

information

DEPARTMENT OF GAMING AND RACING

G-line (NSW)

Problem Gambling Help Line

1800 633 635

WHAT IS G-LINE (NSW)?

G-line (NSW) is a 24-hour, 7 days a week, Statewide telephone help line for problem gamblers, their families, friends and others. It is available to anyone in NSW who wants to talk to a trained counsellor.

G-line (NSW) was established in NSW in 1997, and by 30 June 2002 more than \$1.8 million in funding from the Casino Community Benefit Fund had been directed to the service. Details about the Fund are provided on page 2 of this Information Sheet.



GAMBLING HELP

G-line
(NSW)

1 800 633 635

G-line TTY 1 800 633 649

HOW MANY PEOPLE CALL G-LINE (NSW)?

During 2001-02, some 11,500 people who had a gambling problem, who were concerned about family members or friends, or who wanted information called *G-line (NSW)*.

APRIL 2003

What is a

Problem Gambler?

Some indicators are:

- Gambling more than you can afford to lose
- Borrowing money from friends, family, banks and loan sharks to gamble
- Selling family or personal assets to gamble
- Losing time from work or study to gamble
- Arguing with family over your gambling habits
- Feeling guilty about the amount of money gambled
- Chasing losses to win back money



WHAT SERVICES DOES G-LINE (NSW) PROVIDE?

Qualified and experienced counsellors answer calls to *G-line (NSW)*, and offer telephone counselling to assist callers who may be in crisis as well as callers who are unsure about whether they have a problem with gambling. The families and friends of problem gamblers can also receive counselling by calling *G-line (NSW)*. The service can assist with managing short and long term behaviour of problem gamblers.

G-line (NSW) can also assist callers to access face to face counselling through referrals to local services. The service has access to a range of gambling and financial counselling and treatment services across NSW.

In addition to telephone counselling, *G-line (NSW)* can provide callers with printed information - including fact sheets on problem gambling, and a self-help booklet.

The *G-line (NSW)* service caters for callers from non-English speaking backgrounds via the use of a 24-hour professional interpreter service. Referrals can also be made to face to face ethno-specific problem gambling treatment services

Hearing impaired callers can access the service by contacting a TTY number - 1800 633 649.

All calls received at *G-line (NSW)* are treated with confidence.

HOW IS THE 1800 633 635 NUMBER PROMOTED?

G-line (NSW) is promoted via signage and information brochures in hotels and registered clubs throughout NSW and the Sydney casino, on TAB tickets and through printed material distributed by the Department of Gaming and Racing. Face to face gambling treatment services also promote the 24 hour *G-line (NSW)* service to their clients.

In November 2002, the CCBF Trustees launched a statewide mass media campaign to increase community awareness about the *G-line (NSW)* service.

The 'Unscrambling Problem Gambling' campaign included TV, radio and press advertisements to draw attention to problem gambling and its impact on the problem gambler and his or her family. The clear "call to action" in the advertisements encouraged people who have a problem with their gambling to call the 24 hour *G-line (NSW)* service. The radio and press advertisements were translated into a range of community languages.

Response to 'Unscrambling Problem Gambling' has been extremely positive. In November 2002 (the campaign launch month) *G-line (NSW)* recorded the highest number of calls since the current service



provider took over in August 1999. This trend continued in the following months with a higher than usual number of calls to the service. Overall, 6,149 calls were received from problem gamblers, their friends and families between 1 November 2002 and 31 March 2003 (compared to 4,539 in the corresponding period the previous year).

The majority of callers to *G-line (NSW)* made specific reference to the campaign, with many indicating the advertisements had motivated them to call:

- "I've been gambling for 19 years and haven't asked for help before. I was always reluctant – I wanted to get help, but I kept putting it off. When I saw the TV ad I knew I couldn't put it off any longer."
- "I gamble daily and am probably on the verge of having a problem. After seeing the TV ad, I know I have to do something."

- "I didn't really think about it until I heard the radio ad."

With the conclusion of the first stage of the campaign at the end of March 2003, the CCBF Trustees are evaluating the impact of the campaign and considering further awareness strategies.

HOW IS G-LINE (NSW) FUNDED?

G-line (NSW) is funded by the Casino Community Benefit Fund - a statutory fund established by the Casino Control Act 1992. The Fund operates from a 2% community benefit levy applying to all gaming revenue from the Sydney casino.

The Fund is administered by up to 11 Trustees appointed by the Minister for Gaming and Racing under the Act.

Currently, Trustees include representatives of:

- the Uniting Church of Australia;
- the Society of St Vincent de Paul;
- the Salvation Army;
- the NSW Department of Education and Training;
- NSW Health;
- the NSW Department of Community Services;

- the NSW Department of Gaming and Racing;
- and ethnic communities.

The Trustees can recommend to the Minister funding for projects and activities (including *G-line (NSW)*) which fall within the Fund's objective of minimising the negative impact of problem gambling.

NEED MORE INFORMATION?

- Contact the Department of Gaming and Racing - 02 9995 0333
- Website - www.dgr.nsw.gov.au
- Email - info@dgr.nsw.gov.au