

Appendix 1

The Questionnaires

Providers of Problem Gambling Services

Self Completion Questionnaire

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

Instructions

- A. Please fill out the survey.
Seal the completed questionnaire in the **postage paid** envelope and mail it so that your questionnaire will reach New Focus by **4th July, 2003**. All questionnaires will go directly back to New Focus Research, an independent research company, and will remain confidential. (New Focus, Unit 2, 28 Lower Portrush Rd, Marden SA 5070).
- B. Should you have any queries about the survey, please contact Alice Hanna or Cheryl Hayes from New Focus on freecall 1800 807 535.

Overview of Gambling

1. What percentage of your clients, would you estimate, present with a problem with:
- | | |
|--|---------|
| EGMs at pub / clubs | _____ % |
| EGMs at Casinos | _____ % |
| TAB/sports wagering | _____ % |
| Other forms of casino gambling (blackjack etc) | _____ % |
| Bingo | _____ % |
| Scratchies / Lotteries | _____ % |
| Internet | _____ % |
2. During your time in the industry, have you noticed any significant changes in the type of clients presenting at your service? (e.g. more males? more females? More Indigenous/CALD clients? more young people?)

Factors contributing to the development of problem gambling

3. What factors do you think play a *major* part in the development of problem gambling in your clients? (*circle as many numbers as apply*)
- | | |
|--|----|
| Boredom/nothing else to do | 1 |
| Gambling was a social activity | 2 |
| Stressed/gambling as way to cope or escape | 3 |
| Death of someone close | 4 |
| Illness in someone close | 5 |
| Own illness of gambler | 6 |
| Financial loss (e.g. loss of job) | 7 |
| Relationship difficulties/ breakdown | 8 |
| Had a big win initially | 9 |
| Other (<i>Please specify</i>) _____ | 10 |
4. How effective do you think any of the following activities would have been in reducing the chance of your clients developing problems with gambling? (*circle as many as apply*)
- | | V. Effect | Effect | Neither | Ineffec . | V. Ineffec. | D/K |
|--|-----------|--------|---------|-----------|-------------|-----|
| a) Part time employment | 5 | 4 | 3 | 2 | 1 | 9 |
| b) Full time employment | 5 | 4 | 3 | 2 | 1 | 9 |
| c) Participation in community activities | 5 | 4 | 3 | 2 | 1 | 9 |
| d) Self development activities | 5 | 4 | 3 | 2 | 1 | 9 |
| e) Hobbies / Interests | 5 | 4 | 3 | 2 | 1 | 9 |
5. How effective do you think any of the following would have been in reducing the chance of your clients developing a problem with gambling? (*circle as many as apply*)
- | | V. Effect | Effect | Neither | Ineffec . | V. Ineffec. | D/K |
|--|-----------|--------|---------|-----------|-------------|-----|
| Talking to a friend/ family/partner | 5 | 4 | 3 | 2 | 1 | 9 |
| Access to stress reduction program/classes | 5 | 4 | 3 | 2 | 1 | 9 |
| Access to self-esteem programs/classes | 5 | 4 | 3 | 2 | 1 | 9 |
| Access to money management program/classes | 5 | 4 | 3 | 2 | 1 | 9 |
| Access to relationship counsellor | 5 | 4 | 3 | 2 | 1 | 9 |
| Access to gambling counsellor | 5 | 4 | 3 | 2 | 1 | 9 |
| Access to financial counsellor | 5 | 4 | 3 | 2 | 1 | 9 |
6. Do your clients who have a gambling problem with EGMs mention any particular aspects or features of the machine that makes them *spend more money than they intended*?
7. Do your clients who have a gambling problem with EGMs mention any particular aspects or features of the machine that make them spend more *time than they intended*?

8. On a scale where 5=very effective and 1=very ineffective, could you rate how effective you think the following machine initiatives would be/ already are in reducing the development of problem gambling?

	V. Effect	Effect	Neither	Ineffec.	V. Ineffec.	D/K
a) Limiting maximum bet allowed	5	4	3	2	1	9
b) Limiting value of notes accepted	5	4	3	2	1	9
c) Limiting maximum number of lines	5	4	3	2	1	9
d) Limiting amount of money bet in a day	5	4	3	2	1	9
e) Having screens in black and white	5	4	3	2	1	9
f) Displaying amount won and lost	5	4	3	2	1	9
g) Having less noise/sounds in machines.	5	4	3	2	1	9
h) Shutting the machines down periodically.	5	4	3	2	1	9
i) No flashing lights on machines	5	4	3	2	1	9
j) Playing with a 'smart' card system only	5	4	3	2	1	9

Prevention and Intervention

Self-exclusion program

9. What percentage of your clients are using the self-exclusion program? _____%
10. How would you rate the effectiveness of the self-exclusion program?
 V. Effective 5 Effective 4 Neither 3 Ineffective 2 V. Ineffective 1 D/K 9
11. If 1, 2 or 3 in Q10, what could be done to improve the self-exclusion program?

Venue initiatives

12. How effective do you think the following venue initiatives would be / already are in helping to reduce the development problem gambling?

	V. Effect	Effect	Neither	Ineffec.	V. Ineffec.	D/K
a) Clearly visible clocks at venues .	5	4	3	2	1	9
b) PG material in toilets	5	4	3	2	1	9
c) Having PG material on machines	5	4	3	2	1	9
d) Banning smoking at venues	5	4	3	2	1	9
e) Limiting machine operation hours .	5	4	3	2	1	9
f) Limiting opening hours of venue	5	4	3	2	1	9
g) Having more non-gambling activities at venues	5	4	3	2	1	9
h) Having venue staff intervene to stop someone gambling to excess	5	4	3	2	1	9
i) Banning ATMs at venues	5	4	3	2	1	9
j) Reducing incentives to go the venues (eg cheap food, free bus)	5	4	3	2	1	9
k) Better/ natural lighting	5	4	3	2	1	9

13. How important do you think it is to publicise/advertise venues which don't have poker machines, so as to minimise problem gambling?
 V. Import 5 Import 4 Neither 3 Unimport 2 V. Unimport 1 D/K 9

