THE IMPACT OF GAMING ON SPECIFIC CULTURAL GROUPS

Project Report

February 2000

- Prepared for -

Victorian Casino and Gaming Authority
Level 5/35 Spring Street
Melbourne VICTORIA 3000

- Prepared by -

Cultural Partners Australia Consortium
Level 13
Fawkner Centre
499 St Kilda Road
Melbourne VICTORIA 3004

The Impact of Gaming on Specific Cultural Groups

Consultant - Cultural Partners Australia Consortium

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Address all enquiries to:

Victorian Casino and Gaming Authority
Level 5/35 Spring Street
Melbourne Victoria 3000

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THE IMPACT OF GAMING ON SPECIFIC CULTURAL GROUPS

A REPORT TO THE VICTORIAN CASINO AND GAMING AUTHORITY

February, 2000

Contact Person:
Rick Yamine
Managing Director
Cultural Partners Australia
Level 13, Fawkner Centre
499 St Kilda Road
Melbourne Vic 3004
Tel: 9866 4676

Fax: 9820 2809
Email: culturalpartners@bcg.com.au
This document has been prepared by Professor Shane Thomas from Thomas and Associates and Rick Yamine from Cultural Partners Australia.

The Cultural Partners Australia staff involved in the project were:

Rick Yamine
Stella Jensen
Katerina Yakimov

The Thomas & Associates staff involved in the project were:

Professor Shane Thomas
Ms Catherine Stoove
Ms Jenny Anderson
Dr. Colette Browning
Ms Elizabeth Kearney

The Australian Multicultural Foundation staff involved in the project were:

Hass Dellal

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THE IMPACT OF GAMING ON SPECIFIC CULTURAL GROUPS FINAL REPORT

EXECUTIVE SUMMARY

The Victorian Casino and Gaming Authority (The Authority) appointed the Cultural Partners Australia Consortium to investigate the impact of gaming on specific cultural groups in Victoria. This document is the final report of this project to the Authority. Although there has been widespread community discussion of the impacts of gambling in Victoria and in other jurisdictions there has been a paucity of research internationally concerning such impacts. The Authority commissioned this research to investigate this issue.

The research was conducted in two stages.

In Stage 1 of this project, the following activities were conducted:

- A literature review of available published research and documents.
- The conduct of a wide ranging set of consultations with key informants representing Victorian cultural groups.
- Analysis of Australian Bureau of Statistics, VCGA Community Patterns of Gambling Surveys and Breakeven Problem Gambling Services Minimum Data Set Collections.

The purpose of the activities conducted in Stage 1 was to assist with the selection of the specific cultural groups to participate in Stage 2 of the project.

Stage 2 involved a sample survey of members of the selected specific cultural groups.

Stage 1 Outcomes

The literature review commenced with a discussion of definitional issues including the concepts of cultural group, ethnicity and immigrant. It was noted that 27 per cent of Victorians were reported to be born overseas in the 1996 Census with Italian (2.25 per cent of the Victorian population), Greek (1.41 per cent), Vietnamese (1.26 per cent) Chinese (0.93 per cent) and Arabic (0.87 per cent) speaking peoples being the largest groups.

The review then turned to international studies of problem gambling. It was noted that the South Oaks Gambling Screen (SOGS), notwithstanding some criticism, is the international standard measure of problem and pathological gambling. The SOGS is based on the American Psychiatric Association's criteria for the diagnosis of problem and pathological gambling.

The prevalence of problem and pathological gambling has been found to vary widely in different jurisdictions. Volberg in the United States has attributed variations in the rates of problem and pathological gambling between different jurisdictions in part to the time period that has elapsed since the widespread access to gambling services provided by the liberalisation of gambling laws in the various jurisdictions. She notes that where gambling

has been available in a US state for less than 10 years the rates of pathological gamblers within the adult population is typically around 0.5 per cent, but that it is around 1.5 per cent in US states where gambling has been available for more than 20 years. Issues are raised in the report concerning the applicability of Volberg's work to the Victorian jurisdiction. In Victoria, the Authority's research has shown that 1.5 per cent of the community meets the trigger point of a score of 5 points or above on the SOGS scale, although this figure has varied between survey episodes.

Little research was found to be available upon cultural groups and gambling. While local data collections, such as the VCGA Community Patterns of Gambling Surveys, provide some data concerning the participation rates in and perceptions of gambling for different cultural groups these studies were found to have involved very small numbers of such respondents. This is a consequence of the multiplicity of groups within the Victorian community as well as a frequently found propensity of people from Non-English Speaking Backgrounds (NESB) to not participate in survey research.

A set of consultations concerning gambling in Victoria was held with fourteen ethnic communities. Over 60 groups and individuals participated in the consultations. Broadly, the representatives from European cultural groups, while acknowledging the potentially negative effects of gambling upon their communities, did not see gambling as a major problem that is widespread within their communities. On the other hand, the Vietnamese, Arabic and Chinese communities expressed some concerns about the impact of gambling upon their communities. All groups saw access to services and low propensity to seek assistance as issues for people from NESB with gambling problems.

The selection of the cultural groups to participate in the Stage 2 survey was informed by the application of three different selection models. These were:

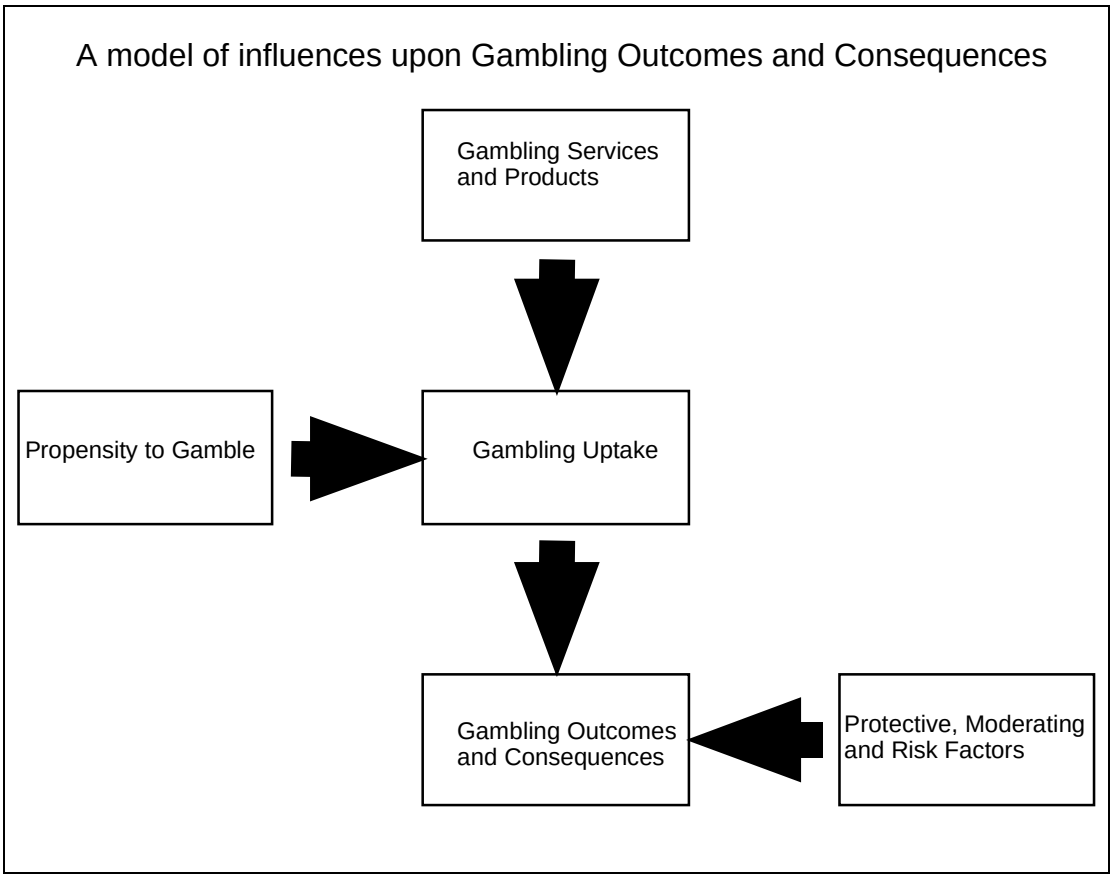
- Population prevalence,
- Gambling prevalence, and
- Rates of Problem Gambling.

On the basis of the application of these models, four cultural groups were selected for participation in the Stage 2 survey. These were:

- Arabic speaking people,
- Chinese speaking people,
- Greek speaking people, and
- Vietnamese speaking people.

In order to guide the data collection and analysis, a model of gambling outcomes and consequences was developed and applied to the study.

As shown overleaf, the model asserts that Gambling Uptake or activity is determined by the person's propensity to gamble and the availability of gambling services. The impact of the gambling activity is in turn determined by the level of gambling uptake or activity and various risk or protective factors.



Stage 2 Outcomes

Stage 2 of the project involved the conduct of telephone interviews with 664 respondents drawn equally from the four groups.

The survey questionnaire employed in the study drew from previous VCGA studies in order to enable direct comparison of the results with those obtained from surveys of the general Victorian community. The SOGS was included as well as items corresponding to the factors outlined in the above model.

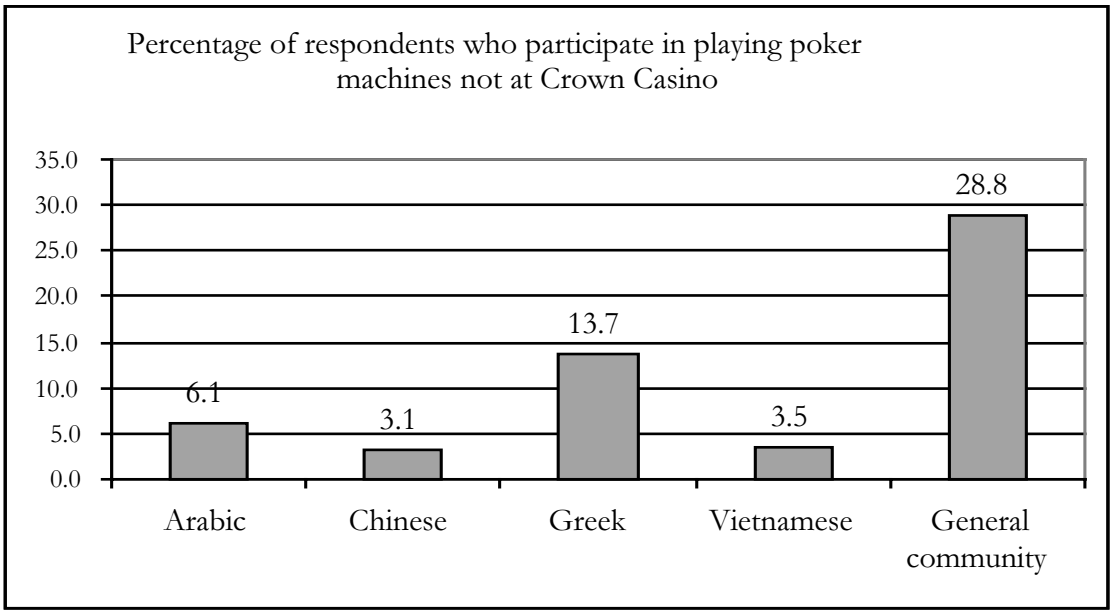
The sample was chosen using a variant of random area sampling technique. Using the 30 most common surnames associated with each cultural group, a random selection of telephone numbers was made from the electronic White Pages. Compared to alternatives such as the visiting of venues and approaching of patrons this approach provides effective access to people from the respective cultural groups.

There was a high uptake of interviews in the primary languages of the respondents with 66 per cent of respondents electing to be interviewed in a language other than English. It was considered that the use of bilingual interviewers was a major factor in the high participation rates.

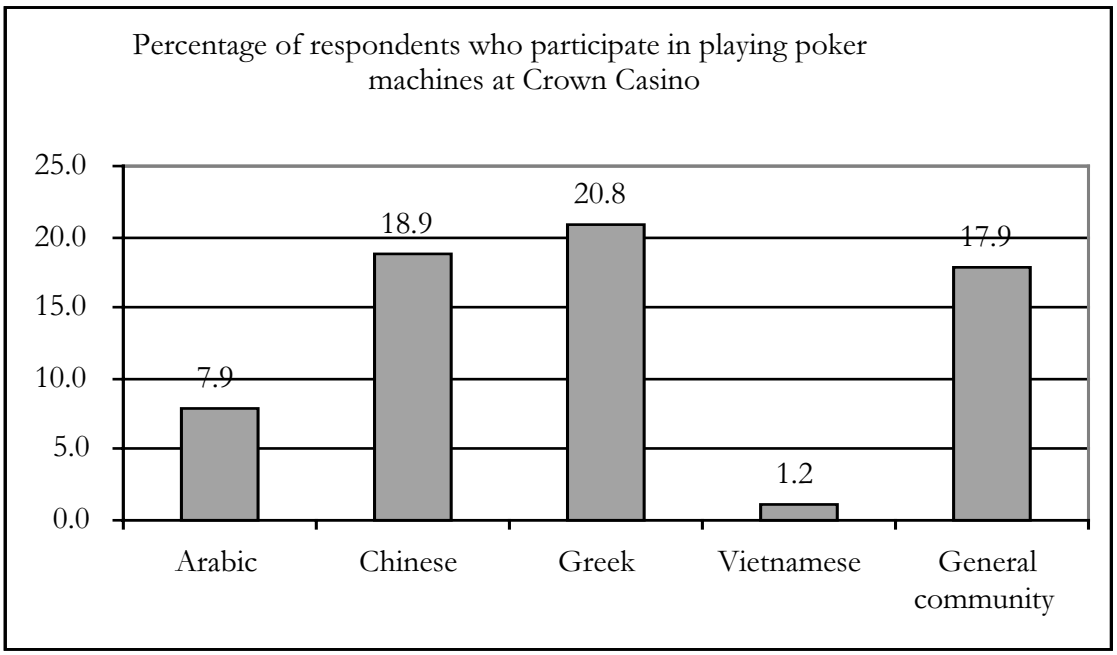
The body of the report contains detailed demographic data concerning the respondents. There was nothing remarkable about the sample characteristics with broad cross sections of the groups participating in the study.

There were clear cultural differences in preferences for modes of gambling and participation in it. Crown Casino figures prominently in the participation of the respondents in gambling. The Casino was found to be perceived by the respondents as an attractive place to visit and in which to gamble.

The proportions of respondents from the respective communities who participated in the various forms of gambling was found in most cases to be lower than those in the general community, as shown by the VCGA Community Patterns Surveys.

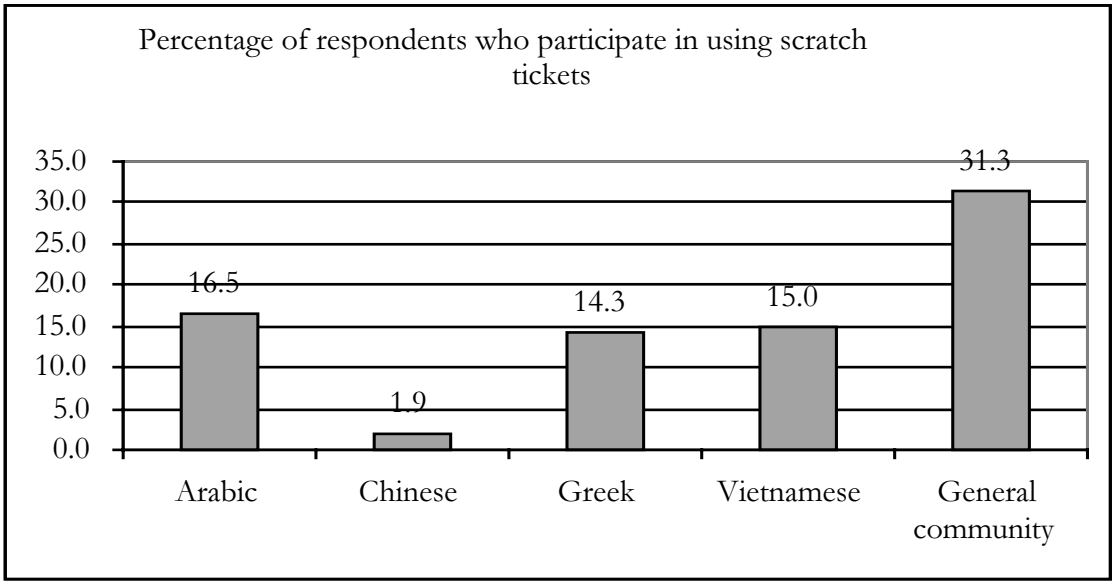


As can be seen from the above figure, the percentages of respondents who participate in playing poker machines outside Crown Casino are much lower within the four cultural groups in the study sample than for the general community.



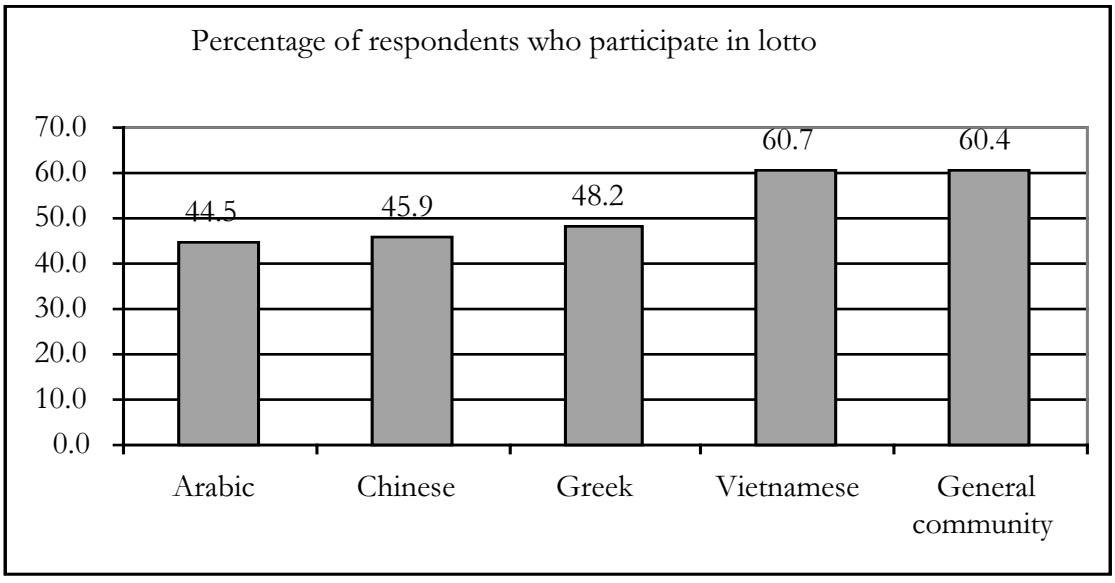
The percentages of study participants who participated in playing poker machines at Crown Casino varied widely across cultural groups. The Greek and Chinese community participation rates in this form of gambling matched those of the general community, whereas the Arabic and Vietnamese rates were much lower.

Participation in scratch ticket purchase was found to be much lower within the study sample groups than for the general community.

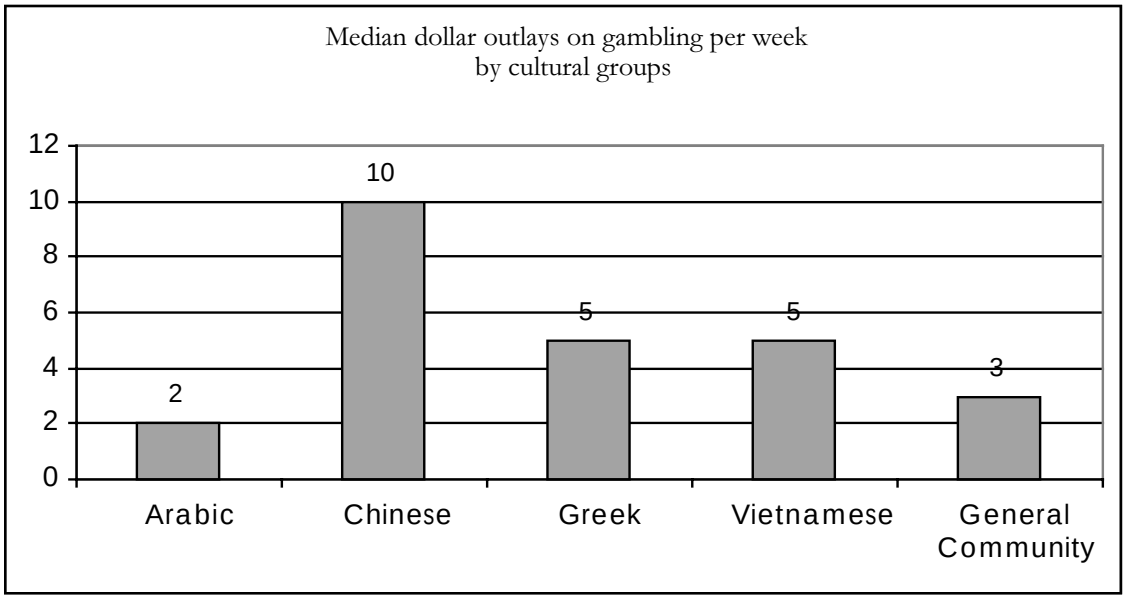


Only the Vietnamese respondents matched the general community participation rates in lotto forms of gambling with the other groups considerably lower.

