



Help seeking behaviour

The *Queensland Household Survey 2001* found that approximately 0.83% of the Queensland population, or about 22,000 people, experience problem gambling. This suggests that most people who gamble do so safely, with no adverse consequences.

The three highest scoring questions in the survey which indicated problem gambling were:

- Have you bet more than you could afford to lose? (90%)
- Have you felt that you might have a problem with gambling? (86%)
- When you gambled, did you go back another day to win back the money you lost? (80%)

While the majority of people in the problem gambling group (86%) recognised that they did have a problem with gambling, only 19% (approx. 4,100 people) of these people said that they had sought help for their gambling problems. The most common reasons stated for not seeking help were that they did not consider their problem with gambling to be of a serious nature, they thought they could beat the problem on their own, or they simply did not want help.

Of those who indicated they had sought help, the data indicated that:

- most had sought help first from friends or family (but not from their spouse or partner)
- they had found out about formal support services through signs at the gambling venues and/or the telephone directory
- there was a preference for formal help to be through face-to-face counselling
- feeling depressed, worried and/or having financial problems were the most common triggers for seeking help.

Relationship problems or being urged to seek help did not feature as a prompt to seek help. A number of specific Gambling Help services are available in the community including Gamblers Anonymous, a Statewide Freecall Gambling Help Line and face-to-face Gambling Help Services in Brisbane and regional areas of Queensland.

While the majority of people who access the Gambling Help Line and Gambling Help Services in Queensland are people with gambling problems, family members also seek help from these service providers.