Problem Gambling Services

14. What do you think are the *major* reasons why problem gamblers seek help from your service? (circle as many numbers as apply)

Pressured by family member	2
Pressured by partner	3
Referred by courts/legal system.	4
Hit rock bottom financially/ran out of money	5
Hit rock bottom emotionally/suicidal	6
Other (please specify) _____	8

15. Please rate the effectiveness of the following channels as a referral source to your organisation:

	V. Effect	Effect	Neither	Ineffec.	V. Ineffec.	D/K
a) Material at venues	5	4	3	2	1	9
b) Gamblers Help Line	5	4	3	2	1	9
c) GPs	5	4	3	2	1	9
d) Ads in the local newspaper	5	4	3	2	1	9
e) Ads on community noticeboards /other public places	5	4	3	2	1	9
f) Welfare organisations (e.g. Salvation Army)	5	4	3	2	1	9
g) Staff from venues	5	4	3	2	1	9
h) Families / friends	5	4	3	2	1	9
i) TV/ Radio.	5	4	3	2	1	9
j) Employers/ workmates	5	4	3	2	1	9
k) Housing / financial/relationship counsellors	5	4	3	2	1	9

16. In terms of your service provision, what do you think your organisation does well?
17. In terms of your service provision, what do you think your organisation could improve on?
18. What do you need to make these service provision improvements?

19. Do you have suggestions for other kinds of assistance that might be given by problem gambling services? (e.g. dealing with people your clients owe money to, advocating on their behalf?)
20. Which of the following present a challenge to the problem gambling service sector, in terms of being able to adequately service your client base?
- | | |
|--|---|
| Caseload/work intensification | 1 |
| Inter-agency or inter-service co-operation | 2 |
| Assistance received by the industry | 3 |
| Multi-skilling | 4 |
| Adequacy of Minimum Data Set | 5 |
| Training issues | 6 |
| Other (please specify) _____ | 7 |
21. How important do you think it is for counsellors to have access to use money from a discretionary fund to help problem gamblers and their families out of financial difficulties in the short term?
- V. important 5 Important 4 Neither 3 Unimportant 2 V. unimportant 1 D/K. 9
- 21a. What impact, if any, has the reduction in amount of money available through discretionary funds limited your ability to assist your clients?
22. In general terms, what do you think are the most effective ways for problem gambling counsellors to help a problem gambler?
23. More specifically, which treatments/therapies/interventions generally work better than others, based on your experience?
24. Are you aware of any especially innovative treatments/therapies/ interventions being used in Victoria or elsewhere?
25. Generally, how important do you think the following factors are in making counselling work for your clients:
- | | V. Imp. | Important | Neither | Unimp. | V. Unimp. | D/K |
|---|---------|-----------|---------|--------|-----------|-----|
| a) Good relationship with counsellor | 5 | 4 | 3 | 2 | 1 | 9 |
| b) Option to choose group vs. individual counselling | 5 | 4 | 3 | 2 | 1 | 9 |
| c) Option to try self-help strategies in conjunction with counselling | 5 | 4 | 3 | 2 | 1 | 9 |
| d) Ability to get in contact with counsellor in difficult times . | 5 | 4 | 3 | 2 | 1 | 9 |
26. Which method do you use to assess whether you have been successful in your treatment of a client:
- Client self assessment 1 Strict therapeutic outcomes 2 Other (please specify) 3
27. Why do you think some problem gamblers do not seek help from a problem gambling service? (circle as many numbers as apply)
- | | |
|---|---|
| Gambling now under control | 1 |
| Want to keep gambling | 2 |
| Want to deal with it by themselves | 3 |
| Not ready for counselling | 4 |
| Don't want to go to counselling (i.e. don't like concept) . | 5 |
| Hard to access service | 6 |
| Other (please specify) | 8 |
28. Who do you think are the non-service users?
29. While recognising it is impossible for all counsellors to be ex-gamblers, how important do you think it is for problem gambling counsellors to:
- | | V. Imp. | Important | Neither | Unimp. | V. Unimp. | D/K |
|---|---------|-----------|---------|--------|-----------|-----|
| a) have a close experience of PG (i.e. family member a gambler) | 5 | 4 | 3 | 2 | 1 | 9 |
| b) be ex-PGs themselves | 5 | 4 | 3 | 2 | 1 | 9 |
| c) be current social gamblers | 5 | 4 | 3 | 2 | 1 | 9 |
| d) be total non-gamblers. | 5 | 4 | 3 | 2 | 1 | 9 |
30. In your opinion, can a problem gambler ever become a controlled social gambler, or must they abstain from gambling altogether?
- 31a. What messages do you think need to be promoted to *problem gamblers* to help raise the awareness of problem gambling?
- 31b. What messages do you think need to be promoted to *at risk gamblers* to help raise the awareness of problem gambling?
- 31c. What messages do you think need to be promoted to *recreational gamblers* to help raise the awareness of problem gambling?
- 31d. What messages do you think need to be promoted to the *general community* to help raise the awareness of problem gambling?

Demographics

32. What is the name of the organisation you work for? _____

33. How long have you been working in the problem gambling 'industry'?
<12 months....1 1 to 3 years2 4 to 6 years....3 7 to 9 years4 > 10 years5

Thank you for taking the time to answer these questions. This research is carried out in compliance with the Privacy Act and the information you provided will be used for research purposes only.

Please return this questionnaire in the pre-paid envelope provided by the 4 July 2003.

8. On a scale where 5=very effective and 1=very ineffective, could you rate how effective you think the following machine initiatives would be in reducing the development of problem gambling?

	V.Effect	Effect	Neither	Ineffec.	V.Ineffec.	D/K
a) Limiting max. bet allowed per play	5	4	3	2	1	9
b) Limiting value of notes accepted (in note acceptor machines)	5	4	3	2	1	9
c) Limiting maximum number of lines you can play at a single time .	5	4	3	2	1	9
d) Limiting amount of money you can bet in a gambling session	5	4	3	2	1	9
e) Having screens in black and white	5	4	3	2	1	9
f) Displaying amount won and lost per play	5	4	3	2	1	9
g) Displaying cumulative/ total amount won & lost	5	4	3	2	1	9
h) Having less noise/sounds in machines	5	4	3	2	1	9
h) Shutting the machines down periodically	5	4	3	2	1	9
i) Having no flashing lights on machines	5	4	3	2	1	9
j) Playing with a 'Smart Card' system only (similar to credits on a phone card).	5	4	3	2	1	9

9. At what point in the development of your gambling habit would these initiatives have stopped you gambling to excess, if at all?