All of the other gambling forms reported in the body of this report followed the same trend of lower rates of participation in gambling activities amongst the specific cultural groups studied in this project.



However, for those who did participate the amounts outlayed were considerably above those in the general community (this was the case for Chinese, Vietnamese and Greek groups but not for the Arabic group). The following figure shows the comparisons between these groups and the general community median outlays per week.



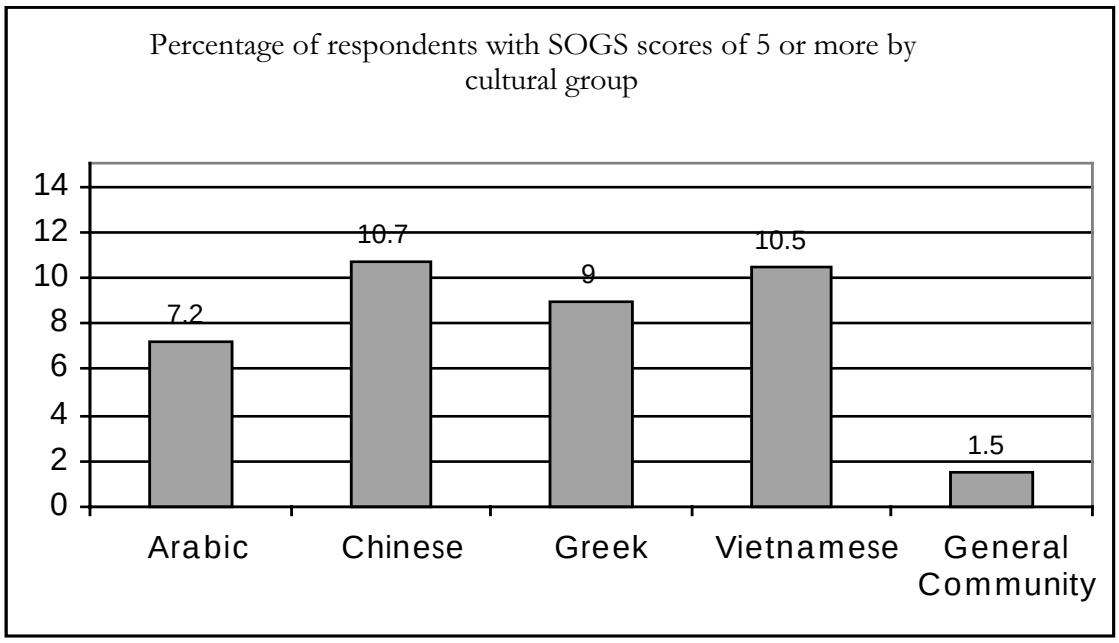
The mean weekly outlays were much higher than the median values because of the skewing effects of high rollers in the distributions of outlays.

When asked what else they would have spent their money on if they had not gambled it, the respondents mentioned a wide range of options. Vietnamese respondents were the most likely to mention items such as "Used it to pay the rent or mortgage" and other items that would not normally be considered to be discretionary expenditure.

The respondents completed the South Oaks Gambling Screen. The Screen includes a series of statements concerning whether the respondent had undertaken certain activities associated with gambling within the last six months.

The percentages of respondents with SOGS scores of 5 or more points were found to be substantially greater in all four cultural groups than that of the general community. A score of 5 points on the SOGS is the trigger point for the respondent to be classified as being engaged in probable problematic gambling. The obtained rates vary between five to seven times the expected levels within the respective cultural groups.

The following graph shows the percentages of respondents with SOGS scores of 5 points or more broken down by cultural group.



In summary, the rates of participation in gambling amongst respondents from the four cultural groups surveyed in this study was found to be lower than those in the general community surveyed in the VCGA Community Patterns Surveys. However, those who did participate in gambling within the cultural groups (with the exception of the Arabic-speaking group) were found to outlay larger amounts of money per week than in the general community. Some respondents are clearly encountering difficulties as a result of their gambling activities. This is occurring at higher rates within the four cultural groups surveyed (including Arabic speaking) than within the general community. This is reflected in the SOGS scores distributions.

The report concludes with a discussion of the implications of the study findings. The high rates of problem gamblers compared to the general community, combined with lower overall rates of gambling participation within the specific cultural groups are the most notable findings.

Finally, we stress the importance of those using the data we have collected to not stigmatise the cultural groups we have studied. As in the general community, the clear majority of people from these groups do not have and will not develop a gambling problem.

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THE IMPACT OF GAMING ON SPECIFIC CULTURAL GROUPS FINAL REPORT

BACKGROUND TO THIS PROJECT

The Authority, after a tender process appointed the Cultural Partners Australia Consortium to investigate the impact of gaming on specific cultural groups in Victoria and to identify the specific communication and cultural difficulties encountered in the information gathering process.

As outlined in the project brief, the project consisted of two stages.

Stage 1

The aims of Stage 1 of the project were to:

- "Identify those major specific cultural groups in Victoria for whom patterns of gambling behaviour, attitudes towards gambling and impacts of gambling may be significantly different to other Victorians and for whom investigation is warranted.

- Consider a range of culturally related dimensions including ethnicity, nationality, religion and language.

- Review existing information sources including previous relevant research of the Authority, other relevant studies conducted by cultural groups and other researchers and existing databases of the Authority.

- Identify the problems involved in collecting accurate representative data, both qualitative and quantitative, and suggest possible methods of addressing these problems. Conduct interviews with prominent community opinion leaders of the various communities to establish avenues for data collection and to provide background information on beliefs and attitudes towards gambling.

- Select three specific cultural groups for detailed investigation in Stage 2."

Stage 2

The aim of Stage 2 of the project was to conduct a detailed investigation of the specific cultural groups identified in Stage 1. This investigation was to include the:

- "Patterns of gambling behaviour,

- Attitudes and beliefs towards gambling including cultural influences and values, and the

- Extent and nature of the social and economic impacts, both positive and negative."

The objective of this detailed investigation was to determine the actual behaviour, attitudes and impacts of gambling, and compare these to those of the Victorian population as a whole.

STAGE 1 OUTCOMES

In order to achieve the above goals in Stage 1, a program of inter-related activities was performed: These activities included:

- A literature review of available published research and documents,
- The conduct of a wide ranging set of consultations with key informants representing Victorian cultural groups, and
- Analysis of Australian Bureau of Statistics, VCGA Community Patterns of Gambling Surveys and Breakeven Problem Gambling Services Minimum Data Set Collections

The process and outcomes of each of these activities is reported in Section 1 of this report.

SECTION 1
REVIEW OF PUBLISHED RESEARCH AND OTHER DOCUMENTS

The review of published literature and documents for Stage 1 of this project involved of necessity the assembly of materials from a wide range of perspectives and disciplines. Amongst others, academic political scientists, behavioural and social scientists and economists and their associated practitioners and service providers have written widely on gambling. This project sits at the intersection of these disciplines.

In this review we first considered some important issues of definitions. We then examined the relationship between immigration culture and ethnicity. We then considered issues of the definition of problem gambling and its prevalence in relation to the present project context. Finally we turned to a discussion of a model of gambling participation and problem gambling.

WHAT IS A CULTURAL GROUP?

The concepts of culture and ethnicity have received considerable discussion in the social sciences. There is no universally accepted definition of either. However, Donovan, d'Espaignet, Merton and van Ommeron (1992; p.7) have offered the following pertinent discussion,

> "Ethnicity is a complex and abstract concept. Despite many attempts to measure it, there is no single widely accepted definition used in data collection and analysis.
>
> People have been regarded as members of specific ethnic communities because they share some common characteristics. These have included sharing one or more of the dimensions of geographic origin, language, religion, customs or a sense of distinctiveness. The grouping process is essentially subjective and may not yield consistent collections of statistics on the description, size and distribution of ethnic groups in a population. As a consequence the size of the different ethnic communities has been estimated rather than accurately known.
>
> In Australia, measures of ethnicity have traditionally been based on the country of birth or some related aspect, for example, the language mostly used at home".

Donovan's analysis provides a useful summary of the issues confronting researchers in ethnic and cultural factors in this area.

IMMIGRATION, CULTURE & ETHNICITY

The immigration and resettlement experience is an important confounding factor in the study of ethnicity and culture and their impacts upon gambling. Many people from NESB in Australia are relatively recent immigrants, although immigration to Australia has been characterised by a series of waves of specific cultural groups. Jupp (1992) provides a useful discussion of the various immigration waves to Australia.

In Victoria, numerically the major specific cultural groups that make up immigrants from non-English speaking backgrounds include people from:

- Italy (98,231 or 2.25 per cent of Victorians),
- Greece (61,683 or 1.41 per cent of Victorians),
- Vietnam (55,141 or 1.26 per cent of Victorians), and
- People from Chinese cultures including China and Hong Kong (43,702 or 0.93 per cent of Victorians).

Twenty seven per cent of Victorians in the 1996 census were reported to be born overseas. However, some of these were born in English speaking countries and, conversely, many people born in Australia speak languages other than English.

The major language groups spoken in Victorian homes other than English include:

- Italian (160,000 or 3.7 per cent of Victorians speak Italian at home),
- Greek (125,000 or 2.9 per cent of Victorians speak Greek at home),
- Chinese (97,000 or 2.2 per cent of Victorians speak Chinese languages at home),
- Vietnamese (54,000 or 1.2 per cent of Victorians speak Vietnamese at home), and
- Arabic (35,000 or 0.87 per cent of Victorians speak Arabic at home).

While language group and country of birth are important determinants of culture, the immigration process itself has been shown to have important impacts upon the health status and behaviours of immigrants. Reid and Trompf's (1990) collection of works concerning the health of immigrant Australians provides a useful overview of this research in Australia. There are many reasons why immigration has such an impact upon health and other variables. Many immigrants migrate because of dissatisfaction with opportunities in their originating country. Others migrate because of concerns about personal and family safety, or sometimes as a result of force. Some immigrants have been the subject of persecution and even torture. Some, but not all immigrants may be economically disadvantaged. Others may be recovering from the effects of their experiences in their originating country. Most immigrants also have to negotiate completely new service and social systems to transact their daily lives. This creates strains

upon the individuals and their families. Some immigrants may be socially disconnected with few or no friends and family present in their new countries.
It should be noted that immigrants to Victoria at initial settlement have not settled homogeneously throughout Victoria. Recent immigrants have strongly gravitated to metropolitan Melbourne and regional cities. In Melbourne there are suburbs that have become associated with the cultural identities of the immigrants who have settled there. For example, Springvale, Richmond and Footscray have become strongly associated with the Vietnamese community. Brunswick, Coburg and Sunshine have been settled by many Italian and Greek people. A comprehensive analysis of the spatial distribution of immigrant groups within the capital cities of Australia is provided by the Australian Bureau of Statistics Social Atlas publication series.

The consequences of immigration and resettlement experiences are not a standard feature of the cultural and ethnic backgrounds of the immigrants. Therefore it is important in studying differences in cultural and ethnic groups that information about the immigration and resettlement process is collected. It may be that aspects of the immigration experiences of individuals may be more important predictors or determinants of their engagement with gambling rather than their cultural group. Thus, in the data collections associated with this project, we have collected information about the immigration experiences of the person including the time since immigration, the circumstances surrounding the immigration process and the extent to which the person has local supports within their communities.

A DEFINITION OF PROBLEM GAMBLING

While the present study is not focussed on problem gambling, this is an important feature of the negative impacts of gambling. Therefore, it is important to discuss what is engendered by this term.

The international gambling research literature is replete with discussions of definitions of problem gambling and how it and gambling activity should best be measured. The Australian Institute for Gambling Research (1997) was commissioned by the Authority to provide advice on this issue. The reader is referred to this document for a detailed exposition of this issue. The Institute's report made the following observations:

- That problem gambling is best not characterised as "mental disorder",
- That the South Oaks Gambling Screen is the only credible tool to measure problem gambling but that it should be replaced with a better one, and
- That Community surveys in Australia show that problem gamblers comprise between 1% and 3% of the adult population.

The Institute proposed that the following definition of problem gambling be adopted.

> "Problem gambling refers to the situation when a person's gambling activity gives rise to harm to the individual player, and/or to his family, and may extend into the community."

This definition emphasises the qualitatively different nature of problem gambling from normal gambling activities and the social impacts that an individual's behaviour may have upon the individual and upon the family and community. For the purposes of this report,

we shall use the terms problem and pathological gambling interchangeably. Walker and Dickerson discuss this issue in their 1996 paper in Journal of Gambling Studies and note that there is a developing preference for the use of the term problem gambling in preference to pathological or compulsive gambling.

We note that following the Institute's recommendation, the development of a new tool to measure gambling and problem gambling behaviour is currently being addressed in the research project "Problem Gambler Measurement Instrument", another of the projects comprising the 1998-99 Research Program of the Authority. However, this was not available to us in time for incorporation within the present project. Even if it were, the SOGS, not withstanding its many critics, is the international standard tool and its incorporation into studies of problem gambling is common practice. Accordingly, we used the SOGS as the problem gambling measure within the present study. This is consistent with the use of SOGS by the Authority in its ongoing survey series of community gambling patterns and perceptions until the development of a new tool is completed.

The Department of Human Services has adopted the approach that the term "Problem Gambler":

> "… should only be taken as indicating that the person has presented themselves as being involved in problem gambling activity. It should be taken as the authors agreeing (or disagreeing) with this self-assessment. Further it should not be taken as agreeing (or disagreeing) that the person would necessarily satisfy the Department of Human Services, or any other criteria, for problem gambling. The authors do accept as a useful starting point the definition of problem gambling proposed in the recent VCGA report."

Thus there is a high degree of agreement between the VCGA and Department of Human Services perspectives concerning the appropriate definition of problem gambling. This approach was followed in this project.

THE PREVALENCE OF PROBLEM GAMBLING

While there is now a substantial international literature[1] on the prevalence of problem and pathological gambling within the community, there remains considerable uncertainty as to the actual rates of problem gambling within different communities. This is in part due to variations in definitions of problem gambling as well as methodological issues and problems in the conduct of the research.

Abbott and Cramer (1993) performed a study involving the telephone interview of 420 randomly selected adult Nebraskans concerning their gambling activities. While the authors did not report rates of "compulsive" gambling in their sample, 10 per cent of the 62 per cent of people who reported that they had gambled in the past year indicated they had experienced negative effects of gambling.

[1] In many respects the Authority's own studies of Community Gambling Patterns and Perceptions are well in advance of the international work in terms of sample scope and longitudinal design.

Buhringer and Konstanty (1992) studied the prevalence of users of slot machines in the Federal Republic of Germany in a face to face interview study of 7,643 respondents. They found that 10.2 per cent of the population were active gamblers and that 0.7 per cent were "intensive" gamblers who had used slot machines for 5 hours or more per week in the previous three months.

Emmerson and Laundergan (1996) studied the changes in prevalence of gambling and problem gambling over a four-year period in the State of Minnesota. The 1990 sample consisted of 1251 respondents and the 1994 survey consisted of 1028 telephone interviews using randomly selected numbers. The SOGS-M modification of the South Oaks Gambling Screen (SOGS) was employed where the questions are re-phrased to reflect a time period of the last year over which the target behaviours are exhibited rather than the life-time of the respondents. In 1990, the percentages of gamblers "with some difficulties" were 11.3 per cent, gamblers with "increasing negative consequences" (often the term "problem gambler" is applied to this group) were 1.6 per cent and probable "pathological" gamblers was 0.8 per cent. In 1994, the figures were 15.8, 3.2 and 1.2 per cent respectively for each group, suggesting growth in the sizes of these groups over the time period of the study.

Fisher (1992) studied the rates of pathological gambling in a sample of 467 British children. The study involved a written questionnaire that included DSM IV-J derived items. The questions were asked in the present tense so that the target behaviours were occurring close to the time of the study. Sixty-two per cent reported gambling on fruit machines and of these 9 per cent were classified as problem gamblers. This gives a total population pathological gambling percentage for the children of 5.6 per cent, a somewhat troubling result.

Ladouceur (1991) studied the prevalence of pathological gambling in a telephone survey of 1,002 randomly selected residents of Quebec using the standard life time prevalence version of the SOGS. This uses questions phrased to assess lifetime prevalence ie (Have you ever?). Ladouceur found what he terms the "current" prevalence of pathological gamblers to be 1.2 per cent with another 2.6 per cent to be problem gamblers. In a later study Ladouceur, Dube, and Bujold (1994) found in a survey of 1230 primary school children in Quebec that 40 per cent of the respondents gambled at least once a week. In a questionnaire study of 1471 Quebec college students, Ladouceur, Dube and Bujold, once again using the standard SOGS instrument, found that 2.8 per cent of the students were pathological gamblers and that 5.8 per cent were problem gamblers. Large sex differences were found with men more likely to be problem or pathological gamblers.

Volberg and Steadman (1988, 1989) have studied a range of samples of United States communities over a period of years, using the standard lifetime prevalence form of the SOGS. Their 1988 study, involving the telephone interview of 1,000 randomly selected New York respondents, found problem gamblers made up 2.8 per cent of the sample and that a further 1.4 per cent was pathological gamblers. Their 1989 study of 1,750 New Jersey and Maryland residents, again using a randomly selected telephone interview methodology, found problem gambling rates of 2.8 per cent in New Jersey, 2.4 per cent in Maryland and pathological gambling rates of 1.4 per cent in New Jersey and 1.5 per cent in Maryland.

In a later paper Volberg (1994) reviewed the public health implications of her findings. She noted that:

> "In states where legal gambling has been available for less than 10 years, less than 0.5 per cent of the adult population were classified as probable pathological gamblers. In states where legal gambling has been available for more than 20 years, approximately 1.5 per cent of the adult population was classified as probable pathological gamblers. Together these data support the long standing contention of treatment professionals and researchers that increasing the availability of gambling will contribute to an increase in the prevalence of gambling related problems in the general population." (1994, p.239)

Thus according to Volberg, problem and pathological gambling prevalence rates are affected in quite important ways by systemic variables including the time period since the introduction of widespread legalisation of new gambling modes. This situation may apply to the context for the present study, the State of Victoria, where there has been strong growth in gambling opportunities following the State Government's liberalisation of gambling laws. But caution is necessary in the application of Volberg's findings to the present context. Victoria seems to have a higher availability of Electronic Gaming Machines than the jurisdictions studied by Volberg and the spatial distribution of gambling services in Victoria may be more decentralised. This may mean that that the pattern of slow growth in the prevalence of pathological gamblers described by Volberg may not be seen in Victoria.

It is important to note that the prevalence estimates cited in the above papers are affected by the type of prevalence estimate used and the definitions adopted to define problem and/or pathological gambling. In other words, in many instances, apples are being compared with oranges and pears.

In discussion of the prevalence of pathological and problem gambling as in the above studies, there is sometimes considerable imprecision of what is meant by "prevalence" and the type of prevalence being described. In standard epidemiological terminology (see for example Christie, Gordon & Heller, 1987), the incidence of a condition within a population is the number of new cases occurring within a specified time interval. Point prevalence is the number of cases that have the condition within the population at a specified point in time. Period prevalence is the number of cases that have the condition over a specified period of time. Lifetime prevalence, for example, is the number of cases within a population that will have the condition over the lifetimes of the individuals comprising the population. These prevalence definitions and their associated values within populations are quite different and it is important that the quotations of prevalence data include a clear specification of which type of prevalence is being quoted.

In the context of tools designed to measure the prevalence of problem or pathological gambling, the use of terminology such as "Have you ever" performed the target behaviour is assessing a period prevalence over the person's lifetime to date. The use of terminology such as "Have you in the last six months" performed the target behaviour is attempting to assess the period prevalence over six months. The use of terminology such as "Are you currently" is assessing point prevalence for the particular moment at which the question is being asked. Of course, these different terminologies will yield widely different prevalence results.

The SOGS-M (South Oaks Gambling Screen) where the respondent is quizzed about target behaviours over a 12 month period may yield quite different results from the

standard SOGS where lifetime "Have you ever" questions are asked. If however, problem and pathological gambling is a life long condition, then the questions may well yield the same results for point, period and lifetime prevalence. Emmerson and Laundergan's (1996) study using the SOGS-M, did after all, yield 1994 problem and pathological gambling per cents of 3.2 and 1.2 per cent respectively, which are very similar rates to Volberg and Steadman's rates.

Knowing the point prevalence or the 12-month period prevalence of problem and pathological gambling is very important for problem gambling service planning. Problem and pathological gambling services based on the assumption that life time rates of problem and pathological gambling represent the numbers of people that currently require services may have vast over capacity. This is because prevalences are sometimes substantially greater than point prevalences. Knowledge of the prospective pool of people who require services is informed by the incidence data (ie new cases) and period prevalence data where the period corresponds to the planning period for the service. Thus, in most instances, 12-month period prevalence and 12 month incidence data would provide a sound basis for service planning and estimation of prospective client numbers. Of course, not all prospective clients turn into actual clients. Life time prevalence data which are yielded by tool such as the standard SOGS do not provide a sound basis for service planning where the point or 12 month period prevalence are the required data. We examine the data obtained from analyses of the Breakeven problem gambling services later in this document.

