechanisms and services**

We've talked generally about your partner or loved one's gambling activity, and the effect that this has on aspects of your life. I'd now like to move onto talking about some of the support services that are available.

In particular, I want to talk about some of the support services that you might have used, as well as those that your partner/relative might have used.

18. Are you currently using a support service? Which one (ie Break Even, financial counselling, relationship counselling, something else)? (go to Q19)

a. If not seeking help ask why? (then go to Q25)

19. How long have you been seeing them for?

- |                                    |   |
|------------------------------------|---|
| Less than one week                 | 1 |
| Between one week and one month     | 2 |
| Between one and three months       | 3 |
| Between three and six months       | 4 |
| Between six months and one year    | 5 |
| Between one and two years          | 6 |
| Between two and five years         | 7 |
| More than 5 years (please specify) | 8 |

20. What prompted you to seek help?

21. Did you try other places before you settled on this one? How many? What kind?

22. Do you feel that they are effective in terms of supporting you and meeting your needs? Why? Why not?

23. Are there other services that would help (e.g. childcare, domestic violence support etc)?

24. Have you tried any other services /treatments/ programs or interventions? How did they compare with what you are currently involved with?

25. Thinking now about your partner/ relative – in general terms, what do you think are the most effective ways of helping a person with a gambling problem?

26. What have you tried to do to help them stop gambling?

27. In your opinion, do you feel that the services that are currently offered in Victoria are helping your partner or relative?

- 28. What needs to be done or could be done better?
- 29. What are some of the barriers to this occurring?

**Strategies & Solutions**

- 30. Are you aware of/do you recall any community awareness campaigns about problem gambling and where to seek help? Which ones?
- 31. What kinds of messages or strategies should be promoted to those just starting to gamble or thinking about doing it to help prevent them from becoming problem gamblers?
- 32. What messages or strategies need to be promoted to families/loved ones to help prevent their loved one from becoming a problem gambler?
- 33. What suggestions or recommendations would you give to policy makers to:
  - a. improve problem gambling services in Victoria
  - b. reduce the impact of problem gambling on people such as yourselves and your loved ones?
  - c. decrease the number of people becoming problem gamblers?
- 34. What would you like the outcomes of this research to be?

**Demographics**

- 35. What country were you born in?
- 36. If born outside of Australia, how long have you lived in Australia?
- 37. Which cultural or ethnic group do you identify with?
- 38. What is your age?
- 39. Gender? (record)
- 40. What is your approximate annual income (before tax)?

|                        |   |
|------------------------|---|
| less than \$20,000     | 1 |
| \$20,001 - \$40,000    | 2 |
| \$40,001 – \$60,000    | 3 |
| \$60,001 – \$80,000    | 4 |
| \$80,001 – \$100,000   | 5 |
| \$1001,000 – \$200,000 | 6 |
| more than \$200,001    | 7 |
- 41. What is your partner / family member's approximate annual income (before tax)?

|                        |   |
|------------------------|---|
| less than \$20,000     | 1 |
| \$20,001 – \$40,000    | 2 |
| \$40,001 – \$60,000    | 3 |
| \$60,001 – \$80,000    | 4 |
| \$80,001 – \$100,000   | 5 |
| \$1001,000 – \$200,000 | 6 |
| more than \$200,000    | 7 |

- 42. What is your occupation/previous occupation?
- 43. What is the highest education level you have obtained?
- 44. What is your current marital status (i.e. single, defacto, married, divorced, widowed?)
- 45. How many dependent children do you have, and what are their ages?
- 46. As you know, we are conducting this project over a period of 14 months. Are you happy to be contacted in a few months time for another interview? (the next interview will only take about 10 minutes)

Yes      1  
No        2

Thank you for taking the time to answer these questions. The research is carried out in compliance with the Privacy Act and the information you provided will be used only for research purposes. In case you missed it, my name is \_\_\_\_\_ from New Focus Research and you can contact me on 1800 807 535 if you have any further queries about the research.

As you know, New Focus is a market research company, not a counselling service. So, if you feel you would like to talk to some one who is trained to help you, you can call Gamblers Help on 1800 156 789.

## Interview Guide (Segment C) Providers of Problem Gambling Services

Good morning/afternoon/evening, my name is \_\_\_\_\_ from New Focus, a national market and social research organisation.

You have already been in contact with the Project Manger, Catherine Palmer, or myself indicating that you are happy to take part in a telephone interview.

To refresh your memory, this research is being conducted on behalf of the Gambling Research Panel. We are interested in talking with service providers about their experiences of service delivery, perceptions of what interventions work or don't work. We are also talking to problem gamblers and their families. We are looking for your suggestions for improving problem gambling services in Victoria.