10. What do you think should be the maximum number of lines that can be played, per play?

11. What do you think should be the maximum bet allowed per play? _____

12. What do you think should be the maximum note value that can be inserted in the machine (i.e. \$20, \$50)? _____

13. We are now going to talk about venue characteristics (includes pubs/clubs/casinos). On a scale where 5=very effective and 1=very ineffective, could you rate how effective you think the following venue initiatives would be/are in helping to reduce *your* problem gambling?

	V. Effect	Effect	Neither	Ineffec.	V. Ineffec.	D/K
a) Having clearly visible clocks at venues	5	4	3	2	1	9
b) Having PG material in toilets	5	4	3	2	1	9
c) Having PG material on machines	5	4	3	2	1	9
d) Banning smoking at venues	5	4	3	2	1	9
e) Limiting machine operation hours	5	4	3	2	1	9
f) Limiting opening hours of venue	5	4	3	2	1	9
g) Having more non-gambling activities at venues.	5	4	3	2	1	9
h) Having venue staff intervene to stop someone gambling to excess	5	4	3	2	1	9
i) Banning ATMs at venues .	5	4	3	2	1	9
j) Reducing incentives to go the venues (e.g. cheap food, free bus)	5	4	3	2	1	9
k) Better/ natural lighting	5	4	3	2	1	9

Prevention and Intervention

14. What have you tried on your own to stop yourself from gambling to excess? (*multiple response*)

- Self-imposed ban from venues (using self exclusion program) 1 **go to Q15**
- Cut up credit cards/ATM cards 2 **go to Q17**
- Move to place where there's no opportunity to gamble 3 **go to Q17**
- Self-imposed ban from venues (informally) 4 **go to Q17**
- Let someone else control my money/finances 5 **go to Q17**
- Got involved in another activity 6 **go to Q17**
- Went to GH 7 **go to Q17**
- Went to GA/support group 8 **go to Q17**
- Used self-help materials 9 **go to Q17**
- Other (specify) _____ 10 **go to Q17**

15. How would you rate the effectiveness of the self-exclusion program?
V. Effect 5 Effect 4 Neither 3 Ineffec. 2 V. Ineffec. 1 D/K 9

16. **If 1, 2 or 3 in Q15**, what could be done to improve the self-exclusion program?

17. Did any of these methods work? Yes1 **Go to Q19** No 2 **Go to Q18**

18. Why didn't they work?

19. Do you have any suggestions for people trying self-help strategies?

20. How important do you think it is to publicise/advertise venues which don't have poker machines, so as to minimise problem gambling?
V. important 5 Important 4 Neither 3 Unimportant 2 V. Unimportant 1 D/K 9

21. Have you seen or heard about any advertising on problem gambling in the past 12 months?
Yes....1 **Go to Q21a** No...2 **Go to Q22**

- 21a. Where did you see/hear the advertising? (*multiple response*)
- At venues (on EGMs) 1
 - At venues (in foyer) 2
 - At venues (in toilets) 3
 - Local newspapers 4
 - State newspapers 5
 - TV 6
 - Radio 7
 - Other (specify)_____ 8

- 21b. Do you remember what message(s) were being promoted?

Problem Gambling Services

22. Are you *currently* seeking help from a problem gambling service?
Yes...1 **Go to Q23** No... 2 **Go to Q31**

23. Which one(s) (record name(s))?
(first mentioned) _____
(other mentioned) _____

24. What finally prompted you to seek help? (*unprompted, multi-response*)
- Pressured by family member 2
 - Pressured by partner 3
 - Referred by courts/legal system 4
 - Hit rock bottom financially/ran out of money 5
 - Hit rock bottom emotionally/suicidal 6
 - Other (specify)_____ 8

25. How likely do you think you would have been prepared to seek help earlier, if other forms of counselling, that did not require you to admit that you had a gambling problem (ie GP, psychologist, financial/relationship counsellor) had been available?
V. likely 5 Likely 4 Neither 3 Unlikely 2 V. Unlikely 1 D/K 9

26. In regard to your current treatment, how satisfied *were* you with:
- | | V. Sat. | Satisfied | Neither | Dissat. | V. Dissat. | D/K |
|--|---------|-----------|---------|---------|------------|-----|
| a) Wait-time experienced before your first appointment | 5 | 4 | 3 | 2 | 1 | 9 |
| b) Convenience of getting to centre | 5 | 4 | 3 | 2 | 1 | 9 |
| c) Degree of anonymity/ confidentiality experienced | 5 | 4 | 3 | 2 | 1 | 9 |

27. In regard to your current treatment, how satisfied *are* you with:
- | | V. Sat. | Satisfied | Neither | Dissat. | V. Dissat. | D/K |
|--------------------------------------|---------|-----------|---------|---------|------------|-----|
| a) Ease of contacting counsellor | 5 | 4 | 3 | 2 | 1 | 9 |
| b) Frequency of contact | 5 | 4 | 3 | 2 | 1 | 9 |
| c) Wait time before next appointment | 5 | 4 | 3 | 2 | 1 | 9 |
| d) Length of each session | 5 | 4 | 3 | 2 | 1 | 9 |
| e) Hours of operation | 5 | 4 | 3 | 2 | 1 | 9 |
| f) Length of entire treatment | 5 | 4 | 3 | 2 | 1 | 9 |

28. Overall, how satisfied were you with the overall treatment provided?
V. satisfied 5 Satisfied 4 Neither 3 Dissatisfied 2 V. Dissatisfied 1 D/K 9

29. Has your counsellor ever bailed you out of your financial difficulties?
(i.e. using money from a discretionary fund) Yes...1 No...2