In addition to concerns about the imprecise quotation of prevalence data without specifying the type of prevalence being quoted, there is a further issue in the use of epidemiological principles and terminology in the problem gambling literature. In medical epidemiology, in many instances there is an incontrovertible test for the presence of the condition for which the prevalence is being estimated. Thus with discussions of conditions such as the diagnosis of cancer, while there may be some uncertainty concerning population prevalence because of sampling difficulties, the existence of the target condition in individuals in principle can be readily determined by the appropriate test. However, problem and pathological gambling measures involve the use of social constructs and self reports by the affected population.

There may be measurement error induced through incentive to conceal problems. Walker (1992) has issued a number of warnings about the use of instruments such as the SOGS to measure the prevalence of problem and pathological gambling based on concerns about self-report accuracy.

The use of self-report measures to determine, for example, the diagnosis of cancer would be seen in main stream medical epidemiology as quite odd, whereas in the problem gambling literature, the use of self-report measures is quite routine. The use of prevalence rates and other quantitative estimates should not mask the fact that problem and pathological gambling are arguable social constructs that do not have the same tightness of definition that the occurrence of diseases may have. This means that measurement error and erroneous classification decisions may affect prevalence estimations of rates of problem and pathological gambling in ways not represented in conditions with tighter tests and criteria.

Walker and Dickerson's (1996) paper makes many of the same points as argued above about the difficulties in developing accurate measures of the prevalence of problem gambling within communities.

In sum, the gambling and problem gambling prevalence literature is beset with methodological difficulties. In many of the studies, telephone interviewing has been employed which could bias respondent's answers and the samples of respondents. However, if this is conducted well it may, in fact, be a superior method to others. Second, there has been important debate about the validity of the scales used to determine whether the person is a problem gambler or not (Walker, 1992). Third, there have been some issues raised about imprecision in the types of prevalence estimates that are used in some problem gambling studies. Volberg (1994) has, nevertheless, noted that the measurement of prevalence rates has crucial impacts upon the formulation of public policy.

Thus, the estimates of the prevalence of problem and pathological gambling need to be considered carefully in the context of exactly what type of prevalence is being quoted and treated with some caution. However, while we may argue the toss as to exact rates of problem gambling in different communities, it is a fact that in most demographic groups within the community, e.g. men, women, young people, old people, rich people, poor people and people from specific cultural groups, it is a minority of members who are problem gamblers or experience problems associated with gambling. This is not to diminish the well documented and researched harmful impact that gambling may have on individuals and communities but we are obliged to note that the majority of people do not have major problems associated with their gambling activities, whatever their cultural or social affiliations.

An important body of work in the gambling literature in Australia is the series of community gambling patterns and perceptions studies commissioned by the VCGA. It is important to note that these studies are not studies of problem gambling activity per se. Rather they are directed at the participation in, and perceptions of, gambling activities within the general Victorian community.

Recently the sixth survey of Community Gambling Patterns and Perceptions was released. The survey was conducted by Roy Morgan Research and involved interviews with 1,737 participants in both metropolitan and rural areas. The key findings of the surveys were as follows:

- The overall participation rate in gambling activities has declined over the last two years back to 1995 levels. While there are fewer people participating in electronic gaming machine and in casino gambling those who are participating are tending to play more often and for larger stakes.

- Use of the South Oaks Gambling Screen for problem gamblers showed that 1.5 per cent of the survey participants scored in the "at risk category".

- Gambling expenditure in Victoria increased by 15.9 per cent with most of this attributable to increased expenditure on casino and electronic gaming machine gambling. However, expenditure on the more established forms of gambling including racing and lotto type games has remained constant.

The field work for the seventh survey was completed in October, 1999 and the report is in preparation at this time.

The Authority's research provides an important picture of gambling activity in the general community in Victoria.

The Commonwealth Productivity Commission has also recently released a major discussion paper on gambling within Australia that draws upon substantially the same work as that reviewed in this report. The Commission's deliberations are ongoing.

RISK FACTORS FOR PROBLEM GAMBLING

It is frequently asserted that certain groups are over-represented in those experiencing problems with gambling. The research literature has demonstrated that there are certain risk factors associated with problem gambling. We now turn to a discussion of these risk factors. As a preliminary to this discussion, we wish to emphasise the importance of not stereotyping specific cultural groups with respect to gambling activity and problem gambling. Stereotypes engender erroneous beliefs about people on the basis of their membership of a particular group, for example, all Irishmen are red headed. We know that people with problem gambling issues form a minority in most communities. It is a matter of risk factors associated with, or predictors of, gambling participation and problem gambling. It may be that having a particular social or personality characteristic or coming from a particular cultural background may increase the chances of participation in gambling or having problems associated with gambling (ie that there is an increased relative risk). However, these relationships are correlational not causal. We do not yet know of any single factor that perfectly predicts gambling participation or gambling problems.

Very few international studies have been performed concerning the issue of the impact of culture upon gambling, and, in particular, problem gambling.

Abbott and Volberg's (1994) paper summarises the major findings of a large-scale study in New Zealand compared with a US study and a Canadian study. High risk groups were found to be young adults, Maori and Chinese cultures, unemployed people, males and people who have parents with gambling problems.

Duvarci and Varan (1997) used the SOGS and DSM-IV to identify Turkish pathological gamblers. There were some problems with some of the items on the SOGS and the DSM-IV where cultural differences were noted to be responsible for the failure of these instruments to accurately measure problem gambling amongst Turks.

Lesieur and Blume (1993) provide a description of how to adapt the SOGS for use in various cultures and localities.

Volberg, R. and M. Abbott (1997) compared the results of gambling studies among indigenous groups from New Zealand (Maori) and North Dakota (American Indian). The comparisons suggested that differences between indigenous peoples and Caucasians in gambling might be due to factors distinct from culture.

Zitzow (1996) compared the gambling behaviors of American Indian adolescents with their non-Indian peers. The sample included 115 American Indian and 161 non-Indian high school students (aged 14-19 years) who completed a gambling survey. Cultural issues, increased exposure and availability are amongst the reasons given for American Indian adolescents reporting greater frequencies of gambling than their non-Indian peers. Culture and its impact upon gambling participation and problem gambling has not received major attention in the published research. However, there has been considerable work performed in the study of other factors and their impact upon these matters.

Griffiths' (1995) paper in the Journal of Gambling Studies provides a very useful summary of factors that have been found to be associated with young people and problem gambling. These include:

- Being male,
- Early age of commencement of gambling,
- Early big win,
- More likely to have begun gambling with parents,
- Depression,
- Excitement associated with the act of gambling,
- To view gambling as a skilled activity,
- More likely to engage in other addictive behaviours including alcohol and drug use, smoking, and
- More likely to have parents or other family members with addictive disorders.

Griffiths' paper along with the many papers cited within it are based on international studies. Of course, it is important that any work in this area includes consideration of international findings. However, it should be noted that there are important cultural differences between the populations of different countries. Furthermore there are major differences in the ways in which gambling is available and is marketed in the different jurisdictions. It is also important to note that the gambling situation is dynamic and changing in many jurisdictions. Rachel Volberg has pointed out that major changes in problem gambling rates occur over time. That is, the rates rise significantly over an extended time following the introduction of widespread access to different gambling modalities. We therefore need to understand that Australia and Victoria has its own cultural and social milieu and that we are in the early phases of major changes in the way in which gambling products/ services are available to Victorians and Australians. Therefore local, especially Victorian studies are of particular pertinence to the present study.

There are two major Victorian gambling research programs; the Department of Human Services Gambling research series and the Authority's research program. This report is one of the Authority's commissioned studies.

The Victorian Department of Human Services Community Support Fund Studies

The Department of Human Services via the Community Support Fund has funded a series of major studies concerning the provision of problem gambling counselling services within the State of Victoria. The studies of pertinence to the present work are the Client and Service Analysis studies.

Whenever a client presents for assistance with problem gambling issues at one of the Breakeven problem gambling services, a demographic, social and gambling activity profile Minimum Data Set (MDS) is collected. Similar data collections occur when services are provided and when the case is closed. Analyses of the MDS appear in several public reports (Department of Human Services, 1999a; Department of Human Services, 1999b).

The demographic analyses reported in the Human Services studies provide important data about the characteristics of people reporting to problem gambling services. The major findings from these analyses were:

- Men and women report to problem gambling counselling services in approximately equal numbers. This finding is quite different from international trends, where males are typically over-represented in gambling activities and attendance for problem gambling services.

- Presenters at the services were more than twice as likely than other Victorians to be divorced or separated. It is difficult to determine the causal nexus in this finding. It may be that the negative consequences of the gambling lead to relationship breakdown, or vice versa. Alternatively it may be that the same underlying causes in the nature of the gambler's personality and social relationships lead to the difficulties in both domains.

- Presenters were twice as likely to be unemployed. This may be consistent with a personal resources model of development of problem gambling. People with high incomes have a greater disposable income to allocate to gambling and other recreational activities, perhaps a greater margin for error. However, if you have modest personal resources, the protection against development of problems is much less. It may also be that being unemployed is associated with higher levels of boredom and need for recreation.

- There were only slight differences between the profiles of countries of birth of the service users and the general Victorian community. As discussed below, there are many reasons as to why presentations at the problem gambling services may not reflect the true picture concerning the rate of occurrence of gambling problems within the relevant cultural and other groups.

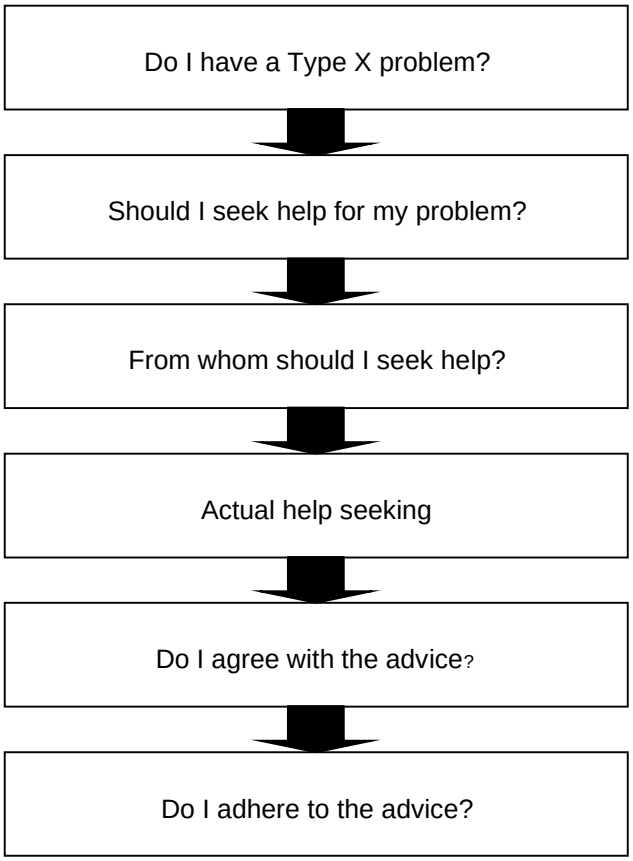
There is a series of steps through which the person with the gambling problem has to progress in order to arrive at a problem gambling service. Some may never take all of the necessary steps.

In health and human services research[2], it is a well demonstrated finding that many people do not seek to obtain health services when they have a health problem, even when the problem is serious (see, for example, Prochaska, DiClemente and Norcross, 1992; Thomas, Young, Dickens, Browning, Eckermann, & Vafiadis, 1997). There is a large literature in the health and human services fields in which researchers have set

[2] By referring to the health services literature we are not implying that problem gambling activity is an addiction. However, there is some useful research from within these fields that may be pertinent to the problem gambling context.

themselves the task of discovering why people do not seek services they seem to objectively need. Discussion of this issue is assisted by consideration of the Service Action Model (Figure 1) developed by some of the present authors. This model is concerned with the steps taken by consumers in seeking services. It is directly pertinent to the present discussion.

Figure 1. Service Action Model



The model asserts, in a similar fashion to the celebrated model proposed by Prochaska and DiClemente that people with problems go through a series of steps before help is sought. This is an active decision process, with fewer and fewer people reaching the later stages of the process. Prochaska, DiClemente and Norcross, (1992) reviewed a large body of literature that had used their model in a wide variety of areas including, alcohol, drug use and smoking. They concluded that at any one time most people with addiction problems were not engaged with services. They also concluded that resolution of the problems typically involved many unsuccessful attempts. These findings would be consistent with a large pool of people with problems but a small pool of people actually engaged with services. Similarly, a picture of a small pool of people seeking services is also potentially consistent with low rates of need. We do not have sufficient knowledge of the situation as yet to definitively eliminate competing explanations for it.

While the present study is not a study of help-seeking for gambling problems, we included several questions about from whom the person would seek help for problems and also gambling problems in the survey questionnaire.

For another project we are currently collecting data for a study concerning people's attempts to reduce or cease gambling, smoking, drinking alcohol, illegal drug use and diet

control. Preliminary results show that most people go through many attempts to modify their behaviour without success.

In order to understand where to target services designed for people with gambling problems and how to market them, several pieces of information are necessary. First, it is necessary to know the characteristics of people who may need services through appropriate studies such as the Community Patterns Surveys conducted by the Authority. Second, we need to have precise information about the characteristics of the people who engage with services. The diagram and model above is the link between these two groups. If we can know the scope and characteristics of the underlying population with current problems, know the characteristics of the sub-population that engage with services, then the above model provides a very useful means of understanding where people fall into and fall off the process.

As outlined in the section of this report that deals with the consultations with community groups and other key informants, it is a common claim that problem gambling is a hidden problem. That is, it is claimed that many people with serious gambling problems do not seek services to assist them. This position is likely to be true, if the findings from the general help-seeking literature in other domains are reflected in the gambling domain. It is a natural human propensity for many people not to seek help for problems until they develop into quite serious ones. If Volberg's analysis of the growth (trebling) of the rates of gambling problems over the first 20 years of introduction of gambling liberalisation is correct, then steady growth is likely to occur. There is no reason to imagine that problem gambling is fundamentally different from the many other health and social problems that afflict people in the community. Of course, low rates of attendance at services may also be affected by service design and marketing.

The Victorian Casino and Gaming Authority Studies

The Authority has a responsibility to conduct research into the social impact of gaming in Victoria and accordingly has commissioned a wide range of studies concerning gambling activity in Victoria. Details of past and present research programs of the Authority can be obtained from its website[3]. (The Research Program conducted by the Department of Human Services on the other hand is primarily focussed on problem gambling services). Arthur Andersen has also published a summary of findings of the 1996-1997 research program.

Of particular pertinence to present project is the previous work concerning the profile of patrons at the Crown Casino published in December, 1997. This work provides some very useful analyses of the demographic characteristics of casino patrons compared with the Victorian population. Surveys were initially conducted at the temporary premises of Crown Casino (1,273 respondents) and then later at the permanent premises (1,985 respondents).

The analyses of the Country of Birth data show that casino patrons from the Middle East/ Africa, Greece, Italy and Asia were relatively over-represented in the patrons who participated in the survey. In numerical terms, Asian patrons were 13% of survey respondents at the Permanent Casino, Greek patrons were 2%, Italian patrons were 4% and Middle East African respondents were 3% of the total respondents. While the

[3] www.gambling.vcga.vic.gov.au

overall sample size for this study was satisfactory, the variability in the sample estimates is likely to be higher for small groups.

It should also be noted that the casino patron survey had a relatively high rate of refusals. The report noted that people from NESB may have been under-represented in the respondent sample due to having a higher rate of refusals amongst that group.

The VCGA has also sponsored three studies of the impact of electronic gaming machines upon inner city and rural communities. The study of impact upon inner cities concluded that:

> "In this study of the inner metropolitan regions there is a lower incidence of Australian born persons and a noticeable finding is that Australian born persons were found to be a little bit more likely than others to have gambled recently on an EGM. Perhaps the most noticeable over-representation of country of birth category is the incidence of Italians who reported gambling in the last two weeks. An interesting finding is the disproportionately low incidence of gambling reported by the Vietnamese. However, they have a high incidence in the "other" category which suggests a certain reluctance to report their incidence of EGM gambling. (p.52)"

These findings with respect to the Vietnamese community may also mean EGM gambling or the venues may not be attractive to Vietnamese patrons, with high other gambling being truly reflective of their gambling patterns.

The VCGA study of the impact of EGMs upon small rural communities reflected the fact that Victoria's small rural communities have very low rates of people from NESB living within them. Most people from NESB in Victoria are clustered within metropolitan and regional cities.

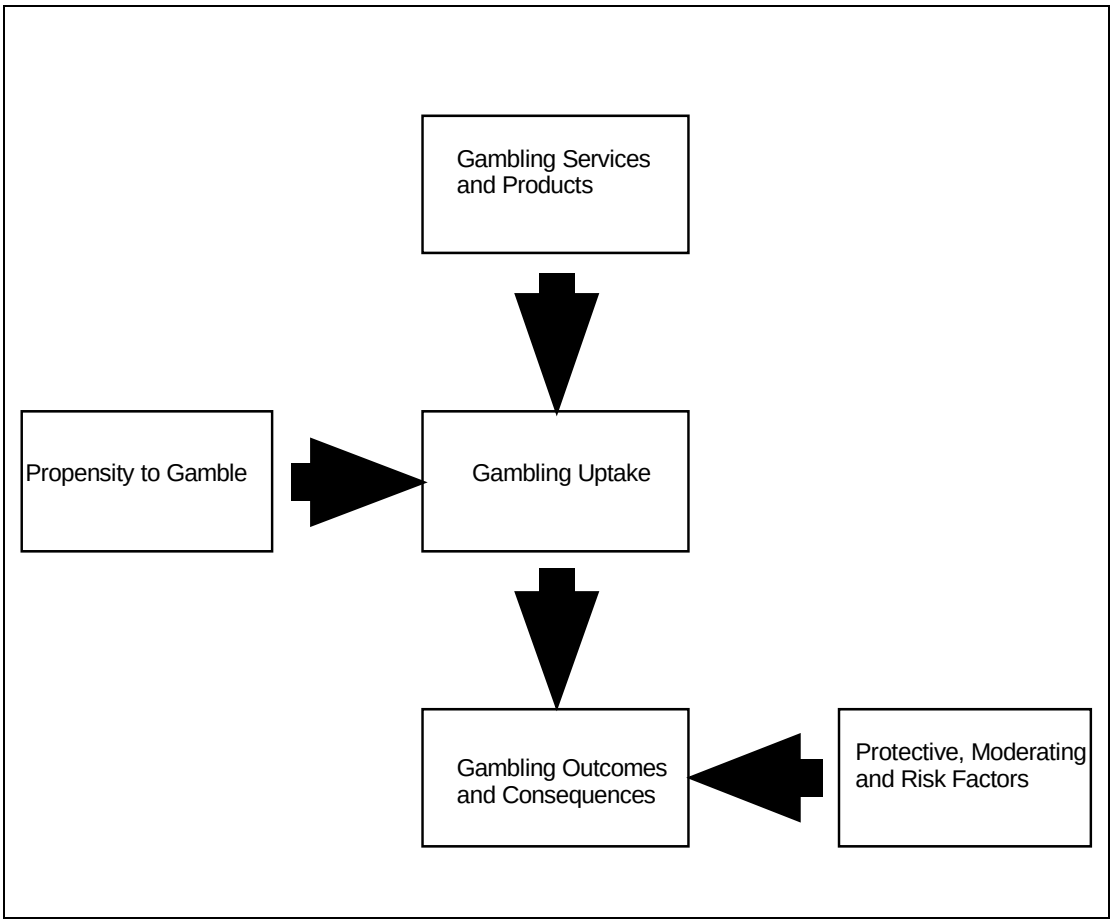
In sum, based on these data there was some evidence that Asians including Vietnamese and Chinese speakers, Greeks and Italians seemed to be over-represented in gambling participation in Metropolitan Melbourne. We find that presentation to state funded problem gambling services occurs at broadly the same rates for specific cultural groups as they appear in the general population. The rates of presentation may be affected by factors related to culture and hence mask true underlying rates. However, we have only anecdotal information concerning this. Previous research evidence suggests that only small numbers of people with social and health problems will present to services. It is likely that this finding also holds for gambling problems.

How then may we put this information together into a meaningful whole? To assist with our understanding of the impact of cultural factors upon gambling participation and problem gambling we propose the following model.

A MODEL OF GAMBLING PARTICIPATION AND PROBLEM GAMBLING

The model is supported by the literature we gathered and the consultations we conducted for the present project in Stage 1 of the project, as well as the survey data collected in Stage 2 of the project .

Figure 2. Model of influences upon gambling outcomes and consequences



The model asserts that the gambling uptake for individuals is influenced by an individual propensity to gamble and the availability of gambling services. It is further asserted that the outcomes and consequences of gambling are influenced by gambling uptake and various protective, moderating and risk factors. We now turn to a discussion of the model elements and how it relates to the study goals.

