



**ACT**  
Government



GAMBLING  
AND  
RACING  
COMMISSION

Ms Lyn Beverley  
Committee Secretary  
Joint Select Committee on Gambling Reform  
PO BOX 6100  
Parliament House Canberra ACT 2600

Via email: [gamblingreform@aph.gov.au](mailto:gamblingreform@aph.gov.au)

Dear Ms Beverley

I refer to your letter dated 25 May 2012 regarding the Joint Select Committee on Gambling Reform which sought the number of referrals to the ACT's problem gambling counselling services.

The ACT Gambling Counselling and Support Service is funded by the Problem Gambling Assistance Fund which is largely made up from a levy on gaming machine revenue. The fund is administered by the ACT Gambling and Racing Commission (the Commission). The service provided by Mission Australia, which commenced on 1 July 2012, has responsibility and funding to promote its services and raise awareness of problem gambling issues in the ACT. Prior to this date gambling counselling services in the ACT were provided by Lifeline Canberra.

In the first three quarters of the 2011-12 financial year the ACT's Gambling Support Service provided counselling to 188 clients either over the phone or face-to-face. Tables detailing this information, including comparative figures for 2008/09 and 2009/10 are attached. The only demographic information readily available relates to the sex of those seeking face-to-face counselling.

Please note, figures for 2010/11 counselling by Lifeline Canberra are not publicly available on their website, so are not included in the attached data.

Yours sincerely

Greg Jones  
Chief Executive

12 June 2012

<b>Table 1:</b>				
<b>Mission Australia Counselling Clients - 1 July 2011 to 31 March 2012</b>				
<b>Counselling type</b>	<b>Communication method</b>	<b>m</b>	<b>f</b>	<b>Total</b>
Gambling	Phone			71
	Face-to-face	34	28	62
				<b>133</b>
Family/Friends	Phone			16
	Face-to-face	3	15	18
				<b>34</b>
Financial	Phone			2
	Face-to-face	13	6	19
				<b>21</b>
<b>All clients</b>				<b>188</b>

<b>Table 2:</b>	
<b>Lifeline Clients 08-09</b>	
<b>Counselling type</b>	<b>Clients</b>
Gambling	90
Family/Friends	19
Financial	53
<b>All clients</b>	<b>162</b>

<b>Table 3:</b>	
<b>Lifeline Clients 09-10</b>	
<b>Counselling type</b>	<b>Clients</b>
Gambling	103
Financial	63
<b>All clients</b>	<b>166</b>