30. How important do you think it is for counsellors to have access to money from a discretionary fund to help the families or partners of problem gamblers out of financial difficulties in the short term?
V. Important 5 Important 4 Neither 3 Unimportant 2 V. Unimportant 1 D/K 9

GO TO Q38

31. Why aren't you currently seeking help? (*unprompted, multi-response*)
- Want to keep gambling 2
 - Want to deal with it by myself 3
 - Not ready for counselling 4
 - Don't want to go to counselling (i.e. don't like concept) 5
 - I tried it in the past, but it didn't work 7
 - Other (specify)_____ 8

32. Have you sought help from a problem gambling service in the past?
Yes..1 **Go to Q33** No..2 **Go to Q35**

33. Which one(s) (record name(s))?
(first mentioned) _____
(other mentioned) _____

34. Why did you stop going? (*unprompted, multi-response*)
- Treatment was successful 1
 - Not ready to quit 2
 - Didn't connect with counsellor 3
 - Didn't like treatment 4
 - Other (specify)_____ 5

35. Have you sought help from any other kind of support service in the past (i.e. relationship, financial counsellor) in relation to your gambling? Yes...1 **Go to Q36** No...2 **Go to Q38**
36. Which one(s) (record name(s))?
 (first mentioned) _____
 (other mentioned) _____
37. Why did you stop going? (*unprompted, multi-response*)
 Treatment was successful 1
 Not ready to quit 2
 Didn't connect with counsellor 3
 Didn't like treatment 4
 Other (specify) _____ 5
38. Generally, how important do you think the following factors are in making counselling work for you (even if you haven't been before):
- | | V. Imp. | Important | Neither | Unimp. | V. Unimp. | D/K |
|---|---------|-----------|---------|--------|-----------|-----|
| a) Good relationship with counsellor | 5 | 4 | 3 | 2 | 1 | 9 |
| b) Option to choose group vs individual counselling | 5 | 4 | 3 | 2 | 1 | 9 |
| c) Option to try self-help strategies in conjunction with counselling | 5 | 4 | 3 | 2 | 1 | 9 |
| d) Ability to get in contact with counsellor in difficult times | 5 | 4 | 3 | 2 | 1 | 9 |
| e) Anonymity | 5 | 4 | 3 | 2 | 1 | 9 |
| f) Location | 5 | 4 | 3 | 2 | 1 | 9 |
| g) Specialist knowledge of PG | 5 | 4 | 3 | 2 | 1 | 9 |
| h) Cost/ free service. | 5 | 4 | 3 | 2 | 1 | 9 |
39. While recognising it is impossible for all counsellors to be ex-gamblers, how important do you think it is for problem gambling counsellors to:
- | | V. imp. | Important | Neither | Unimp. | V. Unimp. | D/K |
|---|---------|-----------|---------|--------|-----------|-----|
| a) Have a close experience of PG (i.e. family member a gambler) | 5 | 4 | 3 | 2 | 1 | 9 |
| b) Be ex-PGs themselves | 5 | 4 | 3 | 2 | 1 | 9 |
| c) Be current social gamblers | 5 | 4 | 3 | 2 | 1 | 9 |
| d) Be total non gamblers | 5 | 4 | 3 | 2 | 1 | 9 |
40. Do you have any suggestions for improving problem gambling help services?
41. Do you have any suggestions for other kinds of assistance that might be given to you by problem gambling services? (e.g. dealing with people you owe money to, advocating on your behalf)

Introduction for demographics

I am now going to ask you a few more general questions. Whilst it is most helpful if you answer all questions, if there is anything that you would prefer not to answer, that's fine.

42. For how long have you had a problem with gambling?
 Less than one month 1
 1 – 5 months 2
 6 - 12 month 3
 1 – 3 years 4
 4 – 6 years 5
 7 – 10 years 6
 11 – 15 years 7
 16 – 20 years 8
 21 – 25 years 9
 26 – 30 years 10
 More than 30 years 11
43. How often do/did you play?
 Daily 1
 Weekly 2
 Every pay week 3
 Monthly 4
 Other (specify) _____ 5
44. Do you always gamble at:
 The same venue 1
 Different venues close to home or work 2
 A small number of venues that are further away from home or work. 3
 A large number of venues that are fairly randomly located. 4
45. What is the highest amount you have lost in one sitting? (\$) _____
46. Are you a smoker? Yes....1 No....2
47. Do you have a problem with drugs or alcohol as well? Drugs...1 Alcohol...2 Neither3
48. What country were you born in? _____
49. Which cultural or ethnic group do you identify with? _____

Partners/Loved Ones Questionnaire

Good morning/afternoon/evening, my name is from New Focus, a national research organisation. We are currently conducting a study on problem gambling on behalf of the Gambling Research Panel and you have previously indicated to either Alice Hanna or Cheryl Hayes that you would be happy to take part in a telephone interview.

I appreciate that some of what we discuss might be hard for you to talk about, so, remember that you are free to stop the interview at any stage. All New Focus Research is carried out in compliance with the Privacy Act.

Are you able to do the interview now? (it will take around 30 minutes). Yes 1 No 2 *Reschedule interview*

Date: _____

Time: _____

Phone No. _____

Factors contributing to the development of problem gambling

1. What factors do you think played a major part in the development of your partner's/loved one's problem gambling? (*unprompted, multi-response*)

Boredom/nothing else to do	1	go to Q2
Gambling was a social activity	2	go to Q2
Stressed/gambling as way to cope or escape	3	go to Q2
Death of someone close	4	go to Q3
Illness in someone close	5	go to Q3
Own illness	6	go to Q3
Financial loss (e.g. loss of job).	7	go to Q3
Relationship difficulties/ breakdown	8	go to Q3
Had a big win initially	9	go to Q3
Other (specify) _____	10	go to Q3

2. How effective do you think any of the following activities would have been in reducing the chance of your partner/loved one developing a gambling problem? (*prompted, multi-response*)

	V. Effect	Effect	Neither	Ineffec.	V. Ineffec.	D/K
a) Part time employment	5	4	3	2	1	9
b) Full time employment	5	4	3	2	1	9
c) Participation in community activities	5	4	3	2	1	9
d) Self development activities	5	4	3	2	1	9
e) Hobbies / interests	5	4	3	2	1	9

3. Are there any other activities that you can think of that would have helped reduce the chance of your partner/loved one developing a gambling problem?