Propensity to gamble

In the model it is assumed that people vary in their propensity and desire to gamble. The propensity to gamble may be influenced by a variety of factors. These include personality factors such as the need to seek sensations and take risks. It may also be affected by personality components that are associated with addictive behaviours in general. A common finding amongst people with gambling problems is that they also have other addictions. Spunt, Dupont, Lesieur, Liberty and Hunt's review in the November, 1998 edition of Substance Use and Misuse provides a review of this literature. Black and Moyer's US study in the November 1998 issue of Psychiatric Services shows that people with "pathological gambling" frequently have substantial psychiatric co-morbidities. Of course this does not mean that people in the normal gambling range also have addictive and psychiatric co-morbidities or that there is a causal link.

Evidence for intrinsic factors affecting gambling is provided by a fascinating study of twins reported in the September 1998 edition of Addiction. Eisen et al report the results of the study of 3,359 US twin pairs. Inherited factors explained 62% of variation in the diagnosis of pathological gambling disorder and lower amounts in the elevated but normal ranges of gambling behaviour. This provides strong evidence for inherited and personality factors influencing propensity to gamble.

A factor that has been found to predictive of propensity to gamble is the family environment and exposure to gambling activity within that environment.

In terms of the impact of cultural factors upon propensity to gamble, there is little published data concerning this issue. We know that personality is formed by an interplay of intrinsic genetic factors, social experiences and learning within and outside the family and the societal context. Cultural factors affect all of these components but the relationships are complex. It may be that different cultures have different propensities to gamble. We certainly know that specific cultural groups seem to have different preferences about gambling modalities.

As part of this project consultations were held with a wide range of community groups and representatives from different cultures. The outcomes of these consultations are described in detail in Section 2 of this report. However, it is pertinent to provide a brief overview of some of the outcomes that are germane to the present discussion.

Consultations with representatives of a range of specific cultural groups have indicated that people from non English speaking backgrounds (NESB) gamble for different reasons and prefer certain gambling forms over others. For example, Arabic speakers, Greeks, Italians, former Yugoslavia and Spanish speakers suggest that gambling is more of a social activity and a form of relaxation and entertainment. For this group, gambling at home (eg. cards) is considered a socially acceptable pastime as is meeting friends at local coffee shops and bars for a game of cards (typically among men).

Others such as the Vietnamese are much more business like about their gambling and may view it as a potential source of funds. For others such as the Chinese it is part of life and a celebration of luck. The aspect of luck is very much an important part of the Chinese cultural psyche. Superstitious beliefs associated with luck such as lucky or unlucky colours or numbers are everyday aspects of life for such groups as the Hong Kong Chinese. For example, red and yellow are auspicious colours while black and white are generally avoided. The number "eight" in Cantonese is considered lucky as it sounds like the word rich, while the number "four" is considered unlucky as it sounds like the word death. These superstitions often interplay on gambling behaviour.

The uptake of casino gaming in recent years has been a feature of discussions with representatives of specific cultural groups. In particular, Asian groups such as the Chinese speakers, Vietnamese and Koreans appear to prefer this gambling form. Typically, games of chance such as roulette and EGMs are preferred by this group as they require little or no spoken English language skills to participate. Other specific cultural groups may be more drawn to games of skill as opposed to luck. The survey results reported later in this document directly address this issue.

Gambling Services and Products

While it might be banal to note this factor, gambling uptake and patterns are, of course, influenced by the availability of gambling products and services. In the State of Victoria, ten years ago, access to gambling was strictly limited. There were no legal EGMs and no casino facilities. There has been a wide-spread liberalisation of access to gambling products and services within Victoria, particularly over the last five years. The use of any product or service is affected by its availability, marketing and how well it meets the needs of its consumers. The Crown Casino patron study shows that participation in gambling occurs at greater relative rates amongst certain NESB communities. It has been asserted in various of our consultations that this is a function of the Casino meeting and targeting the needs of these patrons. Games that appeal to such groups are available. To participate does not require high level English skills. The Casino is set up to meet the needs of NESB patrons whether they be visitors or Australian residents. The social milieu of the Casino is international and multi-cultural. This is reflected in the high uptake of its services by NESB patrons. On the other hand, the low uptake of EGMs by people from NESB in some contexts may also be a reflection of the same factors but operating in the other direction. For example, a strongly Anglo-Celtic club may not be an attractive venue to a sole person from a NESB group.

It is also important to note that many people from NESB have come from environments where casinos and access to EGMs were not a feature of their home countries. In some countries, these modes of gambling (sometimes all gambling), are not legally sanctioned, as was the case for most Victorians, a few years ago.

Some participants in the project consultations claimed that the immigration experience may affect propensity to gamble. Immigration, especially if it is associated with a refugee situation can be a highly stressful, isolating and alienating experience. High levels of stress and social discomfort may in turn increase propensity to gamble. However, the research evidence for these assertions is not strong.

Gambling Uptake

The model asserts that gambling uptake is influenced by the personal characteristics of the gambler, ie propensity to gamble and the availability of services and products. Both factors are influenced by cultural factors. Specific cultural groups have been shown to have different preferences for gambling products and services.

Protective, Moderating and Risk Factors

These factors include the social and financial resources that the gambler brings to their gambling activity. While gambling problems have psychosocial elements, a major factor is that of insufficient money. A gambler may have all the psychosocial consequences of problem gambling, e.g. poor inter-personal relationships with spouse and family, preoccupation with gambling to the exclusion of other important issues, but it is when the financial resources are insufficient to meet the requirements of the gambling activities that major problems and consequences develop,

Thus if the person has low financial resources to meet the requirements of their gambling activities, this is a risk factor for negative consequences of the gambling. On the other hand, if the resources are substantial then this may be a protective factor. It is noted that unemployed people appear at twice the expected rate in presentations to Breakeven problem gambling services. While this may be a consequence of other factors, it is frequently the case that unemployed people do not have major resources to fall back upon to service their gambling requirements.

To develop a gambling problem and the associated potentially negative consequences of the problem takes an extended period of time. Volberg's findings that problem gambling rates go up substantially in various jurisdictions over time are probably reflective of this fact as well as issues such as market uptake.

It is likely that immigrants typically take time to develop the financial resources equivalent to other citizens. Migrants who are refugees and those who have migrated for economic reasons do not have the financial resources or backing to withstand the negative financial impacts of even moderate levels of gambling participation.

Social and family supports or the lack of them are also important protective and risk factors for negative outcomes of gambling activity. It is noted from the Breakeven Client and Service Analysis studies conducted for the Department of Human Services that people who are divorced or separated appear at twice the expected rate in presentations to problem gambling services. While this may be either a cause or a consequence of the problem gambling, it is very well known from other research literatures that social supports are a key protective factor for adversity.

In terms of the specific cultural groups issue, it is likely that social supports are affected by cultural and ethnic factors. In the case of refugee immigrants, frequently the normal social supports available to other citizens may not be available.

SUMMARY OF THE OUTCOMES OF THE DOCUMENT REVIEW

In this model it is asserted that the consequences of gambling activity are the result of the impact of gambling uptake and how this is impacted by protective, moderating and risk factors. These include social supports and financial and other resources. It has been argued that immigrants and particularly those from NESB may have diminished protective resources and hence increased risk of negative consequences of gambling activity.

Actual gambling uptake is argued to be the result of propensity to gamble and the availability of gambling products and services that meet the needs of the gambler. There is anecdotal evidence that the gambling services and products that are available at the casino are particularly effective in attracting the custom of people from NESB. However, in terms of research evidence concerning propensity to gamble of people from different cultures, there is little hard evidence of differences between specific cultural groups. However, there is some popular speculation about variations in such propensity.

An outcome of these discussions of gambling issues, is that we consider immigration factors need to be carefully included in the study of impact of cultural factors upon gambling participation and the rates of problem gambling. While knowledge of the impact of immigration upon health services is relatively well researched, we do not have equivalent knowledge in the gambling domain. Immigration issues would seem to potentially impact upon the protective factors discussed in our model. We therefore collected data concerning these factors in the Stage 2 survey.

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SECTION 2
CONSULTATIONS WITH KEY INFORMANTS

Interviews and consultations were conducted with representatives from fourteen ethnic communities in Victoria in order to research the perceptions of the impacts of gambling on these communities. The interviews covered attitudes towards gambling, the impact of gambling and access to services.

A summary of the outcomes of the interviews broken down by the cultural groups now follows:

THE ARABIC COMMUNITIES

Arabic cultures transcend many countries in which other cultures also figure prominently. It is therefore not sensible to quote population data from individual "Arabic" countries. However, 0.87 per cent of Victorians speak Arabic.

Consultations were held with Dalal Smiley from the Victorian Arabic Network Incorporated, Joumana Dennaoui from Broadmeadows Care, Naim Melhem from South Eastern Arabic Community Association Incorporated, Gina Horn from Breakeven South Eastern Region, and Joe Wakim from the Australian Arabic Council.

The discussants noted that Arabic peoples face similar issues and have a similar response to gambling in the Victorian community. Gambling is apparently illegal most other Arab states. In Lebanon the casino is only accessible to the very rich. Illegal gambling is common with horse racing and card games being popular.

Gambling is strictly prohibited by the Islamic religion. Therefore gambling carries a strong social stigma within these communities.

According to the participants in the consultations, gambling is considered to be a big problem among Arabic communities in Victoria. Young and middle aged men are more likely to be the gamblers in the communities. Younger men are attracted to Crown Casino, while the older people play pokies and Tattslotto. The accessibility of the casino to people of all social and ethnic backgrounds makes it very attractive compared to casinos in the Middle East. Overseas guests are often taken to Crown Casino to impress them.

THE CAMBODIAN COMMUNITY

The 1996 Census Victorian Community Profile constructed by the Australian Bureau of Statistics does not contain data for the percentage of Victorians born in Cambodia. In Australia, the 1996 Census showed that there are 21,549 people born in Cambodia resident in Australia.

Consultations were held with Phong Heng from Springvale Indo-Chinese Mutual Assistance Association (SICMAA) and an information officer from the Royal Embassy of Cambodia in Canberra .

Gambling is not encouraged within Cambodia. Gambling venues are much more accessible in Australia than Vietnam. Crown Casino is a popular gambling venue amongst Cambodian people.

There is an awareness of problem gambling services amongst the Cambodian community. However it was claimed that are not widely used due to shame and unwillingness to admit that gambling is a problem. It was claimed by the discussants Cambodians often prefer to deal with language specific services when they are seeking help.

THE CHINESE COMMUNITY

People born in China represent 0.64% of the Victorian population. However, people of Chinese culture make up a much higher percentage of the Victorian population as they may come from a variety of other Asian countries.

Consultations were held with Ellen Ching from St Kilda Chinese Women's Group, Zhibin Wei from Stonnington Chinese Association & Federation of Chinese Association, Henry Chiu from Melbourne Chinese Community Cultural Centre, Walin Ho from the Chinese Women's Association of Victoria and Henry Quach from Indo-Chinese Ethnic Chinese Association Incorporated. Consultations were also held at the Salvation Army Chinese Corps Meeting (10 March, 1999) with Eric Chan from the Chinese Elderly Citizens Club, Alexander Wong from the Chinese Christian Association of Victoria, Humbert Chan from the New Chinese Christian Association of Australian and the Life Christian Community Church, Raymond Au-Yeung from the Melbourne Christian Disciples Church, Elda Chan from Breakeven East, Judy Dunster from Breakeven CBD, Samuel Pho from the Chinese Community Problem Gambling Action Group and Ophelia Wong from Breakeven South and the Federation of Chinese Association Social Welfare Centre.

Gambling was claimed to be common place in Hong Kong. It is illegal in mainland China but underground gambling is widespread. Common gambling games include mahjong, card games, horse racing and rooster fighting.

It was claimed by the participants in the consultations that gambling is widespread within the Chinese community in Victoria. It was noted that people of Chinese background prefer to gamble at Crown Casino as opposed to other venues because it has an accessible and friendly "Asian" atmosphere. It also caters for people's entertainment and social needs. It was claimed that Crown Casino provides a comfortable and secure environment for people.

It was claimed that older Chinese are more likely to gamble. However, young international Chinese students are also seen to be emerging gamblers who gamble out of loneliness and boredom. Loneliness and boredom are also claimed to be results of social isolation as a result of migration. Gambling is considered to be an individual and private problem that is confined to the family.

THE CROATIAN COMMUNITY

People born in Croatia represent 0.40% of the Victorian population.

Consultations were held with Maria Bacab from the Australian Croatian Association and Kathy Bosnic from the Australian Croatian Women's Association of Melbourne.

Gambling was not considered to be a major issue within Croatian communities by the participants in the consultations. Elderly Croatians are generally against gambling and some younger Croatians do gamble but it does not seem to show any significant impact on the individuals or the community. There is an awareness of programs available for problem gamblers.

THE FILIPINO COMMUNITY

People born in the Philippines represent 0.46% of the Victorian population.

Consultations were held with Bridget Zubiri from the Filipino Community Council of Victoria and Estelle McNally from the Centre for Philippine Concerns Australia.

Most Filipino people are practicing Catholics and this influences the activities which they generally engage in, including gambling. Gambling is not seen to be a major problem within the Filipino community in Victoria. However, Filipinos are beginning to visit the casino for social outings which may involve gambling. Gambling does not have bad connotations and is seen to be a form of entertainment. The casino is considered to be a glamorous place to go to with friends and visit the restaurants and cinemas and perhaps then to participate in gambling. The casino is also becoming a popular fund raising venue which concerns some of the community leaders. There are no Filipino services for problem gamblers. However community leaders are aware of the current services.

THE GREEK COMMUNITY

People born in Greece represent 1.41% of the Victorian population, the second largest group of people from NESB.

Consultations were held with Tina Douvos from Australian Greek Welfare and Angela Leventis from the Australian Greek Association for People with Disabilities.

It was claimed in the consultations that retired Greek men tend to make group visits to the local TAB to gamble. This is considered to be an acceptable pastime in Australia. Elderly citizen clubs also organise gambling tours to TAB and Crown Casino. The extended family is no longer the norm within the Greek community so alternative social outlets are sought such as gambling. Problem gambling services are known to community leaders and there are a number of language specific services. These services are not local and therefore are not immediately accessible to the Greek community. More bilingual workers and more advertising about the dangers of gambling were recommended by the participants in the discussions.

THE ITALIAN COMMUNITY

People born in Italy represent 2.24% of the Victorian population, the largest group of people from NESB in the state. Italian immigrants were targeted in Australia's post war immigration drives. The Italian born population is ageing as the rate of immigration to Australia by Italians has dropped markedly from their post war levels leading to a graying of the population.

A consultation was held with Stella Tallorito from COASIT, an Italian peak body organisation in Victoria. Remarkably, COASIT has never had a problem gambling case presented or referred to it. However it is acknowledged that some older Italians do play poker machines for recreational purposes. It was claimed that other social and welfare issues such as mental health and inter-generation issues are more important to the Italian community than is problem gambling. Gambling, while it is a recreational activity pursued by many Australian Italians, seems to be kept within bounds within that community.

THE MACEDONIAN COMMUNITY

People born in Macedonia represent 0.43% of the Victorian population.

Consultations were held with Spase Velanovski and Valentina Causovska from Macedonian Welfare.

Macedonia has casinos that are only accessible to the very rich. While Macedonians in Victoria do not frequently visit gambling venues, some elderly citizen clubs do organise outings to the casino. It was claimed that younger Macedonians are more likely to visit the casino in order to go to the restaurants, than to gamble. Macedonian Welfare have not yet encountered any problem gambling cases.

The discussants were of the view that the Macedonian community was aware of the existence of problem gambling services.

THE MALTESE COMMUNITY

People born in Malta represent 0.55% of the Victorian population.

A consultation was held with Margaret Bugeja from the Maltese Community Council of Victoria.

Gambling is not considered to be a major problem in the Maltese community. However the community recognises that older people within the community are beginning to gamble and that this situation may require monitoring.

THE POLISH COMMUNITY

People born in Poland represent 0.51% of the Victorian population.

A consultation was held with Dorota Cipusev from Australian Polish Community Services.

The Polish community in Victoria does not see gambling as a major problem. Polish people do play cards amongst friends for recreation, but this is not considered to be a problem.

THE SERBIAN COMMUNITY

According to the ABS census, people who speak Serbian represent 0.27% of the Victorian population.

Consultations were held with Tamara Prosic from Australian Serbian Community Services and Reverend Boro Petrovic from Free Serbian Orthodox Church.

Serbia has casinos that are only accessible to the very rich. Gambling was seen to be an emerging issue for Serb refugees from the Former Yugoslavia who have come to Australia without their families and without any money. The discussants noted that some Serbs have turned to gambling as a way of making quick money but also as an outlet for other problems including boredom and the absence of achievement.

The Serbian community is aware of the existence of problem gambling services. Serbian Welfare would prefer to see bilingual counsellors rather than the use of interpreters who can hinder immediate communication between the two parties.

THE SPANISH SPEAKING COMMUNITY

No figures were available in the ABS Victorian Community Profile for the percentage of Victorians born in Spain and Latin America, however, 0.52% of Victorians are Spanish-speaking.

Consultations were held with Gloria Bravo from the Latin American Association of Community Development Welfare Services, Dick Dickson from the Hispanic Society of Victoria and Gladys Barrera from the Celas Spanish Latin American Welfare Centre.

Casino gambling in Spain is apparently only accessible to the very rich. Gambling venues such as Crown Casino and poker machines are popular and acceptable social activities amongst older Latin American people. It was claimed, however, that people from Spanish backgrounds tend not to spend much money on gambling and are more motivated by the free offers at Crown Casino.

THE TURKISH COMMUNITY

Of all Victorians, 0.57 per cent speak Turkish at home.

Consultations were held with Hakan Cuvegen from the Council of Turkish Association of Victoria, Kemal Akdenz from the Moreland Turkish Education and Social Affairs Centre and Nebahat Ertolat from the Turkish Women's Association.

The discussants noted that Arabic and Turkish communities face similar issues and have a similar response to gambling in the Victorian community. Gambling is apparently illegal in Turkey, but illegal gambling is common.

Gambling is strictly prohibited by the Islamic religion. Therefore gambling carries a strong social stigma in these communities.

According to the participants in the consultations, gambling is considered to be a significant problem within the Turkish community in Victoria. Young and middle aged men are more likely to be the gamblers in the communities. Younger men are attracted to Crown Casino, while the older people play pokies and Tattslotto. The accessibility of the casino to people of all social and ethnic backgrounds makes it very attractive.

THE VIETNAMESE COMMUNITY

According to the 1996 Census Victorian Community Profile constructed by the Australian Bureau of Statistics people born in Vietnam represent 1.26% of the Victorian population.

Consultations were held with Thuc Nguyen from the Vietnamese Community in North West Region Incorporated, Tam Danh from the Australian Vietnamese Women's Welfare Association, Uyen Carrington from the Vietnamese Community in Australia (Victorian Chapter).

Gambling is an illegal activity in Vietnam. However it is still common, especially during New Year celebrations. Common gambling games include mahjong, snooker and under cover bets at the racecourse. Gambling is widespread and is a popular form of entertainment amongst the Vietnamese people in Victoria. It was also considered to be a major problem in the Victorian Vietnamese community by the people with whom we held consultations. It was noted that gambling venues are much more accessible in Australia than Vietnam. Crown Casino is the preferred gambling venue. Vietnamese gamblers find Crown Casino to be a non threatening environment where they can be entertained without the need for high level English language skills.

There is a general awareness of problem gambling services however it was claimed that are not widely used due to shame and unwillingness to admit that gambling is a problem. It was claimed by the discussants that Vietnamese people prefer to deal with language specific services. The discussants recommended that ethnic media educational campaigns be conducted that promote the dangers of gambling.

SUMMARY OF THE OUTCOMES OF THE CONSULTATIONS

The attitudes towards gambling expressed in the consultations were varied across the cultural groups involved in the consultations.

Among the representatives for the communities studied, gambling was considered to be a more serious problem in the Vietnamese, Chinese, Cambodian, Turkish and Arabic communities. Some of the other communities such as the Greek and Macedonian communities recognised gambling as a problem, but considered it to be of less importance than other social issues. Representatives of some other European communities such as the Italians considered gambling to be of little significance to their communities. The Vietnamese, Chinese, Arabic and Turkish key informants indicated that members of their communities felt particularly comfortable at Crown Casino. The Casino has become a major social outlet for these communities. This is supported by patron surveys of the Casino and the survey results reported later in this report. Crown Casino has an international feel to it, with patrons from many different cultures.

To some degree, gambling was considered to be associated with shame in the ethnic communities by the discussants. Shame was claimed to be a major factor preventing individuals and the communities from accessing problem gambling support services. The way shame was interpreted in ethnic communities differed according to cultural and religious beliefs. Within Asian communities shame was associated with losing face and respect amongst members of the community. Gamblers did not want to talk about what they had lost, only their winnings. In the Arabic and Turkish communities shame was claimed to be based upon religious principles. Gambling is strictly forbidden in the Islamic religion.

Treating the gambling problem was an issue for all ethnic communities. Most workers interviewed were aware of services such as Breakeven or G-line. However, they considered that a major problem was getting gamblers to access these services. The discussants claimed that mainstream problem gambling services were sometimes regarded as culturally inappropriate, while community based programs were subject to concerns about confidentiality and the skills of staff. In these cultural groups, counselling was often associated with mental illness and with types of problems which most people believed they did not have.