If you choose to participate, the information and opinions you provide will be used only for research purposes. The data is merged so that you cannot be identified in the overall results. The survey will take around 30–40 minutes.

Are you happy to continue?

|     |   |                              |
|-----|---|------------------------------|
| Yes | 1 |                              |
| No  | 2 | <b>Thank &amp; Terminate</b> |

### Overview of Gambling in Victoria

1. Could you tell me the name of the organisation that you work for and how long you have been in the 'industry'?
2. What form of gambling activity would most of the people who come to see you have a problem with (i.e. pokies, horses, something else)?
3. Is it possible to describe or quantify the scale of the problem?
4. In broad terms, what would be the main impacts or effects of gambling on:
  - a. the individuals you see?
  - b. their friends and families?
  - c. the wider community?
5. Have there been any significant changes in the pattern of problem gambling (i.e. different ethnic groups presenting more, higher spend etc., drain on different resources) over the last (however long they have been in industry for) years? What have these been?
6. There seems to be great stigma and shame that surrounds problem gambling – what stereotypes and prejudices exist in terms of community perceptions of problem gambling?
7. Does the ready availability of gambling have any impact on the perceptions of the general community towards problem gamblers?
8. I'm interested to gather your opinions of what constitutes 'problem gambling'. How do you define 'problem gambling'?

9. How useful do you think this definition is?
10. Is there another way of defining the behaviour that your 'problem' clients present with?
11. What kinds of words or language do your clients use to describe their gambling 'problem'?

**Getting and seeking help**

12. How do people hear about you? What are the referral patterns for your organisation? Who are the major agencies that refer people to you?
13. What are the kinds of motivations that bring people to you? What are the crisis triggers?
14. Do the people who come to you just have a problem with gambling, or do they have problems with other addictions such as alcohol and drugs? (any idea of the proportion?)
  - a. What do you try to treat first?

**Perceptions of service provision**

15. In general terms, what do you think are the most effective ways of helping a person with a gambling problem?
16. Again, in general terms, which treatment programs do you think work best? (Prompt: those which aim for abstinence or controlled gambling? Self help treatments? Group therapy? Family therapy? Something else?)
  - a. Do you know of any specific treatment programs that work? (in Vic or overseas?)
17. And again in general terms, what treatment programs don't work?
18. Are there some services or treatment programs that are more effective with certain groups (e.g. women)? What are these and why?
19. Do you perceive your services to be adequate/effective in meeting the needs of your clients?
20. What are the barriers to effective service delivery? (funding?)
21. Where are the gaps in service provision?
22. What needs to be done or could be done better? (Especially to prevent dropout and relapse?)
23. Are the services integrated enough for a co-ordinated effort to track problem gamblers? (do you think GPs and other gatekeepers could play a better role in referral/diagnosis?)
24. Are the community awareness /media campaigns about problem gambling and problem gambling services adequate? Which ones work? Which ones could be done better?

25. Are the research projects being conducted helping you provide better services or are there still gaps in knowledge? What kind of research topic would you suggest to fill this gap?

**Characteristics**

26. Is it possible for you to characterise the 'types' of problem gamblers that you work with?
27. Do you have any feeling about which treatments work best for which 'type'?
28. Do you see any indigenous problem gamblers, or those from other ethnic groups? (any idea of the proportion?)
29. Do you think that these people have special needs in terms of service delivery? What are these?
30. Do you think that these people have equal access to services? Why or why not?
31. Who do you think the non-service users are?
32. Why don't they seek help?
33. What could be done to improve this situation?

**Suggestions for Policy & Strategies for Change**

34. What do you think about the gaming policy of the Victorian government?
35. In your opinion, where do the responsibilities of gaming providers lie?
36. What could they do to help prevent gambling becoming a problem?
37. What messages or strategies need to be promoted to the early gambler to help prevent them from becoming problem gamblers?
38. What suggestions or recommendations would you give to policy makers to:
- a. improve problem gambling services in Victoria?
  - b. reduce the impact of problem gambling in Victoria?
  - c. reduce the number of people becoming problem gamblers?
39. What would you like the outcomes of this research to be?
40. As you know, we are conducting this project over a period of 14 months. Are you happy to be sent a questionnaire in the post in the next few months? (the questionnaire will only take about 10 minutes to fill in)
- |     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

Thank you for taking the time to answer these questions. The research is carried out in compliance with the Privacy Act and the information you provided will be used only for research purposes. In case you missed it, my name is \_\_\_\_\_ from New Focus Research and you can contact me on 1800 807 535 if you have any further queries about the research.