4. How effective do you think the following would have been in reducing the chance of your partner/loved one developing a problem with gambling? (*prompted, multi-response*)

	V. Effect	Effect	Neither	Ineffec.	V. Ineffec.	D/K
a) Talking to a friend/ family/ partner	5	4	3	2	1	9
b) Access to stress reduction program/classes	5	4	3	2	1	9
c) Access to self-esteem programs/classes	5	4	3	2	1	9
d) Access to money management program/classes	5	4	3	2	1	9
e) Access to relationship counsellor	5	4	3	2	1	9
f) Access to gambling counsellor	5	4	3	2	1	9

5. Which form(s) of gambling does your/did your partner/loved one have a problem with? (*multiple response*)

Pokies at pub/club	1	Go to Q6
Pokies at Casino	2	Go to Q6
Other forms of Casino gambling i.e. blackjack	3	Go to Q14
TAB/sports wagering	4	Go to Q14
Bingo	5	Go to Q14
Internet	6	Go to Q14
Scratchies / Lotteries	7	Go to Q14
Other (specify) _____	6	Go to Q14

6. Are there any particular aspects or features of the (pokies) machine that you think makes them spend more money than they intended? (*unprompted*)

7. Are there any particular aspects or features of the (pokies) machine that you think makes them spend more time than they intended? (*unprompted*)

8. On a scale where 5=very effective and 1=very ineffective, could you rate how effective you think the following machine initiatives would be in reducing the development of problem gambling?

	V. Effect	Effect	Neither	Ineffec.	V. Ineffec.	D/K
a) Limiting max. bet allowed per play	5	4	3	2	1	9
b) Limiting value of notes accepted (in note acceptor machines)	5	4	3	2	1	9
c) Limiting maximum number of lines you can play at a single time .	5	4	3	2	1	9
d) Limiting amount of money you can bet in a gambling session	5	4	3	2	1	9
e) Having screens in black and white	5	4	3	2	1	9
f) Displaying amount won and lose per play	5	4	3	2	1	9
g) Displaying cumulative/ total amount won/lost	5	4	3	2	1	9
h) Having less noise/sounds in machines	5	4	3	2	1	9
h) Shutting the machines down periodically	5	4	3	2	1	9
i) Having no flashing lights on machines	5	4	3	2	1	9
j) Playing with a 'Smart Card' system only (similar to credits on a phone card) .	5	4	3	2	1	9

9. At what point in the development of your partner's/loved one's gambling habit would these initiatives have stopped them gambling to excess, if at all?

10. What do you think should be the maximum number of lines that can be played, per play? _____

11. What do you think should be the maximum bet allowed per play? (answer required in money value if answered in credits ask by which denomination) _____

12. What do you think should be the maximum note value that can be inserted in the machine (ie \$20, \$50)? _____

13. We are now going to talk about venue characteristics (includes pubs/clubs/casinos). On a scale where 5=very effective and 1=very ineffective, could you rate how effective the following venue initiatives would be / are in helping to reduce problem gambling?

	V. Effect	Effect	Neither	Ineffec.	V. Ineffec.	D/K
a) Having clearly visible clocks at venues	5	4	3	2	1	9
b) Having PG material in toilets	5	4	3	2	1	9
c) Having PG material on machines	5	4	3	2	1	9
d) Banning smoking at venues	5	4	3	2	1	9
e) Limiting machine operation hours	5	4	3	2	1	9
f) Limiting opening hours of venue	5	4	3	2	1	9
g) Having more non-gambling activities at venues	5	4	3	2	1	9
h) Having venue staff intervene to stop someone gambling to excess.	5	4	3	2	1	9
i) Banning ATMs at venues	5	4	3	2	1	9
j) Reducing incentives to go the venues (e.g. cheap food, free bus)	5	4	3	2	1	9
k) Better/ natural lighting	5	4	3	2	1	9

Prevention and Intervention

14. What have you tried to help them stop from gambling to excess? (**multiple response**)

- Ban from venues (using self exclusion program) 1 **go to Q15**
- Cut up their credit cards/key cards 2 **go to Q17**
- Move to place where there's no opportunity to gamble 3 **go to Q17**
- Ban them from venues (informally) 4 **go to Q17**
- Control their money/finances 5 **go to Q17**
- Got them involved in another activity 6 **go to Q17**
- Took /referred them to GH 7 **go to Q17**
- Took/referred them to GA/support group 8 **go to Q17**
- Used self-help materials 9 **go to Q17**
- Other (specify) _____ 10 **go to Q17**

15. How would you rate the effectiveness of the self-exclusion program?

V. Effect 5 Effect 4 Neither 3 Ineffec. 2 V.Ineffec. 1 D/K 9

16. If 1, 2 or 3 in Q15, what could be done to improve the self-exclusion program?

17. Did any of the methods work? Yes...1 **Go to Q19** No.....2 **Go to Q18**

18. Why didn't it work?

19. Do you have any advice/suggestions for people trying to help a problem gambler?

20a. How important do you think it is to publicise/advertise venues which don't have poker machines?

V. important 5 Important 4 Neither 3 Unimportant 2 V. Unimportant 1 D/K 9

20b. Have you seen or heard about any advertising on problem gambling in the past 12 months?

Yes....1 **Go to Q20c**No...2 **Go to Q21**

- 20c. Where did you see/hear the advertising? (*multi-response*)
- | | |
|------------------------|---|
| At venues (on EGMs) | 1 |
| At venues (in foyer) | 2 |
| At venues (in toilets) | 3 |
| Local newspapers | 4 |
| State newspapers | 5 |
| TV | 6 |
| Radio | 7 |
| Other (specify _____) | 8 |

20d. Do you remember what message(s) were being promoted?