The effects of migrating to Australia and the experience of loneliness and boredom were cited amongst the discussants as common reasons for gambling. Gambling services such as the Eastern Breakeven group associated gambling with the trauma of migration and the unrealistic expectations of newly arrived migrants in making money in Australia. For example, newly arrived refugees from the former Yugoslavia, Vietnam and China were cited as having difficulty with gambling due to migration factors. The consultations emphasised the importance of the immigration experience in propensity to gamble and its consequences. We were encouraged by the participants in the consultations to include consideration of these issues in the Stage 2 study.

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SECTION 3
ANALYSIS OF AUSTRALIAN BUREAU OF STATISTICS, VCGA COMMUNITY PATTERNS OF GAMBLING SURVEYS AND BREAKEVEN PROBLEM GAMBLING SERVICES MINIMUM DATA SET COLLECTIONS

The purpose of the analyses of the data collections was to assist with the selection of the specific cultural groups to be surveyed within the second stage of this project.

The project brief did not explicitly rule out the selection of Anglo-Celtic culture as one of the specific cultural groups. However, as the characteristics of this group have been widely researched and there is so little research on the impact of culture upon gambling for Non English Speaking Groups in Australia, we targeted NESB groups for the selection process.

MODELS FOR THE SELECTION OF CULTURAL GROUPS FOR THE SURVEY

There are three possible models that might be applied to the selection of the specific cultural groups. These selection models include:

Population Prevalence

One approach to the selection of specific groups would be to select the three largest non-Anglo-Celtic cultural groups as they occur within the Victorian population. This would involve a simple analysis of the prevalence of the cultural groups. This analysis and issues associated with its implementation are presented in the section entitled Analysis of Australian Bureau of Statistics Data Collections.

Gambling Prevalence

Another approach to the selection of specific groups would be to examine the prevalence of gambling within different cultural groups and to select on that basis. The selection might include the groups with the highest gambling participation rates or perhaps a combination of those with high and low rates. This analysis and issues associated with its implementation are presented in the section entitled Analysis of VCGA community patterns of gambling surveys.

Rates Of Problem Gambling

Another approach to the selection of specific groups would be to examine the prevalence rates of problem gambling within different cultural groups and to select on that basis. The selection might include the groups with the highest problem gambling participation rates. This analysis and issues associated with its implementation are presented in the section entitled Analysis of Breakeven Problem Gambling Services Minimum Data Set Collections.
We now describe the outcomes of the application of each of these models to the selection process.

ANALYSES OF AUSTRALIAN BUREAU OF STATISTICS DATA COLLECTIONS

The Australian Bureau of Statistics runs a series of data collections in order to monitor and describe the demography of the Australian and Victorian populations. The largest data collection is the national census that was last conducted in 1996. The Bureau collects information about a number of variables that are pertinent to considerations of the cultural and ethnic affiliations of the respondents. These include country of birth and languages spoken at home.

The following tables show the data from the 1996 Australian Bureau of Statistics Census:

Table 3.1
Country of Birth of Victorian Residents based on 1996 ABS Census Data

Country	Persons
Australia	3 168 848
Canada	4 710
Chile	6 787
China (excluding Taiwan Province)	28 101
Croatia	17 506
Egypt	11 911
Fiji	5 983
Germany, Federal Republic of	29 686
Greece	61 683
Hong Kong	15 601
Hungary	7 567
India	24 170
Indonesia	12 126
Ireland	11 920
Italy	98 231
Lebanon	13 942
Macedonia, FYR of	18 992
Malaysia	23 035
Malta	24 150
Netherlands	25 293
New Zealand	42 489
Philippines	20 101
Poland	22 211
Serbia and Montenegro, FYRs of	4 136
Singapore	6 557
South Africa	11 640
Sri Lanka	23 458
United Kingdom	215 235
United States of America	10 332
Vietnam	55 141
Born elsewhere overseas	187 392
Not stated	145 102
Overseas visitor	19 394
Total	**4 373 520**

Table 3.2
Language Spoken at Home of Victorian Residents Aged 5 years and over based on 1996 ABS Census data

Language	Persons
Speaks English only	3 109 696
Speaks other language:	
Arabic (including Lebanese)	35 718
Australian indigenous languages	315
Chinese languages:	
Cantonese	50 360
Mandarin	24 143
Other	16 047
Total	*90 550*
Croatian	24 458
French	10 916
German	26 229
Greek	119 577
Hungarian	9 304
Indonesian	5 359
Italian	155 360
Macedonian	31 482
Malay	1 789
Maltese	23 277
Netherlandic	10 714
Polish	19 988
Portuguese	4 073
Russian	11 879
Serbian	11 594
Spanish	21 431
Tagalog (Filipino)	15 254
Turkish	23 469
Vietnamese	49 219
Other (a)	114 603
Total	*816 558*
Not stated	121 307
Overseas Visitor	18 876
Total	**4 066 437**

It is also useful to consider the issue of immigration rates in this discussion. As an illustration of the dramatic variations in immigration rates to Australia over the last three decades, it is useful to note that 15.2 per cent of arrivals in 1977 were from Asia. The corresponding figure in 1991/92 was 50.6 per cent. This has now fallen to 37.4 per cent of all settler arrivals. Similarly in the period 1963 to 1967 the proportion of Greek settler arrivals was 10.1 per cent of settler arrivals. This fell to 2.7 per cent in the period 1973 to 1977 and is now currently less than a percentage point.

Different cultural groups within Australia have quite different age profiles as a consequence of these waves of immigration. Southern European immigrants tend to be much older than Asian immigrants.

Of the Non-English Speaking countries, China, Vietnam, Hong Kong and the Philippines occupied the top four immigration positions in the period 1993 to 1997. It is also useful to note that many people from other countries of birth e.g. Hong Kong are of Chinese cultural origin. In numerical terms, people of Chinese cultural origin and the Vietnamese people are major cultural groups in the Victorian population, along with people from Greece and Italy. Yugoslavia as a single entity also used to be a major numerical grouping. However, political events in the Former Republic mean that sub-groups have independently asserted their cultural uniqueness. Individually, these groups are numerically smaller components of the Victorian population.

This is not to discount the importance of other cultural groups and their contributions to Victoria and Australia, but in strict numerical terms, the Vietnamese, Chinese, Greek and Italian peoples are major groups. These groups merit consideration for inclusion within the specific cultural groups to be chosen for more detailed study in Stage 2 of this project, based on the simple population prevalence selection model.

ANALYSIS OF VCGA COMMUNITY PATTERNS OF GAMBLING SURVEYS (GAMBLING PARTICIPATION RATES MODEL)

This section describes the outcomes of analyses of the VCGA Community Patterns of Gambling Surveys. The surveys are conducted under contract for the VCGA on a regular basis in order to analyse patterns in community participation in gambling activities. The surveys provide important benchmark data concerning the participation of Victorians in gaming activity.

Tables 3.3, 3.4 and 3.5 are derived from a combined data set of responses to the VCGA community gambling patterns and perceptions surveys conducted over 1996, 1997 and 1998.

Table 3.3
Country of Birth by Frequency of Participation in EGM Gambling not at the Casino

	Australia	Greece	Italy	Middle East (eg. Israel/Iraq/Egypt)	Vietnam	Philippines
More than 3 times a week	9					
2 to 3 times a week	37	1		2		
Once a week	103	1	2		1	
Once a fortnight	113		1	1		
Once a month	225		3	3	1	1
Once every 2 to 3 months	330	2	3	2	1	1
Every 6 months	263		3	1		
Once a year	171		4		1	1
Less often	44		2		1	1
Total	**1295**	**4**	**18**	**9**	**5**	**4**

Table 3.4
Country of Birth by Frequency of Participation in EGM Gambling at the Casino

	Australia	Greece	Italy	Middle East (eg. Israel/Iraq/Egypt)	Vietnam	Philippines
More than 3 times a week	3					
2 to 3 times a week	1					
Once a week	8	1		1		
Once a fortnight	12			2	1	
Once a month	47	1	4	3	1	
Once every 2 to 3 months	130	3	3	3		2
Every 6 months	171	4	3	1	1	1
Once a year	253	2	3	2		2
Less often	117	1	1	1		2
Total	**742**	**12**	**14**	**13**	**3**	**7**

Table 3.5
Country of Birth by Frequency of Participation in non EGM Gambling at the Casino

	Australia	Greece	Italy	Middle East (eg. Israel/Iraq/Egypt)	Vietnam	Philippines
More than 3 times a week						
2 to 3 times a week						
Once a week	4			1	1	
Once a fortnight	7		1			
Once a month	27		1	2	1	
Once every 2 to 3 months	70		2	1	1	
Every 6 months	85	3			2	1
Once a year	90		2	2		
Less often	50	1		1		2
Total	**333**	**4**	**6**	**7**	**5**	**3**

The tables illustrate the small numbers of respondents born in the selected countries of birth who participated in the surveys. It is interesting to note the prominence of Arabic-speaking respondents within these tables, although they are based upon small numbers. The tables underpin the necessity for a study of specific cultural groups, as specified in the brief for this project.

ANALYSIS OF BREAKEVEN PROBLEM GAMBLING SERVICES MINIMUM DATA SET COLLECTIONS (PROBLEM GAMBLING RATES MODEL)

The Department of Human Services funds the operation of Breakeven Problem Gambling Services throughout the State of Victoria. As part of its funding and service agreements with the agencies providing these services, the agencies are required to collect a range of data including the demographic and social characteristics of presenting clients.

It should be noted, of course, that presentations to problem gambling services may occur at different rates amongst problem gamblers in different cultural groups. Reasons for these different rates of presentations may include different propensities to seek assistance, differences in accessibility of services and so on. Notwithstanding the possibility of differential rates of presentation, there is little or no evidence to support the assertion that problem gamblers from different cultural groups present at different rates for assistance with their problem. As argued in the literature analysis presented in the first section of this review, low propensity to seek assistance for problems is also an Anglo-Celtic characteristic.

However, we have quite good data about the social and demographic characteristics of those people who do actually present to the Breakeven services. Analysis of the 1996/97 data presented in the Breakeven reports showed that while 23.8 per cent of Victorians were born overseas, 23.1 per cent of those who sought Breakeven services were born overseas. The analysis of Breakeven presentations showed that the country of birth data closely mirrored that of the General Victorian population. The same trend was repeated in the 1997/98 analyses with the proportion of overseas born Breakeven clients being 24.4 per cent. Once again, the countries of birth of people presenting to the Breakeven services closely matched the Victorian population profile.

For Aboriginal and Torres Strait Islander peoples, the presentation at Breakeven services was proportionally small with 0.5 per cent of clients being from those cultural groups. 0.52 of the Victorian population were nominated as being of Aboriginal and Torres Strait Islander origin in the 1996 census.

If we make the assumption that the problem gambler rate is strongly correlated with the rate of presentations at the Breakeven problem gambling services, then the above data do not provide evidence for differences in the rates of problem gambling between specific cultural groups. However, this inference needs to be subjected to the empirical test to be offered by the Stage 2 survey. At this point we have reason, aside from anecdotal evidence arising from the consultations described in Section 2 of this report to assume that there are different rates of problem gamblers across cultural groups. This does not help in finally determining the selection of cultural groups for more detailed study in the second stage of the project.

SECTION 4
METHODOLOGY FOR THE SURVEY OF SPECIFIC CULTURAL GROUPS

The purpose of Stage 1 of this project was to perform the designated activities resulting in a set of recommendations about the specific cultural groups to be included in Stage 2 for further and more detailed study.

We applied three different selection models, population prevalence, prevalence of gambling participation and rates of problem gambling to inform this decision and the recommendations. The selection process was also informed by the consultations.

In Stage 1, we found the following:

- That Asian cultures including the Chinese and Vietnamese cultures now figure prominently in the composition of the Non-English Speaking Background communities within Victoria. These groups have grown with a sustained immigration wave which replaced the previous immigration waves of Greek, Italian and peoples of the former Yugoslavia in the 1960s and 1970s.

- That there is not strong evidence of marked differences in participation rates in gambling across different cultural groups.

- That there is little evidence to support the assertion that different cultural groups have different rates of problem gambling.

- That, notwithstanding disagreements about how "problem gambling" ought to be defined, that between 1 per cent and three per cent of the Victorian population is at risk of problem gambling activity. In other words, most Victorians do not develop "problem gambling" behaviour.

In terms of the implications for our survey sample selection in Stage 2 of this project, we did not recommend the targeting of "problem gamblers" as respondents. The aim of the study was to investigate the impacts of gaming upon specific cultural groups across the entire groups, not to investigate problem gambling per se. Certainly, we found that a proportion of those surveyed had gambling problems and it is interesting to compare these rates and the views of the cultural groups about them but this is not the main aim of the project. Rather, the purpose of this study is to provide an overall assessment of gambling impacts upon specific cultural groups, as a whole, not selected groups from those cultural groups. A fair assessment of impacts of gambling must incorporate respondents who may not even gamble and it is our responsibility to accurately measure and present the views of these people.

We recommended that the three specific cultural groups for inclusion in Stage 2 of the project be:

- Chinese speakers
- Vietnamese, and
- Greek

We made this recommendation based on the principle of desirability of including groups that are numerically strong within the Victorian population and that also come from a cross section of European and Asian cultural groups. We note that these groups have been prominent in different eras of immigration to Australia and this provides a useful natural opportunity to compare groups with different periods of time since immigration, as well as different reasons for it.

Subsequent to these deliberations, the Research Committee of the Authority, on the basis of the findings from Stage 1, decided that it was desirable to expand the study in order to include a fourth group in the study. This group was Arabic speakers. Of Victorians, 0.87 per cent are Arabic-speaking. This group provides an interesting comparison group with the others, because it could be argued to be a group which would have low rates of participation in gambling as a result of cultural (especially religious) factors. The Islamic faith does not encourage gambling. Of course, many Arabic speaking people are from Christian and other religious backgrounds with a more relaxed view of gambling.

In terms of measuring the participation and experiences of survey participants in gambling activities, we proposed that the relevant items be drawn from the questionnaires used in the VCGA surveys of community gambling patterns and perceptions. This enabled the direct comparison of outcomes from this study and the previous VCGA studies on key parameters.

SAMPLE SELECTION AND RECRUITMENT

The study sample was selected by a variation of a random area sampling method. Cultural Partners had available to it, lists of the most prevalent language specific names within Australia. When combined with the electronic white pages it is possible to randomly select people from the targeted cultural groups[4]. Given that it was decided that the target groups are <u>all</u> people from the specific cultural groups rather than those who have high levels of participation in gambling activity, this approach delivered access to the least biased cross section of the target communities. This sampling approach has been used by Cultural Partners Australia and other leading research organisations in many similar studies. Of course, any sampling method has potential biases within it. Approaching communities via community groups means that those who are not affiliated with the group will not be available to participate. Similarly, approaching people at venues is likely to access those who are likely to use the venue. We are very comfortable with the sample quality delivered by the proposed method. We consider that the sampling method provided the most reliable assessment of gambling participation and perceptions amongst members of the targeted cultural groups.

Other measures were taken to ensure that response rates were high. Well trained multilingual interviewers were used and the option of own language interviews was offered to all participants. The respondents were contacted by telephone in the following order of preference;

- Early evening on weeknights, and then if they were not contacted,
- On Weekends, and then if they were not contacted,

[4] Of course, a screening question was employed to ensure that the respondent was indeed from the relevant target group.

- During the day.

Two thirds of the interviews were conducted in early weeknight evenings with the balance equally distributed between the other two categories.

It was proposed to offer the majority of the interviews by telephone but with a proportion of face to face interviews if people wanted them. In the pilot stage of the questionnaire, 20 face to face interviews (5 for each language group) were conducted. It was intended that six hundred participants (150 in each group) would be interviewed using Computer Assisted Telephone Interview (CATI) procedures. Of these, 10 per cent (60 total, 15 in each language group) participated in a face to face follow up interview. As discussed later, the actual achieved samples were 664 for the initial interviews and 42 for the follow up interviews.

We elected for CATI for the majority of interviews, for the following reasons.

First, targeting of the broader communities within the specific cultural groups rather than only high gambling participation groups meant that approach via gambling venues was not a sensible option. This would have seriously biased the sample for the designated target group. We considered that the initial recruitment approach was best made via telephone for the sample. As a general principle, it is not wise to introduce delays and procedural steps within the process of recruitment and participation. We thought it wise to use CATI, given that the initial approach was via telephone, to maximise participation and minimise sample bias introduced by drop-out. If participants wished to be interviewed face to face, then they were accommodated. Our experience has shown us in other contexts that this was likely to be a minority. There is generally a strong preference to get the interview over with. We found this to be the case in the present study with no respondents electing for a face to face interview.

There is now a growing literature about the relative merits of telephone versus face to face interviewing. It used to be the conventional wisdom that face to face interviews were an inherently better method of gathering data and that telephone interviewing was seen as a cheap but inferior approach. This is no longer the conventional wisdom. There is some evidence that, rather than disclosure being better within a face to face interview, the relative anonymity of a telephone interview may lead to greater disclosure. A recent somewhat celebrated example of this situation occurred when the Australian Bureau of Statistics changed over from face to face interviews to telephone interviews in its labour force participation studies in 1996. There was a widely reported "statistical" blip, where the apparent unemployment rate suddenly increased. It was assumed that the sudden increase was in part associated with a greater propensity for respondents to declare that they were unemployed. Apparently, disclosure of unemployment in a face to face interview was more embarrassing to some participants.

The paramount consideration in the design of our approach to this project was to ensure that both sample and response bias are minimised. The use of random area sampling methods provided a high quality initial target sample. The use of multilingual interviewers and flexibility in engagement with the prospective respondents also minimised sample bias through low rates of drop-out from the sample.

We now turn to the results of the survey.

SECTION 5
RESULTS FROM THE SURVEY OF SPECIFIC CULTURAL GROUPS

OVERVIEW OF RESULTS

The survey conducted in stage 2 of this project involved 664 respondents distributed across the four specific cultural groups chosen for the study design.

The logic behind the separation of the survey items into the areas chosen for presentation of the survey results is the model of gambling outcomes and consequences proposed earlier in this report. Following the presentation of general demographic data, data are presented concerning propensity and attitudes to gambling, gambling participation and beliefs concerning the impacts of gambling. Some analyses concerning the validation of the model using multivariate methods are also presented.

The first section of this chapter describes the demographic characteristics of the study sample for each of the cultural groups. The main findings were that the study sample:

- Comprised 54 per cent female respondents,
- Had varied English fluency with 62.5 per cent speaking English well or very well,
- Mostly preferred to have the interviews conducted in their community language with this most pronounced in Chinese speaking respondents,
- Had a broad age distribution,
- Were mostly married (69.5 per cent),
- Had widely varied household structures, with Chinese speaking respondents having very few children in their households,
- Had varied work arrangements with 39 per cent in full time work, 9 per cent in part time work, 12 per cent in study and 12 per cent were pensioners,
- Were mostly born overseas (84 per cent),
- Had lived in Australia for 5 years or longer (71 per cent),
- Had widely varied religious backgrounds including Christian (32 per cent), Buddhist (17 per cent) and Moslem (7 per cent), and
- Had widely varied incomes.

The second section of this chapter describes the respondents' attitudes to gambling activities. The study sample:

- Rated leisure activities other such as visiting family and friends as much more appealing than gambling,
- Cited fun and excitement (28 per cent), thrill of winning (35 per cent), boredom or loneliness (36 per cent) and testing their luck (31 per cent) as the main attractions of gambling, and
- (43 per cent) cited "gambling may cause problems" as a reason why people may not like to gamble.

The next section of the chapter describes participation in gambling activities by the respondents. It was found that:

- Rates of participation in gambling in all cultural groups was generally lower than in the Victorian community, as evidenced by the Authority's Community Patterns Surveys results,
- The amounts of time spent in gambling within the specific cultural groups studied matched those of the Victorian community,
- That the dollar amounts outlayed by the respondents from the specific cultural groups were substantially higher than the Victorian community outlays. Arabic respondents outlayed an average of $13, Chinese respondents $47, Greek respondents $309 and Vietnamese $19 per week compared to $9 per week for the Victorian community. The Greek mean values were skewed by high rollers,
- That games of luck and chance were preferred by all cultural groups over games of skill, and
- That Vietnamese respondents were more likely than other respondents to fund their gambling from sources that would be normally considered non-disposable income.

The next section of this chapter presents findings concerning the use and perceptions of the Crown Casino. It was found that:

- Most respondents (80 per cent) had visited Crown Casino and 65 per cent had visited the gaming areas at the Casino,
- That those who had not visited Crown Casino were not interested in it, and
- That "Having all the entertainment I need under one roof " was a major attraction as was the Casino being "glamorous and thrilling" and the staff being "friendly and courteous".

The next section of the report presents data concerning the use of Electronic Gaming Machines. It was found that:

- Most respondents stated that they did not visit venues with EGMs specifically to gamble, and
- That most visits to EGM venues also involved other activities as well as gambling.

The next section of the report presents data concerning perceptions of difficulties associated with excessive gambling. It was found that:

- 13 per cent of respondents reported that they or a family member had experienced a gambling problem, and
- 9 per cent had experienced this problem in the last six months.

The next section of the report presents the outcomes of the South Oaks Gambling Screen, an internationally recognised tool designed to assess whether respondents have gambling problems. It was found that:

- There were relatively high rates of positive responses to SOGS items indicating that gambling problems were prevalent within the respondent sample.
- This was confirmed by analysis of the SOGS total scores. A score of 5 points or above is considered to reflect problem gambling. Compared to a Victorian community prevalence of 1.5 per cent, the rates amongst the respondents were

respectively; 7 per cent for Arabic speakers, 11 per cent for Chinese, 9 per cent for Greek and 11 per cent for the Vietnamese respondents.

The next section of the report presents analyses of responses to opinion questions about gambling. The principal findings were that:

- The respondents were less favourably disposed towards gambling than the Victorian community in general,
- 75 per cent of respondents considered gambling to be too widely accessible,
- 83 per cent of respondents considered that gambling related problems have worsened,
- 67 per cent of respondents believed that poker machine numbers should be reduced,
- 9 per cent of respondents believed that "gambling does more good than harm for our community", and that
- 30 per cent of respondents reported that that would see no-one or would not know whom they would see if they had a gambling problem.

These figures stand in contrast to the rates of participation in gambling by the same respondents.

Interestingly, 82.5 per cent of respondents stated that increased availability of legalised gambling in Victoria had had no effect upon them personally but most were able to identify impacts upon their community.

The next section of the report discusses the validation of the model of gambling outcomes and consequences proposed in the study. The model provides moderate level predictions of the SOGS and annual outlays on gambling variables.

DETAILED RESULTS TABLES

In this section of the report we present detailed results tables for all variables broken down by cultural groups for all analyses. In all the tables we have presented raw frequencies of responses and respondents with marginal totals. This enables the reader to see the exact numbers upon which the analyses and their interpretations are based and to readily sum differing data points according to their specific needs. In the accompanying text we have used percentages where necessary to expedite explanation of the data. Where Victorian population characteristics are referred to in the results, these are derived from Victorian analyses of the 1996 census supplied by the Australian Bureau of Statistics.

DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS

Table 5.1
Crosstabulation by Cultural Group of Respondent Gender (n=664)

Gender	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Male	64	74	85	83	306
Female	100	85	83	90	358
Total	164	159	168	173	664

Table 5.1 shows the Crosstabulation by Cultural Group of Respondent Gender. There was a slight over-representation of female respondents (54 per cent) in the sample compared to the Victorian population value of 51 per cent. This was most pronounced in the Arabic speaking group.

Table 5.2
Crosstabulation by Cultural Group of English Fluency (n=664)

How well do you speak English?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Not at all	20	6	29	16	71
A little	26	52	45	55	178
Well	58	67	12	69	206
Very well	60	34	82	33	209
Total	164	159	168	173	664

Table 5.2 shows the Crosstabulation by Cultural Group of English Fluency. While the highest proportions of people who spoke English "very well" came from the Greek (49 per cent) and Arabic speaking groups (36 per cent), the Chinese (21 per cent) and Vietnamese speaking (19 per cent) respondents were much less likely to choose this category.

These results were also reflected in the choice of language for the interview made by the respondents as is shown in Table 5.3 below.

Table 5.3
Crosstabulation by Cultural Group of Preferred Language for Interview (n=664)

Would you like to conduct the interview in a language other than English?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	64	151	85	141	441
No (English)	100	8	83	32	223
Total	164	159	168	173	664

The rates of selection for the interview to be conducted in Mandarin or Cantonese were remarkable with only 8 (5 per cent) of respondents electing to be interviewed in English. Arabic speakers were the most likely to opt for their interviews to be conducted in English (61 per cent of the Arabic respondents).

Table 5.4 shows the Crosstabulation by Cultural Group of Age Group. The age distributions reflect the immigration "waves" in which the different cultural groups included in this study arrived in Australia. The Chinese and Vietnamese groups showed a much higher proportion of younger adults, whereas the Greek and Arabic groups had a much higher proportion of respondents aged over 55 years.

Table 5.4
Crosstabulation by Cultural Group of Age Group (n=664)

Age group in years	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
18	3	0	1	3	7
19	8	7	5	4	24
20-24	13	17	18	27	75
25-29	24	13	13	36	86
30-34	18	25	15	29	87
35-39	20	21	16	26	83
40-44	20	43	11	16	90
45-49	16	11	13	10	50
50-54	10	6	12	10	38
55-59	9	3	11	1	24
60-64	10	2	21	2	35
65-69	3	3	15	3	24
>70	7	6	16	6	35
Refused	3	2	1	0	6
Total	164	159	168	173	664

Table 5.5 shows the Crosstabulation by Cultural Group of Marital Status. The majority of respondents (70 per cent) were in married or de facto relationships. Higher proportions of Arabic and Greek respondents were divorced/ widowed or separated than the other groups but this is just as likely to be a function of the different age profiles of these groups rather than a culturally related finding.

Table 5.5
Crosstabulation by Cultural Group of Marital Status (n=664)

Marital status	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Married/ defacto	114	118	121	109	462
Divorced/ widowed/ separated	12	1	10	6	29
Engaged/ planning to marry/ single	37	38	37	58	170
Refused	1	2	0	0	3
Total	164	159	168	173	664

Table 5.6 shows the Crosstabulation by Cultural Group of Household Status. The Chinese respondents were much more likely to be single or in a couple relationship with no children living at home than the other cultural groups. This is also reflected in Table 5.7 which shows the Crosstabulation by Cultural Group of Number of Children in the family broken down. Eighty-four per cent of the Chinese respondents had no children compared to 31 per cent in the other cultural groups.

Table 5.6
Crosstabulation by Cultural Group of Household Status (n=664)

Household status	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Single person	15	33	15	6	69
Group household (not related)	1	4	1	2	8
Couple with no children	2	93	11	14	120
One parent with dependent children	10	0	9	10	29
One parent family with children not at home	4	0	1	0	5
Two parent family with dependent children	107	22	86	123	338
Two parent family with no children at home	17	2	43	5	67
Other related individuals	2	0	0	6	8
Other	2	4	2	7	15
Refused	4	1	0	0	5
Total	164	159	168	173	664

Table 5.7
Crosstabulation by Cultural Group of Number of Children (n=664)

Number of children at home	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
None	47	133	69	40	289
One	24	12	27	38	101
Two	30	7	42	49	128
Three	32	5	23	22	82
Four or more	30	0	5	24	59
Refused	1	2	2	0	5
Total	164	159	168	173	664

Table 5.8 shows the Crosstabulation by Cultural Group of Work Status. Labour force participation within the respondent groups is also affected by the differing age profiles within them. Thus in the Greek and Arabic speaking groups, there are significant

numbers of people who have reached retirement age, with much lower numbers within the Chinese and Vietnamese Groups.

Arabic speakers were more likely to list home duties as their occupation and further crosstabulations showed these respondents to be exclusively women. The Greek speakers were the least likely to list this as their occupation.

The Chinese and Vietnamese groups had relatively high rates of students within them. Eighteen per cent of the Vietnamese respondent sample were students and 16 per cent of the Chinese group were also students.

The unemployment rate of participants in this survey were very low. This is consistent with the low rates of unemployment found in the Victorian NESB resident population.

Table 5.8
Crosstabulation by Cultural Group of Work Status (n=664)

Work status	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Work full time	47	71	68	74	260
Work part time	16	16	13	15	60
Household duties only	50	38	19	28	135
Student	17	25	6	32	80
Retired (self-supporting)	5	5	11	1	22
Pensioner	20	2	48	11	81
Unemployed	4	1	3	11	19
Don't know	1	0	0	0	1
Refused	4	1	0	1	6
Total	164	159	168	173	664

Table 5.9 shows the Crosstabulation by Cultural Group of Australian Born status. The Greek and Arabic speaking respondents were much more likely to be Australian born than the Chinese and Vietnamese speaking groups. This is consistent with the respective immigration patterns and trends of the different cultural groups over the last 50 years.

Table 5.9
Crosstabulation by Cultural Group of Australian Born (n=664)

Are you Australian born?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	41	1	63	4	109
No	123	158	105	169	555
Total	164	159	168	173	664

Table 5.10 shows the Crosstabulation by Cultural Group of Time Lived in Australia. Chinese and Vietnamese speakers were the only ones to have arrived in Australia within the last two years, with much higher numbers having also arrived in the last five years. Only one Chinese and 4 Vietnamese respondents had been born in Australia compared to 63 of the Greek and 41 of the Arabic respondents

The majority of Greek and Arabic speaking respondents had arrived in Australia over 10 years ago with a significant number over 20 years ago.

Table 5.10
Crosstabulation by Cultural Group of Time Lived in Australia (n=664)

How long have you lived in Australia?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Born in Australia	41	1	63	4	109
< 1 year	0	5	0	2	7
1 - 2 years	2	6	0	2	10
2 - 5 years	4	38	1	20	63
5 - 10 years	17	48	1	64	130
10 - 20 years	38	53	12	72	175
> 20 years	58	7	91	8	164
Other	3	0	0	0	3
Refused/don't know/ unsure	1	1	0	1	3
Total	164	159	168	173	664

Table 5.11 shows the Crosstabulation by Cultural Group of Birth Place. These data show some possible errors in response to this question, for example, one Arabic respondent born in each of China, Hong Kong and Singapore. The Vietnamese and Greek groups were the least diverse in their birthplaces.

Table 5.11
Crosstabulation by Cultural Group of Birth Place (n=664)

	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Australia	42	1	65	5	113
China	1	70	0	3	74
Hong Kong ARC	1	51	0	0	52
Malaysia	0	14	0	0	14
Singapore	1	7	0	0	8
Taiwan	0	8	0	0	8
Greece	0	0	66	0	66
Egypt	32	0	4	0	36
Lebanon	65	0	1	0	66
Cyprus	0	0	26	0	26
Vietnam	0	5	0	161	166
Other Middle East	5	0	0	0	5
Other	17	2	6	4	29
Refused/ don't know/ unsure	0	1	0	0	1
Total	164	159	168	173	664

Table 5.12 shows the Crosstabulation by Cultural Group of Parents Born in Australia. This table shows that very few of the survey respondents had parents born in Australia.

Table 5.12
Crosstabulation by Cultural Group of Parents Born in Australia (n=664)

Were your parents born in Australia?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes - father	0	0	0	0	0
Yes - mother	2	0	2	0	4
Yes - both	2	0	4	6	12
No - neither	160	159	162	167	648
Total	164	159	168	173	664

Table 5.13 shows the Crosstabulation by Cultural Group of Main Language spoken at home. Arabic (32 per cent) and Greek respondents (20 per cent) were the most likely to speak English at home whereas only 3 (2 per cent) of the Chinese group did so. While eighty-eight per cent of the Vietnamese speakers spoke Vietnamese at home, a small number of Vietnamese spoke Cantonese or Mandarin at home.

Table 5.13
Crosstabulation by Cultural Group of Main Language spoken at home (n=664)

Main language spoken at home	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Arabic (incl. Lebanese)	100	0	1	0	101
Cantonese	0	84	0	5	89
Mandarin	0	73	0		73
Greek	0	0	139	0	139
Vietnamese	0	0	0	168	168
English	64	2	28	0	94
Total	164	159	168	173	664

Table 5.14 shows the Crosstabulation by Cultural Group of Religion. This table shows major differences in religious affiliation amongst the respondent groups. Eighty-three per cent of all of the respondents who reported that they had no religious affiliation were from the Chinese group. The Arabic speaking group included significant representation of both Christian and Moslem groups. The Vietnamese group also included significant representation of respondents with Catholic and Buddhist affiliations. Almost all of the Greek respondents were Greek Orthodox which fell into the "other" category of our response template taken from the previous community patterns studies.

Table 5.14
Crosstabulation by Cultural Group of Religion (n=664)

What is your religion?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Anglican	2	0	0	0	2
Catholic	44	3	3	61	111
Baptist/ Church of Christ	1	35	0	2	38
Presbyterian/ Methodist/ Uniting Church	0	1	0	0	1
Salvation Army	0	0	1	1	2
Other Christian	53	0	4	1	58
Buddhist	0	22	0	90	112
Muslim	46	0	1	0	47
Other non-Christian	3	0	1	0	4
Other	4	0	156	4	164
No religion	6	96	1	13	116
Don't know	5	2	1	1	9
Total	164	159	168	173	664

Table 5.15 shows the Crosstabulation by Cultural Group of Personal Annual Gross Income. The table shows no obvious relationship between cultural group and personal income. The respondents come from widely varying socioeconomic strata.

As with any income and expenditure data, it must be recalled that these are self report data that have not been subjected to independent verification. Eighteen per cent of the respondents reported annual incomes of less than $10,000.

Table 5.15
Crosstabulation by Cultural Group of Personal Annual Gross Income (n=664)

Personal annual gross income	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
$0 to $10,000	8	31	42	39	120
$10,001 to $15,000	9	4	5	7	25
$15,001 to $20,000	13	7	3	2	25
$20,001 to $25,000	6	14	5	6	31
$25,001 to $30,000	1	16	4	8	29
$30,001 to $35,000	3	10	6	2	21
$35,001 to $40,000	7	10	8	6	31
$40,001 to $50,000	4	1	4	5	14
$50,001 to $60,000	3	0	7	2	12
$60,001 to $75,000	3	0	3	1	7
$75,001 to $100,000	2	0	0	0	2
$100,001 to $125,000	1	0	2	0	3
$125,001 to $150,000	0	1	0	0	1
Over $150,000	1	0	0	0	1
Don't know/ unsure	59	21	21	6	107
Refused	44	44	58	89	235
Total	164	159	168	173	664

ATTITUDES TO GAMBLING ACTIVITIES

All respondents were asked to rate the leisure activities shown in Table 5.16 on a scale of 1 to 10 in terms of how appealing they were to the respondent. 10 was "extremely appealing" and 1 was "unappealing". Table 5.16 shows the Means and Standard Deviations of How Appealing Each Leisure Activity for each Cultural Group for these ratings compared to the ratings given in response to the Authority Gambling Patterns Surveys.

Table 5.16
Means and Standard Deviations of How Appealing Each Leisure Activity for each Cultural Group (n=664)

Leisure activity	Cultural Group											
	Arabic n=164		**Chinese** n=159		**Greek** n=168		**Vietnamese** n=173		**Total** n=664		**Patterns Surveys**	
	M	SD	M	SD	M	SD	M	SD	M	SD	M	SD
Betting at the TAB	1.35	(1.32)	1.47	(1.28)	1.61	(1.71)	1.32	(1.25)	1.44	(1.40)	1.97	(2.03)
Playing sport	5.16	(3.09)	5.34	(2.33)	4.69	(3.34)	5.97	(3.22)	5.30	(3.06)	5.96	(3.34)
Going to the movies	4.38	(3.08)	4.13	(2.58)	5.68	(3.37)	5.50	(2.82)	4.94	(3.05)	5.83	(2.89)
Going to the races/ trots	1.63	(1.85)	1.35	(0.97)	1.53	(1.60)	1.66	(1.73)	1.55	(1.58)	2.64	(2.53)
Going out for dinner	5.73	(2.55)	5.28	(2.16)	**7.12**	(2.87)	**6.48**	(2.77)	**6.17**	(2.70)	**7.31**	(2.52)
Relaxing at home eg TV	**7.29**	(2.48)	**6.37**	(1.89)	**7.98**	(2.36)	**7.72**	(2.27)	**7.36**	(2.34)	**7.86**	(2.08)
Playing poker machines	1.80	(2.06)	1.84	(1.36)	1.99	(2.06)	1.72	(1.82)	1.83	(1.85)	2.65	(2.30)
Going to the Casino	1.91	(1.96)	2.43	(1.49)	2.97	(2.57)	2.11	(1.96)	2.35	(2.07)	2.66	(2.49)
Visiting family or friends	**7.38**	(2.31)	5.24	(2.10)	**8.11**	(2.05)	**7.34**	(2.05)	**7.04**	(2.38)	NA	(NA)
Visiting clubs or hotels	2.66	(2.39)	2.13	(1.73)	3.36	(3.07)	2.58	(2.48)	2.69	(2.51)	NA	(NA)
Other outdoor activities eg gardening, walking, fishing	**6.29**	(2.63)	5.35	(2.40)	**7.90**	(2.33)	**7.41**	(2.51)	**6.77**	(2.66)	NA	(NA)

All means above 6 have been bolded in the above table. Ratings of NA indicate that these data was not available from the VCGA Patterns Surveys because these activities were not included in the Patterns Surveys questions.

Relaxing at home (mean rating of 7.36 out of a possible 10 points), Visiting family and friends (7.04), outdoor activities (6.77), going out for dinner (6.17) easily outpointed gambling activities including going to the Casino (2.35), playing poker machines (1.83), going to the races or trots (1.55) and betting at the TAB (1.44) amongst the sample. The differences in ratings of the activities between cultural groups were quite minor in size, with most within 1 rating point of each other on the 10 point scale used. When comparing the results from the present survey with the VCGA Patterns Surveys results, it is clear that going to the races was less popular in the present survey (1.55 vs 2.64 mean ratings) and playing poker machines (1.83 vs 2.65 mean rating) as was going out to dinner (6.17 vs 7.31 mean rating) but the others were close.

The respondents were asked why they considered members of their community like to gamble. Multiple responses were permitted. Hence the numbers of responses will not equal the number of respondents within each group.

Table 5.17 shows the Crosstabulation by Cultural Group of "Reasons why Members of your Community Like to Gamble". Both Table 5.17 and Table 5.18 are multiple response tables. Hence the totals of responses do not correspond to the sample totals.

"Fun and excitement" was mentioned by 45 per cent of Vietnamese respondents but less frequently by other respondents. The "thrill of winning" was only mentioned by 12 per cent of Chinese respondents but by 52 per cent of Vietnamese respondents. "Relaxation" was cited by only 11 per cent of the respondents as a reason for gambling. Chinese (45 per cent) and Vietnamese (44 per cent) respondents were much more likely to mention "test their luck" as a reason for gambling than the other respondents. Vietnamese respondents were much more likely to cite the "attraction of the gambling venues" as a reason for gambling than other respondents. Similarly, "to win money quickly" was cited by 68 per cent of Vietnamese respondents as an attraction of gambling whereas only 35 per cent of Arabic respondents chose this category.

Overall 36 per cent of respondents mentioned boredom and loneliness as a reason for gambling.

The patterns of results in these tables reflect the phenomenon of inconsistency between stated behaviours, attitudes and intentions, especially relating to oneself and others. Thus while respondents may relate that they gamble, but also state quite different reasons for others to gamble that do not match their own attitudes nor behaviours. Some researchers such as Festinger argue that such inconsistencies or dissonance is the basis for attitude and behaviour change.

Table 5.17
Crosstabulation by Cultural Group of "Reasons why Members of your Community Like to Gamble" (n=664)

Reason for gambling	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Fun and excitement	36	27	47	78	188
Thrill of winning	51	19	74	90	234
Relaxation	9	26	11	29	75
Entertainment	20	25	49	42	136
Boredom or loneliness	54	49	75	63	241
Like to test their luck	24	72	36	77	209
Like to test their skill	2	9	22	20	53
Like trying new things	4	4	11	31	50
Attraction of the gambling venues (eg Casino)	14	3	26	87	130
Had access to gambling in country of origin	4	2	20	51	77
Did not have access to gambling in country of origin	7	3	0	9	19
To win money quickly	58	60	86	118	322
Other	41	6	57	24	128
Total	164	159	168	173	664

The respondents were also asked why "Members of your Community may not like to Gamble". Table 5.18 contains the Crosstabulation of Reasons why Members of your Community may not like to Gamble by Cultural Group. These responses showed quite different patterns across the four cultural groups. Thirty seven per cent of Arabic respondents cited religious reasons for not gambling whereas 13 per cent of Chinese, 17 per cent of Greek and 2 per cent of the Vietnamese respondents chose this answer. "Other uses for money" was much less frequently chosen by Chinese (24 per cent) and Vietnamese (9 per cent) than by Arabic (41 per cent) and Greek (55 per cent) respondents. Forty-three per cent of all respondents selected "Are concerned gambling causes problems" as a reason why members of their community may not like to gamble.

Table 5.18
Crosstabulation by Cultural Group of "Reasons why Members of your Community may not like to Gamble" (n=664)

Reasons for not gambling	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Have other uses for their money	67	39	92	16	214
Have other ways of entertaining themselves	31	48	53	21	153
Are concerned gambling causes problems	48	90	74	71	283
Did not have access to gambling in country of origin	5	8	4	4	21
Against religious beliefs	61	21	29	3	114
Other	36	2	61	124	223
Don't know	5	15	2	3	25
Total	164	159	168	173	664

A multiplicity of other individual answers was given to this question. These were encoded in the "other" category.

PARTICIPATION IN GAMBLING ACTIVITIES

The respondents were asked to provide information concerning the games and activities that they had played within the last 12 months. Table 5.19 shows the Crosstabulation by Cultural Group of Activity/ Game Played in Last 12 Months for all respondents. Chinese respondents were much less likely to have participated in raffles than any other group. Bingo was a uniformly unpopular activity across all groups. Lotto had a high profile with 50 per cent of all respondents having participated, with more Vietnamese (61 per cent). Scratch tickets were an unpopular activity for the Chinese respondents as was informal cards for money not at the Casino. Poker machines were unpopular amongst the Vietnamese respondents and the rates of poker machine use not at the Casino was much lower amongst the study sample than for the Community Patterns Surveys (28.8 per cent in the Community Patterns Surveys vs 7% in the current study sample). No-one amongst the respondents had gambled on the internet in the last 12 months or had participated in the soccer pools.