Problem Gambling Services

21. Is your partner/loved one *currently* seeking help from a problem gambling service?
Yes...1 **Go to Q22** No.....2 **Go to Q30**

22. Which one(s) (record name(s))?
(first mentioned) _____
(other mentioned) _____

23. What finally prompted them to seek help? (*unprompted, multi-response*)
- | | |
|--|---|
| Own recognition of problem | 1 |
| Pressured by family member | 2 |
| Pressured by partner | 3 |
| Referred by courts/legal system | 4 |
| Hit rock bottom financially/ran out of money | 5 |
| Hit rock bottom emotionally/suicidal | 6 |
| Referred by venue | 7 |
| Other (specify _____) | 8 |

24. How likely do you think your partner would have been prepared to seek help earlier, if other forms of counselling, that did not require them to admit that they had a gambling problem (ie GP, psychologist, financial/relationship counsellor) had been available?

V. Likely 5 Likely 4 Neither 3 Unlikely 2 V. Unlikely 1 D/K 9

25. In regard to their current treatment, how satisfied were you with:

	V. Sat.	Satisfied	Neither	Dissat.	V. Dissat.	D/K
a) Wait-time experienced before their first appointment	5	4	3	2	1	9
b) Convenience of getting to centre	5	4	3	2	1	9
c) Degree of anonymity/ confidentiality experienced	5	4	3	2	1	9

26. In regard to their current treatment, how satisfied are you with:

	V. Sat.	Satisfied	Neither	Dissat.	V. Dissat.	D/K
a) Ease of contacting counsellor	5	4	3	2	1	9
b) Frequency of contact .	5	4	3	2	1	9
c) Wait time before their next appointment	5	4	3	2	1	9
d) Length of each session	5	4	3	2	1	9
e) Accessibility in terms of hours of operation	5	4	3	2	1	9
f) Length of entire treatment	5	4	3	2	1	9

27. Overall, how satisfied were you with the overall treatment provided by _____?

V. Satisfied 5 Satisfied 4 Neither 3 Dissatisfied 2 V. Dissatisfied 1 D/K 9

28. Has your partner's/loved one's counsellor ever bailed them out of their financial difficulties? (i.e. using money from a discretionary fund) Yes.....1 No.....2

29. How important do you think it is for counsellors to have access to use money from a discretionary fund to help problem gamblers out of financial difficulties in the short term?

V. Important 5 Important 4 Neither 3 Unimportant 2 V. Unimportant 1 D/K 9

Go to Q34

30. Why aren't they currently seeking help? (*unprompted, multi-response*)
- | | |
|---|---|
| Want to keep gambling | 2 |
| Want to deal with it by themselves | 3 |
| Not ready for counselling | 4 |
| Don't want to go to counselling (i.e. don't like concept) | 5 |
| Other (specify _____) | 8 |

31. Has your partner/loved one sought help from a problem gambling (or other) service in the past?
Yes....1 **Go to Q32** No... 2 **Go to Q34**

32. Which one(s) (record name(s))?
(first mentioned) _____
(other mentioned) _____

33. Why did they stop going? (*unprompted, multi-response*)
- | | |
|--------------------------------|---|
| Treatment was successful | 1 |
| Not ready to quit | 2 |
| Didn't connect with counsellor | 3 |
| Didn't like treatment | 4 |
| Other (specify) _____ | 5 |
34. While recognising it is impossible for all counsellors to be ex-gamblers, how important do you think it is for problem gambling counsellors to:
- | | V. Imp. | Important | Neither | Unimp. | V. Unimp. | D/K |
|--|---------|-----------|---------|--------|-----------|-----|
| a) Have a close experience of PG
(i.e. family member a gambler) | 5 | 4 | 3 | 2 | 1 | 9 |
| b) Be ex-PGs themselves | 5 | 4 | 3 | 2 | 1 | 9 |
| c) Be current social gamblers | 5 | 4 | 3 | 2 | 1 | 9 |
| d) Be total non gamblers | 5 | 4 | 3 | 2 | 1 | 9 |
35. Are **you** getting counselling/treatment for yourself to deal with your partner's/loved one's gambling?
Yes....1 **Go to Q36** No.....2 **Go to Q37**
36. If yes, where? (record name(s))
(first mentioned) _____
(other mentioned) _____ **Go to Q38**
37. Why not?
38. How satisfied are you with the level of support services available for you?
V. Satisfied 5 Satisfied 4 Neither 3 Dissatisfied 2 V. Dissatisfied 1 D/K 9
- 39a. Do you have any suggestions for improving problem gambling help services for gamblers?
- 39b. Do you have any suggestions for improving problem gambling help services for both close ones affected by gambling, such as yourself?
40. Do you have suggestions for *other* services which would help gamblers and close ones affected by problem gambling? deal with problem gambling? (e.g. brokerage services with banks/ utilities, child minding services)
(for gambler)

(for self)

Introduction for demographics

I am now going to ask you a few general questions. Whilst it is most helpful if you answer all questions, if there is anything that you would prefer not to answer, that's fine.

41. For how long has your partner/loved one had a problem with gambling?
- | | |
|---------------------|----|
| Less than one month | 1 |
| 1 – 5 months | 2 |
| 6 - 12 months | 3 |
| 1 – 3 years | 4 |
| 4 –6 years | 5 |
| 7 – 10 years | 6 |
| 11 – 15 years | 7 |
| 16 – 20 years | 8 |
| 21 – 25 years | 9 |
| 26 – 30 years | 10 |
| More than 30 years | 11 |
42. How often does/did your partner/loved one play?
- | | |
|-----------------------|---|
| Daily | 1 |
| Weekly | 2 |
| Every pay week | 3 |
| Monthly | 4 |
| Other (specify) _____ | 5 |
43. To the best of your knowledge, what is the highest amount your partner/loved one has lost in one sitting? (\$) _____
44. What country were you born in? _____
45. Is your partner/loved one a smoker? Yes....1 No....2
46. Does your partner/loved one have a problem with drugs or alcohol, that you are aware of?
Drugs1 Alcohol2 Neither3
47. Which cultural or ethnic group do you identify with? _____
48. What is your age?
- | | | | |
|-------------------|-------------------|-------------------|-------------------|
| Under 20.....1 | 20-24 years2 | 25-34 years ...3 | 35-44 years4 |
| 45-54 years5 | 55-64 years6 | 65 years +7 | |