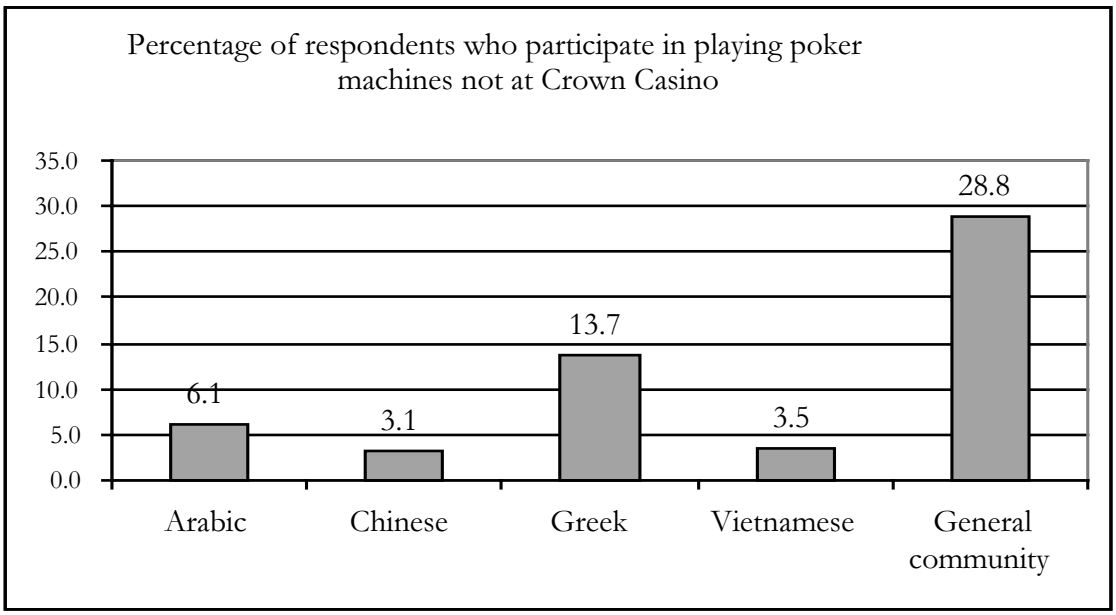
The rightmost column in this table is derived from analyses of the combined data set of the Community Patterns Surveys provided by the Authority. It is based on the responses of 5,450 respondents to the previous rounds of the survey. This is the largest available dataset concerning the Victorian community's perceptions of and participation in gambling activities.

The notable feature of this table is that, within the study sample, the proportions of respondents who have participated in the various gambling activities is less than that of the respondents to the combined Community Patterns Surveys.

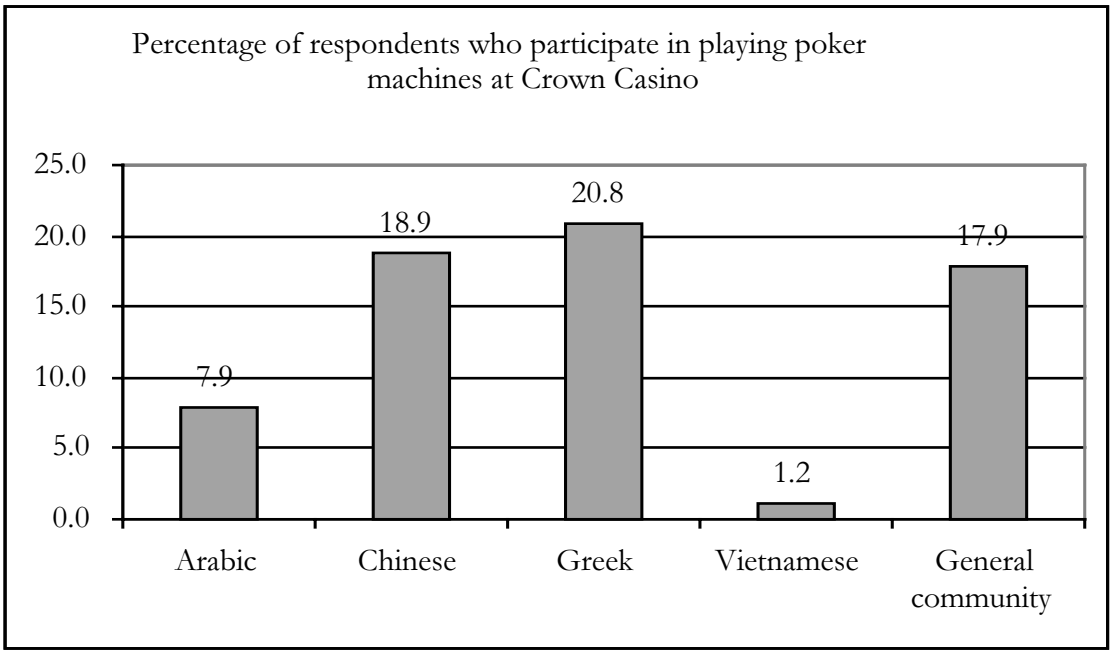
Thus, for example, 28 per cent of the respondents had purchased a raffle ticket in the last 12 months whereas in the general community, 51.5 per cent of the respondents reported that they had done so. Similarly, 50 per cent of the respondents in the study sample had purchased a lotto ticket or tickets but 60.4 per cent in the combined Community Patterns Surveys sample had done so.

The patterns of participation in different games varied between the different cultural groups. The following graphs derived from the results presented in Table 5.19 illustrate these variations.

In addition the graphs clearly illustrate the fact that the proportions of respondents from the respective communities who participated in the various forms of gambling was found in most cases to be lower than those in the general community, as shown by the VCGA Community Patterns Surveys.

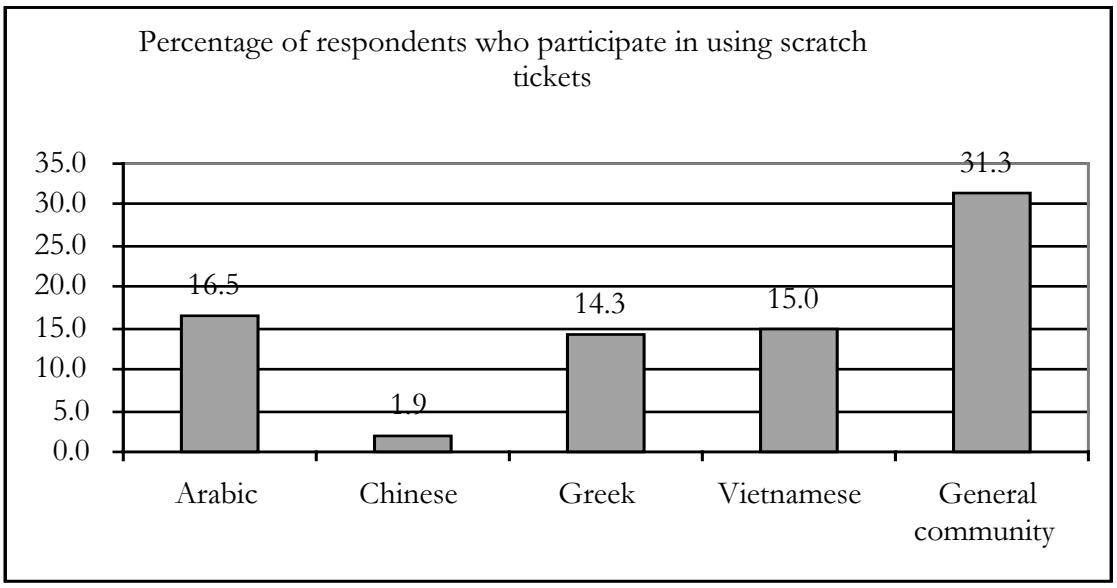


As can be seen from the above figure, the percentages of respondents who participate in playing poker machines outside Crown Casino are much lower within the four cultural groups in the study sample than for the general community.



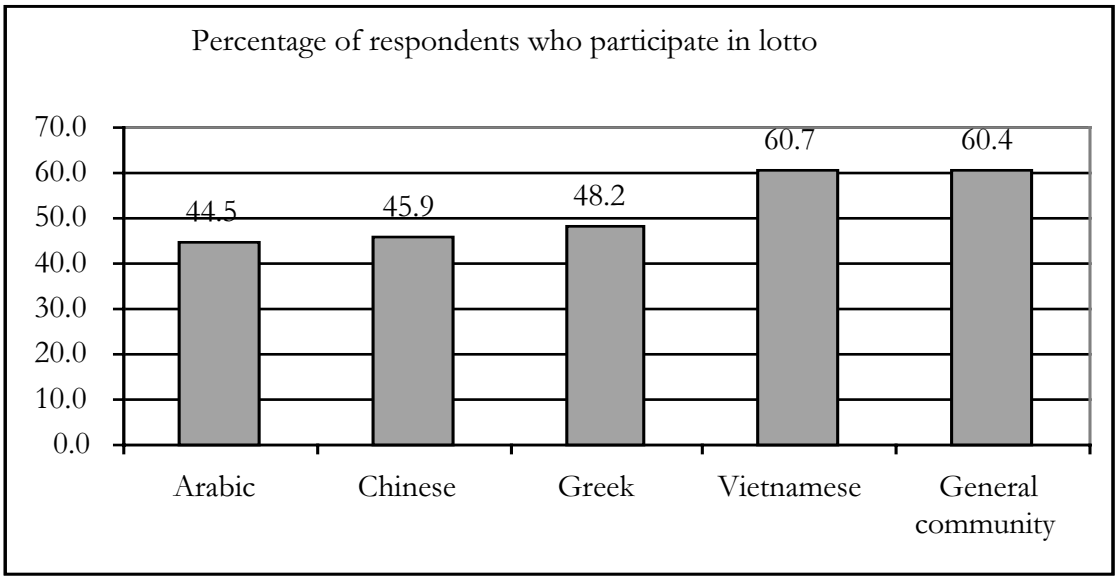
The percentages of study participants who participated in playing poker machines at Crown Casino varied widely across cultural groups. The Greek and Chinese community participation rates in this form of gambling matched those of the general community, whereas the Arabic and Vietnamese rates were much lower.

Participation in scratch ticket purchase was found to be much lower within the study sample groups than for the general community.



Only the Vietnamese respondents matched the general community participation rates in lotto forms of gambling with the other groups considerably lower.

All of the other gambling forms reported in the body of this report followed the same trend of lower rates of participation in gambling activities amongst the specific cultural groups studied in this project.



Vietnamese respondents were more likely to participate in informal indoor games for money than other respondents including backgammon and mahjong.

In broad terms, across the board the percentages of people within the study sample reported lower rates of participation in the various games (as measured by whether they had played the respective games any time during the last 12 months) than the combined VCGA Community Patterns Surveys samples results.

This is a notable finding of the present study.

Table 5.19
Crosstabulation by Cultural Group of Activity/ Game Played in Last 12 Months (n=664)

Activity/ game played	Cultural Group					
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**	**Patterns Surveys**
Raffles (buying raffle tickets)	55	13	54	64	186 (28%)	51.5%
Bingo or housie	7	5	5	9	26 (4%)	6.2%
Lotto, Tattslotto, Oz Lotto, Tatts Keno or Powerball	73	73	81	105	332 (50%)	60.4%
Scratch ticket, Instant Lotto or Scratch 'n Win	27	3	24	26	80 (12%)	31.3%
Informal cards for money not at Casino	6	0	7	20	33 (5%)	6.1%
Horse racing (the gallops)	7	0	9	1	17 (3%)	14.5%
Trotting or harness racing	0	0	2	2	4 (.1%)	4.2%
Greyhound racing (the dogs)	0	1	1	1	3 (.1%)	2.1%
Poker machines not at the Casino	10	5	23	6	44 (7%)	28.8%
Poker machines at the Casino	13	30	35	2	98 (15%)	17.9%
Any other games at the Casino	7	7	15	27	56 (8%)	7.8%
Footy betting on the TAB (Footy Bet)	2	0	3	3	8 (1%)	2.3%
Fixed odds sports betting (with Sportsbook or Bookmakers)	1	1	3	1	6 (1%)	0.9%
Soccer pools	0	0	0	0	0 (0%)	0.4%
Keno at a club or hotel	2	1	1	1	5 (1%)	4.8%
Internet gambling	0	0	0	0	0	0.0%
Informal indoor games for money eg backgammon, mahjong	2	3	1	23	29 (4%)	na
None of these	55	60	47	31	193 (29%)	na
Other	1	0	0	1	2 (0.3%)	na
Total	164	159	168	173	664 (100%)	na

Table 5.20 shows the Mean Number of Times Each Activity/ Game is Played Per Week for each Cultural Group. This was calculated across all respondents who played each activity. The figures in brackets in each cell are the number of respondents upon which each mean is calculated.

Table 5.20
Mean Number of Times Each Activity/ Game is Played Per Week for each Cultural Group

Activity/ game played	**Cultural Group**				
	Arabic Times (n)	**Chinese** Times (n)	**Greek** Times (n)	**Vietnamese** Times (n)	**Patterns Surveys** N=5355
Raffles (buying raffle tickets)	0.09 (55)	0.18 (13)	0.12 (54)	0.14 (65)	0.38
Bingo or housie	1.13 (7)	0.34 (5)	0.54 (6)	0.05 (9)	0.05
Lotto, Tattslotto, Oz Lotto, Tatts Keno or Powerball	0.46 (73)	0.41 (73)	0.68 (82)	0.40 (105)	0.62
Scratch ticket, Instant Lotto or Scratch 'n Win	0.29 (27)	0.10 (3)	0.27 (24)	0.24 (26)	0.24
Informal cards for money not at Casino	0.04 (6)	0.00 (0)	0.11 (7)	0.36 (20)	0.06
Horse racing (the gallops)	0.53 (7)	0.00 (0)	0.63 (9)	1.00 (1)	0.11
Trotting or harness racing	0.00 (0)	0.00(0)	0.06 (2)	0.51 (2)	0.03
Greyhound racing (the dogs)	0.00 (0)	0.50 (1)	0.25 (1)	1.00 (1)	0.02
Poker machines not at the Casino	0.84 (10)	0.14 (5)	0.82 (23)	0.79 (6)	0.20
Poker machines at the Casino	0.29 (13)	0.39 (30)	0.16 (35)	0.17 (20)	0.05
Any other games at the Casino	0.23 (7)	0.97 (7)	0.21 (15)	0.34 (27)	0.03
Footy betting on the TAB (Footy Bet)	0.02 (2)	0.00 (0)	0.33 (3)	0.35 (3)	0.02
Fixed odds sports betting (with Sportsbook or Bookmakers)	0.25 (1)	0.01 (1)	0.58 (3)	1.00 (1)	0.00
Soccer pools	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00
Keno at a club or hotel	0.15 (2)	0.50 (1)	0.25 (10	1.00 (1)	0.04
Internet gambling	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	0.00
Informal indoor games for money eg backgammon, mahjong	0.14 (2)	0.05 (3)	0.04 (1)	0.41 (23)	Data not available

Table 5.21 shows the Mean Time (Minutes) Spent Each Time Activity/ Game is Played by each Cultural Group on the occasions when it is played. The figures in brackets in each cell show the number of respondents upon which the mean figure was based.

Table 5.21
Mean Time (Minutes) Spent Each Time Activity/ Game is Played by each Cultural Group

Activity/ game played	Cultural Group				
	Arabic Time (n)	**Chinese** Time (n)	**Greek** Time (n)	**Vietnamese** Time (n)	**Patterns Surveys** n=5350
Raffles (buying raffle tickets)	2.69 (55)	4.54(13)	5.61 (54)	6.60(65)	2.89
Bingo or housie	122.67 (6)	146.00 (5)	120.00 (5)	77.22 (9)	120.57
Lotto, Tattslotto, Oz Lotto, Tatts Keno or Powerball	3.76 (72)	15.64 (73)	9.54 (82)	7.13 (104)	3.97
Scratch ticket, Instant Lotto or Scratch 'n Win	2.48 (27)	3.33 (3)	4.52 (23)	5.46 (26)	3.01
Informal cards for money not at Casino	171.00 (6)	0.00 (0)	301.57 (7)	179.00 (20)	179.56
Horse racing (the gallops)	117.86 (7)	0.00(0)	76.11 (9)	180.00 (1)	65.42
Trotting or harness racing	0.00 (0)	0.00(0)	12.50 (2)	30.00 (2)	58.41
Greyhound racing (the dogs)	0.00 (0)	5.00(1)	15.00 (1)	30.00 (1)	44.55
Poker machines not at the Casino	117.50 (10)	22.00(5)	126.09 (23)	67.50 (6)	71.56
Poker machines at the Casino	119.46 (5)	74.17 (30)	73.58 (33)	82.37 (19)	92.86
Any other games at the Casino	91.43 (7)	88.57 (7)	99.67 (15)	105.93 (27)	97.30
Footy betting on the TAB (Footy Bet)	1.50 (2)	0.00 (0)	16.70 (3)	45.00 (3)	11.26
Fixed odds sports betting (with Sportsbook or Bookmakers)	10.00 (1)	2.00 (1)	93.33 (3)	5.00(1)	7.53
Soccer pools	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	8.05
Keno at a club or hotel	4.50 (2)	100.00 (1)	5.00 (1)	5.00 (1)	21.50
Internet gambling	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	60.00
Informal indoor games for money eg backgammon, mahjong	15.50 (2)	160.00 (1)	120.00 (1)	206.74 (23)	Data not available

The most time consuming activities per episode across all groups were bingo/ housie, horse racing, poker machines not and also at the Casino, any other games at the casino and informal indoor games for money.

Table 5.22 shows the Mean Dollars Outlayed Each Time Activity/ Game is Played by each Cultural Group. The figures in brackets in each cell show the number of respondents upon which the mean figure was based. It is necessary to note that the means for the Greek respondents are skewed by several high rollers. The amounts

outlayed by other cultural groups and indeed the Greek respondents who were not high rollers were far more modest. Nevertheless, the overall outlays for the respondents are in general higher, and in some cases substantially higher than those outlays found in the Community Patterns Survey studies. Thus the picture that emerges from these data is one where the respondents within the cultural groups surveyed who gamble expend more when they do so than the general community sample.

Table 5.22
Mean Dollars Outlayed Each Time Activity/ Game is Played by each Cultural Group

Activity/ game played	Cultural Group				
	Arabic $ per time (n)	**Chinese** $ per time (n)	**Greek** $ per time (n)	**Vietnamese** $ per time (n)	**Patterns Surveys**
Raffles (buying raffle tickets)	11.82 (55)	10.54 (13)	59.13 (54)	5.34 (65)	6.15
Bingo or housie	18.71 (7)	234.00 (5)	13.80 (5)	5.44 (9)	14.84
Lotto, Tattslotto, Oz Lotto, Tatts Keno or Powerball	7.03 (72)	174.45 (67)	103.93 (80)	8.20 (104)	8.85
Scratch ticket, Instant Lotto or Scratch 'n Win	3.59 (27)	2.33 (3)	57.33 (24)	2.04 (26)	3.58
Informal cards for money not at Casino	76.17 (6)	0.00 (0)	2902.86 (7)	28.05 (20)	28.52
Horse racing (the gallops)	19.57 (7)	0.00 (0)	5794.56 (9)	50.00 (1)	34.38
Trotting or harness racing	0.00 (0)	0.00 (0)	15.00 (2)	5.00 (2)	23.32
Greyhound racing (the dogs)	(0)	55.00 (1)	20.00 (1)	10.00 (1)	27.70
Poker machines not at the Casino	55.50 (10)	18.00 (5)	593.91 (23)	69.17 (6)	29.72
Poker machines at the Casino	109.31 (13)	73.29 (28)	684.26 (34)	42.15 (20)	38.42
Any other games at the Casino	108.57 (7)	120.00 (7)	1732.33 (15)	531.04 (26)	76.93
Footy betting on the TAB (Footy Bet)	3.00 (2)	0.00 (0)	26.67 (3)	26.67 (3)	18.64
Fixed odds sports betting (with Sportsbook or Bookmakers)	20.00 (1)	5.00 (1)	56.67 (3)	50.00 (1)	33.20
Soccer pools	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	9.24
Keno at a club or hotel	5.00 (2)	100.00 (1)	2000.00 (1)	10.00 (1)	6.94
Internet gambling	0.00 (0)	0.00 (0)	0.00 (0)	0.00	1000
Informal indoor games for money eg backgammon, mahjong	7.50 (2)	5.00 (3)	50.00 (1)	22.86 (22)	NA

Those who played the games were asked why they played the various games they did. In Table 5.23 the Modal Reason for each Activity/ Game Played by Cultural Group is shown for each activity for each cultural group. There was some reluctance amongst respondents to nominate reasons for activities towards the end of the list. This was

possibly because of boredom with completion of the question when they had already nominated the same answers for several other items. "Like to test my luck" was a far more common reason for Chinese respondents to participate. Fun and excitement and the thrill of winning were frequently mentioned by Greek respondents and "Like to test my luck" and "Fun and Excitement" were the most frequently mentioned responses by Vietnamese respondents.