49. 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 |
| \$100,001 - \$200,000 | 6 |
| More than \$200,001 | 7 |
| Refused | 8 |
50. What is your partner'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 |
| \$100,001 - \$200,000 | 6 |
| More than \$200,001 | 7 |
| Refused | 8 |
51. What is your occupation/previous occupation? _____
- | | |
|-----------------------|----|
| Professional | 1 |
| Upper white collar | 2 |
| Lower white collar | 3 |
| Upper blue collar | 4 |
| Lower blue collar | 5 |
| Home duties | 6 |
| Unemployed | 7 |
| Pensioner | 8 |
| Retired | 9 |
| Student | 10 |
| Other (specify) _____ | 11 |
52. What is your partner's/ family member's occupation/previous occupation? _____
- | | |
|-----------------------|----|
| Professional | 1 |
| Upper white collar | 2 |
| Lower white collar | 3 |
| Upper blue collar | 4 |
| Lower blue collar | 5 |
| Home duties | 6 |
| Unemployed | 7 |
| Pensioner | 8 |
| Retired | 9 |
| Student | 10 |
| Other (specify) _____ | 11 |
53. What is the highest education level you have obtained?
- | | |
|---------------|---|
| Primary | 1 |
| Secondary | 2 |
| Tertiary | 3 |
| Post-graduate | 4 |
54. What is the highest education level your partner / family member has obtained?
- | | |
|---------------|---|
| Primary | 1 |
| Secondary | 2 |
| Tertiary | 3 |
| Post-graduate | 4 |
55. What is your current marital status?
- | | |
|--------------------|---|
| Married | 1 |
| De facto | 2 |
| Single | 3 |
| Widowed | 4 |
| Divorced/separated | 5 |
| Engaged | 6 |
56. How many dependent children do you have, and what are their ages?
57. Do you currently live in:
- | | |
|-------------------------------------|---|
| Inner suburbs of Melbourne | 1 |
| Outer suburbs of Melbourne | 2 |
| Large regional centre (i.e Geelong) | 3 |
| Other parts of country Victoria | 4 |

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. If you have any further queries about the research, you can contact Catherine or Kristy on 1800 807 535.

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.

Appendix 2

Advertising materials used to recruit participants

Gambling service providers play a crucial role in analysing and understanding the effectiveness of their service provision

That is why we would like to invite you to take part in our research project

New Focus Research has been commissioned by the Gambling Research Panel¹ to investigate the effectiveness of services of problem gamblers in both metropolitan and rural Victoria. The main part of the research involves 'tracking' problem gamblers and their families over a period of 14 months to determine, based on research conducted with clients and their families, the most effective types of services and interventions provided by problem gambling services. The project will use a mix of qualitative research (focus groups, in-depth interviews) and quantitative research (telephone surveys) to gather client responses on a range of issues including motivations, causes and impact of gambling, maladaptive behaviours, perceptions of problem gambling services and possible interventions that are currently not being provided.

As part of this research, we think it is pertinent that we also talk to service providers, like yourself, as you experience the issues up front and as they come up. We want to hear about your opinions on issues such as:

- the adequacies and effectiveness of problem gambling services
- suggestions for service improvement
- community awareness campaigns
- whether research projects being conducted are helping them provide better services or are there gaps in knowledge?
- what 'types' of problem gamblers you work with and your perceptions of which treatments are best for which 'type'
- whether you work with many indigenous problem gamblers or those from other ethnic groups?
- whether you think there is equal access to services?
- who you think are the non-service users and why don't they seek help?

What will your participation involve?

If you decide to be part of this research, you will be involved in two discussion groups – one held at the beginning of the project and one at the end. If you are too far away to make it to a discussion group location, then we will contact you by phone instead. A questionnaire will also be mailed to you at 4 monthly interviews throughout the life of the project.

What will the outcomes be?

The main outcomes of the research will be to provide problem gamblers, service providers, the Gambling Research Panel and the human service industry with a better understanding of the reasons why people gamble to excess, its impact on themselves and others, and the effectiveness of the services problem gamblers use. It is anticipated that the research will assist in optimising the effectiveness of the different approaches taken by problem gambling services, so as to allow governments to prioritise funding for problem gambling and related services such as financial counselling services.

How will the information be used?

The research will be used to evaluate different approaches taken to providing help for problem gambling services, particularly by better understanding why people gamble to excess. Information gathered from the project will be used to:

- inform policy development across the human and community services
- provide a guide to future actions on users and providers of problem gambling services.

Privacy and Confidentiality

All client information will be treated with the strictest confidence. The information New Focus gathers will be used for research purposes, and for no other reason. Client information will be used only to investigate the behaviour, needs, attitudes, opinions, motivations or other characteristics of this particular population or part of a population. Because the research provides organisations with accurate and timely information about relevant issues that help support their decision-making processes, participants' involvement in this is thus important, and the more people that participate, the more the results we obtain that can truly reflect the nature and extent of issues such as problem gambling.

1 The Panel commissions research that has a broad focus on problem gambling. Research issues may include: dimensions of problem gambling (e.g. causes and impact), community attitudes towards gambling, prevention, harm minimisation and diversion, the effectiveness of intervention measures and strategies to minimise harm from gambling.

Will people be identified?

Pseudonyms will be used in reporting at all times, and most of the information New Focus will hold is not connected with details that identify who the information is about. This is because researchers are not generally concerned with the identity of the person who provided their data, and remove such details as soon as it is no longer needed. However, while the information remains identifiable participants have the right either to request access to or deletion of any information held about them by New Focus. You can also find out more about the way New Focus manages information by contacting our privacy compliance officers Cheryl Hayes or Rebecca Sherman, on our toll free number, 1800-807-535.

Our company abides by the principles of the Market Research Society of Australia's Code of Professional Behaviour, and we are bound to the National Privacy Principles that governs the way private sector organizations collect, use, keep secure and disclose personal information. Once the Market & Social Research Privacy Principles (M&SRPP) are approved by the Federal Privacy Commissioner, these will govern the handling of information about the participants that are involved in research and are administered by the AMRO (Association of Market Research Organisations).

Significance of research

Problem gambling results in serious personal and societal problems including financial, familial, legal, employment, medical and psychological difficulties. While a number of research projects have already been undertaken that provide demographic information on gambling activity and service use, no research has been conducted over time using the same cohort group of participants.

The importance of this longitudinal study is therefore enormous. The research team can:

- monitor successes
- pinpoint triggers for problem gambling
- evaluate the effectiveness of a whole range of interventions
- compare differences over time as they relate to regional, gender, multi-cultural and other factors

This study is different to the current annual studies formerly conducted by the School of Social Work, University of Melbourne that uses the minimum data set as their source of client information. By following clients over a period of time, and by incorporating more exploratory, qualitative research methods into our project design, we will add provide more in-depth knowledge of clients of problem gambling services, giving service providers information over and above data already available.

About New Focus

New Focus is a national market research company specialising in strategy and implementation. We have significant experience in social and community based research, having provided research for government, non-government and commercial agencies alike. Our staff have both practical and theoretical knowledge across a wide range of industries and academic areas including health and addiction studies. Working under the umbrella of New Focus are several staff with substantial experience in academic teaching and research environments, which allows us to apply theoretically informed, rigorous research methods to each project we undertake.

The project team

The project is headed by Dr Catherine Palmer, Project Manager, with support from Ms Kristy Dam, Senior Research Assistant.

Other key people involved in the project are:

Ms Cheryl Hayes, Qualitative and Quantitative Researcher

Mr Graham Bean, Managing Director

Ms Amy Smith, Research Assistant

Ms Jennie Folland, National Field Manager

Bev Eneberg, Team Leader

If I have questions?

Don't hesitate to contact us. New Focus is happy to provide additional information if required. Please feel free to telephone Dr Catherine Palmer on 1800 807 535 if you require any more information about the project.

This research is endorsed by the Department of Human Services and the Gamblers Help Secretariat.

Problem Gamblers — We want to hear your story!

Be part of a research project to help improve problem gambling services

New Focus Research has been commissioned by the Gambling Research Panel to investigate the effectiveness of problem gambling services in both metropolitan and rural Victoria.

As part of this research, we want to hear about:

- your gambling history
- what you think about gambling
- your reasons for gambling to excess
- the impact gambling has had on you and
- your family
- your opinions on the problem gambling services available:
 - are they helping you overcome problem gambling?
 - are they helping you in other areas of life?
 - what can be done better?

What will it involve?

The research process involves a series of interviews and surveys conducted over a period of 14 months. If you decide to participate, we will contact you every few months over this period, mostly by telephone.

There will also be some face-to-face group discussions happening that you can also choose to be part of.

What do I get out of it?

This project is only one of few, which seeks the direct opinions of problem gamblers over a long period of time. Because we will be in touch with you every few months, we can hear about your progress and learn of any new issues that come up. Also, this information will be regularly fed back into service improvement.

How do I get involved?

Contact Catherine Palmer (who is the Project Manager) directly on either of these free call numbers:

1800 807 535
1800 010 310 (after 5 pm)

Catherine will be able to answer any questions you may have and give you more information about the project.

Privacy and Confidentiality

All information you give us will be treated with the strictest confidence and will be used for research purposes only.

Will I be identified?

Pseudonyms will be used in reporting at all times, and most of the information New Focus will hold is not connected with details that identify who the information is about. This is because researchers are not generally concerned with the identity of the person who provided their data, and remove such details as soon as it is no longer needed. However, while the information remains identifiable, you have the right either to request access to or deletion of any information held about you by New Focus.

Our company abides by the principles of the Market Research Society of Australia's Code of Professional Behaviour, and we are bound to the National Privacy Principles that governs the way private sector organizations collect, use, keep secure and disclose personal information.

Who can you call to know more?

If you have any questions at all, you can contact Catherine Palmer (who is the Project Manager) directly on either of these free call numbers:

1800 807 535
1800 010 310 (after 5 pm)

This research has been endorsed by the Department of Human Services and the Gamblers Help Secretariat.

Does your partner have a gambling problem?

Have you been affected by problem gambling in your family?

***Be part of a research project to help improve services for
problem gamblers and their families***

\$100 Gift Voucher for your participation – contact us for more details

Kristy Dam

Free call – 1800 807 535

We want to hear about:

- your experiences of living with a problem gambler
- what you think about gambling
- the impact gambling has had on you and your family
- your opinions on the problem gambling and other services available:
 - are they helping your partner or family member overcome problem gambling?
 - are they helping you in other areas of life?
 - what can be done better?
- how your experience can help others

What are the benefits of the research?

- better understand service needs of problem gamblers and their families
- pinpoint any gaps in service provision
- match services to those needs
- improve the quality of life of individuals and families
- improve the scope and coverage of services to a wider cross section of people
- determine more innovative and effective ways to assist problem gamblers and their families
- understand what is being done well by service providers
- feed information into government policy for service improvement

What will it involve?

- the research process involves three rounds of telephone interviews conducted over a period of time
- there will also be some face-to-face group discussions happening that you can also choose to be part of

Privacy and Confidentiality

All information you give us will be treated with the strictest confidence and will be used for research purposes only. Our organisation abides by the principles of the Market Research Society of Australia's Code of Professional Behaviour, and we are bound to the National Privacy Principles that governs the way private sector organisations collect, use, keep secure and disclose personal information. Fake names will also be used in reporting at all times.

This research is funded by the Gambling Research Panel (www.grp.vic.gov.au) and has been endorsed by the Department of Human Services and the Council of Gambler's Help Services Inc.

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.

*This research has been endorsed by the Department of Human Services
and the Council of Gambler's Help Services Inc.*

DO YOU, OR SOMEONE YOU KNOW, HAVE A PROBLEM WITH GAMBLING?

- ✦ **Are you interested in being part of a Victorian research project on problem gambling?**
- ✦ **Do you have any suggestions on how to reduce the impact of problem gambling or improve help services?**

Participants will be paid* for their continued involvement



For more information, please contact Catherine or Kristy from New Focus on free-call numbers **1800 807 535** during office hours or **1800 010 310** after 5pm. All information will be treated with the strictest confidence and used for research purposes only.

*Gift voucher only