Arabic respondents were most likely to nominate the thrill of winning as an explanation for their participation in the activities.

In the following table, some of the categories are based on small numbers of respondents. Nevertheless the complete set has been included. The figures in brackets are the numbers of respondents who chose each answer shown. It should be noted that this is a multiple response tables so the number of responses will not equal the number of respondents.

Table 5.23
Modal Reason for each Activity/ Game Played by Cultural Group

Activity/ game	Cultural Group			
	Arabic	**Chinese**	**Greek**	**Vietnamese**
Raffles (buying raffle tickets)	• Thrill of winning (14)	• Like to test my luck (3)	• Fun and excitement (10)	• Like to test my luck (9)
Bingo or housie	• Fun and excitement (2) • Entertainment(2) • Boredom or loneliness (2)	• Entertainment (3)	• Thrill of winning (2) • Entertainment (2)	• Fun and excitement (6)
Lotto, Tattslotto, Oz Lotto, Tatts Keno or Powerball	• Thrill of winning (27)	• Like to test my luck (33)	• Thrill of winning (35)	• Like to test my luck (91)
Scratch ticket, Instant Lotto or Scratch 'n Win	• Thrill of winning (10)	• Fun and excitement (1)	• Like to test my luck (8)	• Fun and excitement (20)
Informal cards for money not at Casino	• Entertainment (3)		• Fun and excitement (2) • Thrill of winning (2) • Relaxation (2)	• Fun and excitement (20)
Horse racing (the gallops)	• Entertainment(3)		• Fun and excitement (4)	• Fun and excitemen(1)
Trotting or harness racing				• Fun and excitement (1)
Greyhound racing (the dogs)		• Fun and excitement (1)	• Entertainment (1)	• Fun and excitement (1)
Poker machines not at the Casino	• Boredom or loneliness (4)	• Fun and excitement (2) • Entertainment (2)	• Thrill of winning (9)	• Fun and excitement (4)
Poker machines at the Casino	• Entertainment (6)	• Fun and excitement (10)	• Fun and excitement (13) • Thrill of winning (13)	• Fun and excitement (16)
Any other games at the Casino	• Fun and excitement (3) • Entertainment (3)	• Fun and excitement (3)	• Thrill of winning (7)	• Fun and excitement (22)
Footy betting on the TAB (Footy Bet)			• Fun and excitement (2)	• Fun and excitement (3)
Fixed odds sports betting (with Sportsbook or Bookmakers)	• Fun and excitement (1) • Entertainment (1)	• Like to test my luck (1)	• Entertainment (2)	• Fun and excitement (1)

The respondents were asked to nominate their preferences for types of games ie luck and chance versus games of skill and calculation. Games of luck and chance were the preferred category for all respondents across all cultural groups. The Chinese respondents and the Greek respondents were the least likely to nominate games of skill

and calculation as their preferred type of game, whereas in relative terms Vietnamese and Arabic respondents were more likely to nominate this category.

Table 5.24
Crosstabulation by Cultural Group of Type of Game Preferred

Type of game	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Don't play games	55	60	47	30	192
Games of luck or chance	57	60	54	58	229
Games of skill and calculation	36	22	25	42	125
Neither of the above	14	13	36	39	102
Don't know	2	4	6	4	16
Total	164	159	168	173	664

The respondents were asked to nominate the total amounts they outlayed per week on gambling. Table 5.25 shows the Mean and Median Dollars Spent on Gambling Per Week by each Cultural Group for all respondents irrespective of whether they participated or not (n=664) and also for those who participated in gambling activities (n=299). The Greek respondent means were skewed by several Greek high rollers in the sample.

One respondent from the Greek sub-sample in the study reported an outlay of $10,000 per week, another $8,000 and two other Greek players reported $5,000 as their average weekly outlay. These Greek players were the top four outlay values in the sample.

Chinese respondents reported the highest median outlays across all respondents with a median of $10 per week for the total sample and $20 per week for those who gambled.

Analysis of the Combined Community Patterns Survey dataset revealed a mean of $10.83 and a median of $3.00 of expenditure on gambling per week amongst the respondents to those surveys who gambled. If the non-gamblers were included in the calculations mean outlay across the combined Community Patterns Surveys samples was $9.06 per week and the median was $1.00. Clearly, the expenditures within the present study sample are well in excess of this benchmark.

It is important to note that these data are self report data. We have no independent means of verifying the actual outlays. It is not possible to say whether some respondents have exaggerated and/or others have deliberately understated their expenditures.

Table 5.25
Mean and Median Dollars Spent on Gambling Per Week by each Cultural Group

	Cultural Group							
	Arabic		**Chinese**		**Greek**		**Vietnamese**	
	Mean	Median	Mean	Median	Mean	Median	Mean	Median
Average weekly outlay in $ (Total sample n=664))	13.08	2.00	46.86	10.00	308.60	5.00	18.96	5.00
Average weekly outlay in $ (gamblers with known outlays n=299)	18.42	5.00	55.74	20.00	380.61	5.00	23.25	6
Average weekly outlay in $ for total Community Patterns Surveys samples (n=5399) = $9.06								
Median weekly outlay in $ for total Community Patterns Surveys samples (n=5399) = $1.00								
Average weekly outlay in $ for gamblers only Community Patterns Surveys samples (n=4509) = $10.83								
Median weekly outlay in $ for gamblers only Community Patterns Surveys samples (n=4509) = $1.00								

Those respondents who had indicated an amount when asked the question concerning the amount of money they had spent in a week on gambling were then asked to nominate other ways that money that they spent on gambling could have been spent. These data are shown in Table 5.26. Chinese (65 per cent of those who gambled) and Vietnamese speakers (50 per cent of those who gambled) were the most likely to indicate that they could have spent the money on groceries or small household items. The Vietnamese group was also far more likely than other respondents to have used it to pay bills or credit cards, or used it to pay the rent or mortgage. Almost all of the respondents who chose these responses came from that group. Thus Vietnamese respondents were more likely than other groups to indicate that they were spending money that they have diverted from non-disposable sources such as housing expenses.

Table 5.26
Crosstabulation of Other Ways Money Gambled Might Have Been Spent by each Cultural Group (n=299)

	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Spent money on groceries or small household items	13	34	6	44	97
Put it towards major household goods (eg TV)	6	7	6	22	41
Spent it on personal items (eg clothing)	10	5	2	38	55
Spent it on restaurant meals	6	11	3	17	37
Spent it on wine and beer, etc	1	0	3	5	9
Spent it on going to the movies or a concert	2	1	0	11	14
Spent it on other entertainment or recreational activities	1	1	0	11	13
Used it to pay bill, credit cards	0	1	1	22	24
Used it to pay the rent or mortgage	0	0	0	21	21
Not spent it/ saved it/ put it in bank	1	1	1	28	31
Other items	3	0	30	27	60
Don't know	15	2	15	1	33
Total	56	52	66	88	262

USE OF AND PERCEPTIONS OF THE CROWN CASINO

The respondents were asked whether they had ever visited the Crown Entertainment Complex . Table 5.27 shows the Crosstabulation by Cultural Group of Whether Respondent has ever Visited the Casino. Eighty per cent of respondents had visited the complex. The Chinese respondents had the highest rate with 90 per cent having visited the complex. Arabic speakers (76 per cent) and Greek speakers (77 per cent) were less likely to have done so. As shown in Table 5.28, of those who had visited the complex all but 12 of the Chinese respondents had visited the gaming areas. Almost one third (33 per cent) of the Arabic visitors to the Crown Entertainment Complex had not entered the gaming areas.

Table 5.27
Crosstabulation by Cultural Group of Whether Respondent has ever Visited the Casino (n=664)

Have you ever visited the new Crown Entertainment Complex in Melbourne?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	125	143	129	134	531
No	39	16	39	39	133
Total	164	159	168	173	664

Table 5.28
Crosstabulation by Cultural Group of Whether Respondent had Entered the Gaming Area (n=664)

Did you enter the gaming area at Crown Casino?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	84	131	103	115	433
No	41	12	25	19	97
Not applicable	39	16	39	39	133
Can't say	0	0	1	0	1
Total	164	159	168	173	664

The respondents who had not visited the Crown Entertainment Complex were asked why they had not done so. "No interest in the casino" was the dominant reason for most respondents across all groups. Religious beliefs were nominated by 10 Arabic and 7 Greek respondents but no Chinese nor Vietnamese respondents as their reason for not having visited.

Table 5.29
Crosstabulation by Cultural Group of Why Respondent Hasn't Visited Crown Casino (n=133)

Why haven't you visited Crown Casino?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
No interest in the Casino	18	15	32	24	89
Prefer other activities	4	0	10	6	20
Don't like the games/ machines	4	0	2	2	8
Heard from others that it is boring/ no fun	0	0	1	2	3
Don't like to gamble	3	0	6	5	14
Religious beliefs	10	0	7	0	17
Too far to travel	2	0	1	0	3
Too crowded	0	1	0	2	3
Haven't got around to it yet	4	0	0	4	8
Other	7	0	5	14	26
Total	39	16	39	39	133

The people who had visited Crown Casino were asked to respond to a series of statements concerning the Casino. Tables 5.30 to 5.37 contain these data.

Table 5.30
Crosstabulation by Cultural Group of Whether Respondent was "Attracted to Crown Casino Because it is open 24 Hours" (n=664)

It is open 24 hours	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Strongly agree	9	0	11	5	25
Agree	33	41	24	40	138
Neither agree or disagree	10	6	14	11	41
Disagree	58	76	20	48	202
Strongly disagree	8	6	57	28	99
Don't know	7	14	3	3	27
Not applicable	39	16	39	39	133
Total	164	159	168	173	664

24 hours opening was seen as an attraction of Crown Casino by 25 per cent of the respondents with no marked cultural group differences.

Table 5.31
Crosstabulation by Cultural Group of Whether Respondent was "Attracted to Crown Casino Because Crown Casino Advertises in the Media in My Language" (n=664)

Crown Casino advertises in the media in my language	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Strongly agree	2	0	8	1	11
Agree	27	39	18	18	102
Neither agree or disagree	9	29	13	8	59
Disagree	70	61	20	63	214
Strongly disagree	10	3	67	37	117
Don't know	7	11	3	7	28
Not applicable	39	16	39	39	133l
Total	164	159	168	173	664

Advertising in the language of the respondents was seen as an attraction by only 17 per cent of respondents. Chinese respondents were more likely to see this as an attraction than other groups.

Table 5.32
Crosstabulation by Cultural Group of Whether Respondent was "Attracted to Crown Casino Because it Has all the Entertainment I need Under One Roof" (n=664)

It has all the entertainment I need under one roof	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Strongly agree	5	1	18	17	41
Agree	49	80	48	49	226
Neither agree or disagree	10	11	18	5	44
Disagree	43	37	14	41	135
Strongly disagree	8	3	29	19	59
Don't know	10	11	2	3	26
Not applicable	39	16	39	39	133
Total	164	159	168	173	664

"Having all the entertainment I need under the one roof" was seen as an attraction by 40 per cent of the respondents. Chinese respondents were more likely to see this as an attraction than other groups.

Table 5.33
Crosstabulation by Cultural Group of Whether Respondent Was "Attracted to Crown Casino Because it is Glamorous and Thrilling" (n=664)

It is glamorous and thrilling	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Strongly agree	8	2	12	10	32
Agree	51	90	52	96	289
Neither agree or disagree	5	13	14	4	36
Disagree	50	33	23	17	123
Strongly disagree	6	1	27	7	41
Don't know	5	4	1	1	11
Not applicable	39	16	39	39	133
Total	164	159	168	173	664

The "glamour and thrill" of Crown Casino was cited as an attraction by 48 per cent of respondents. Chinese and Vietnamese respondents were more likely to cite this as an attraction than Greek and Arabic respondents.

Table 5.34
Crosstabulation by Cultural Group of Whether Respondent was "Attracted to Crown Casino Because it is a Good Place to Socialise with Others" (n=664)

It is a good place to socialise with others	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Strongly agree	4	0	17	0	21
Agree	45	40	51	38	174
Neither agree or disagree	4	11	19	13	47
Disagree	60	81	16	42	199
Strongly disagree	8	4	24	40	76
Don't know	4	7	2	1	14
Not applicable	39	16	39	39	133
Total	164	159	168	173	664

Crown Casino was nominated as good place to socialise by 29 per cent of the respondents. Greek respondents were more likely to nominate this as an attraction than the other groups.

Table 5.35
Crosstabulation by Cultural Group of Whether Respondent was "Attracted to Crown Casino Because it is the Best Place to Gamble" (n=664)

It is the best place to gamble	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Strongly agree	3	9	11	19	42
Agree	41	61	25	50	177
Neither agree or disagree	9	17	18	5	49
Disagree	32	30	16	34	112
Strongly disagree	5	6	53	21	85
Don't know	35	20	6	5	66
Not applicable	39	16	39	39	133
Total	164	159	168	173	664

Thirty three per cent of respondents nominated an attraction of Crown Casino was that "it is the best place to gamble". Greek and Arabic respondents were less likely to nominate this as an attraction than Chinese and Vietnamese respondents.

Table 5.36
Crosstabulation by Cultural Group of Whether Respondent was Attracted to Crown Casino Because You Don't Need to Speak English to Visit Crown Casino (n=664)

You don't need to speak English to visit Crown Casino	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Strongly agree	8	0	24	8	40
Agree	41	51	25	61	178
Neither agree or disagree	20	14	20	7	61
Disagree	26	61	10	36	133
Strongly disagree	2	1	48	17	68
Don't know	28	16	2	5	51
Not applicable	39	16	39	39	133
Total	164	159	168	173	664

Being a place where you do not need to speak English was nominated as an attraction by 33 per cent of the respondents. Vietnamese respondents were the most likely to cite this as an attraction, but interestingly Greek, Chinese and Arabic respondents were also likely to nominate this, notwithstanding different levels of English fluency nominated by the different groups.

Table 5.37
Crosstabulation by Cultural Group of Whether Respondent was "Attracted to Crown Casino Because the Staff are Friendly and Courteous" (n=664)

The staff are friendly and courteous	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Strongly agree	10	0	10	6	26
Agree	59	60	35	73	227
Neither agree or disagree	13	20	27	20	80
Disagree	16	33	10	13	72
Strongly disagree	2	1	45	8	56
Don't know	25	29	2	14	70
Not applicable	39	16	39	39	133
Total	164	159	168	173	664

Friendliness and courtesy of staff was nominated as an attraction by 38 per cent of the respondents. Greek respondents were less likely to nominate this as an attraction than the other groups.

Those respondents who had visited the Crown Entertainment Complex were asked which activities they had undertaken on their last visit. These are tabulated in Table 5.38. In terms of cultural group differences, Chinese respondents were much less likely to have dined or have "just looked" at proceedings. Vietnamese respondents were more likely to have visited the movies or "just looked".

Table 5.38
Crosstabulation by Cultural Group of Activities Undertaken at Casino on Last Visit (n=532)

What activities did you undertake on you last visit to the Casino?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Played poker machines	33	33	40	24	130
Played other gambling games	8	22	10	24	64
Shopped	16	8	15	23	62
Went to movies	20	9	16	45	90
Dined	66	14	85	69	234
Went to a show	4	2	7	1	14
Attended a function	2	0	5	0	7
Attended a conference	0	0	1	0	1
Went to a night club	6	1	21	10	38
Just looked/ saw what it was like	50	12	70	82	214
Stayed at the hotel (Crown Towers)	1	0	0	0	1
Used the ATMs	9	2	4	12	27
Some other activity	4	0	6	10	20
None	12	57	0	2	71
Total	125	143	129	135	532

Note. Multiple responses were allowed in this table hence the totals will not equal the number of respondents.

Table 5.39
Crosstabulation by Cultural Group of Games Played at the Casino at their last visit (n=532)

What games did you play at the Casino	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Poker machines	32	39	46	26	143
Roulette	6	0	9	16	31
Keno	1	2	1	0	4
Played poker against other players	0	6	0	4	10
Blackjack or other card games	8	15	12	22	57
Two up	0	1	0	0	1
Dice games	0	2	0	2	4
Big Wheel	2	6	5	2	15
Pai Gow	0	10	0	0	10
Other	4	0	0	4	8
Can't say	1	2	0	1	4
None	81	76	67	79	303
Total	125	143	129	135	532

Note. Multiple response allowed

Table 5.39 shows the games played by respondents at the Casino at their last visit. Poker machines were the most popular, having been played by 27 per cent of the respondents. Blackjack and the other card games (11 per cent) were the next most popular activities across all the cultural groups.

USE OF ELECTRONIC GAMING/ POKER MACHINES

The respondents were asked a series of questions concerning their use of EGMs. The responses to these questions are tabulated below.

Table 5.40
Crosstabulation by Cultural Group of Type of Venue Where Pokies Played (n=188)

What type of venue do you play pokies?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Licensed sports club(golf, football, bowls)	6	3	4	3	16
Pub or hotel	11	4	24	4	43
RSL club	1	0	18	1	20
Somewhere else	2	0	3	18	23
None of the above	24	45	24	11	104
Total	40	52	61	35	188

Table 5.40 shows the other types of venues where pokies may be played. The most popular in all the groups, but particularly the Greek speakers were the Pubs or Hotels. The high numbers of "other" venues nominated by respondents were puzzling.

Table 5.41 shows the reasons for visiting poker machine venues. A clear majority in each cultural group gave a social outing as the reason for such visits.

Table 5.41
Crosstabulation by Cultural Group of Reasons for Visiting Poker Machine Venues (n=188)

Do you visit poker machine venues specifically to play the machines ?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Specifically to gamble	9	6	8	1	24
Social outing	28	33	33	31	125
Both	3	7	18	0	28
Varies	0	6	2	3	11
Not applicable	124	107	107	138	476
Total	164	159	168	173	664

Respondents were asked to think of any other activities they may have combined with gambling the last time they visited a poker machine venue. Table 5.42 shows that most respondents in each of the cultural groups also dined at the venue. However twenty-three per cent of the Arabic speakers and sixteen per cent of the Greek speakers only gambled on such visits. The Chinese and Vietnamese groups had very few respondents who only gambled.

Table 5.42
Crosstabulation by Cultural Group of Other Activities that were combined with Gambling at Poker Machine Venues (n=188)

At poker machine venues what other activities do you combine with gambling?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Dining out	21	31	32	21	105
Attending the theatre	0	5	3	2	10
Attending the movies	0	7	4	11	22
Attending a concert	0	1	1	0	2
Shopping	1	2	2	3	8
Live entertainment	0	1	1	1	3
Attending a regular sporting event(eg football match)	0	0	0	1	1
Attending a special event (eg Grand Prix)	0	0	1	0	1
Something else	3	0	4	1	8
Nothing else-gambling only	9	3	10	1	23
Can't remember	1	5	1	3	10
I don't go out	6	4	13	1	24
Total	40	52	61	35	188

Respondents were asked to select a statement that best describes them personally. Table 5.43 shows that large numbers of Arabic, Vietnamese and Greek speakers (73, 64 and 55 per cent respectively) see themselves as someone who does not like to gamble or have a bet. As opposed to the Chinese speakers with only nineteen per cent of this group seeing themselves as non-gamblers. However it should be noted that the Chinese group had a much higher number of respondents in the "None of the above "category. When all types of self described "gamblers" are considered in fact the Greek speakers have the

highest total with forty-four per cent, then the Chinese 39 per cent, followed by the Vietnamese 33 per cent and lastly the Arabic speakers with 25 per cent. Each group had a very small number of self-confessed addicted gamblers. It is interesting to compare these self descriptions with the rates of participation in gambling activities and the SOGS scores. Low self insight into difficulties with gambling would seem to be a problem for some respondents.

Table 5.43
Crosstabulation by Cultural Group of Self Description of Gambling Category (n=664)

Which of the following statements best describes you?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Does not like to gamble or have a bet	119	31	93	111	354 (53.3)
Enjoys a bet	17	10	23	4	54 (8.1)
Gambles for social interaction or leisure	12	48	29	47	136 (20.0)
Gambles but only an amount that can be afforded	10	1	19	1	31 (20.5)
Has a problem in controlling the level of gambling	0	0	0	4	4 (0.6)
Is addicted to gambling	2	3	2	1	8 (1.2)
None of the above	4	66	2	5	77 (11.6)
Total	164	159	168	173	664

While the percentages of respondents in the higher categories of Table 5.43 are small, they are somewhat higher than those found within the Community Patterns Surveys. For example 0.6 pr cent of respondents in the Community Patterns Surveys described themselves as addicted compared with 1.2 per cent in the present study sample. However, the numbers of respondents involved are quite small and comparisons must be treated with caution.

DIFFICULTIES ASSOCIATED WITH EXCESSIVE GAMBLING

The respondents were asked a series of questions concerning difficulties associated with excessive gambling. The South Oaks Gambling Screen items were included in this set of questions. When asked if they or any member of their family had experienced difficulties with excessive gambling only 1.9 per cent of the Chinese speakers thought this was the

case, 13.1 per cent of the Greek speakers, 16.5 per cent of the Arabic speakers, with the Vietnamese being the highest at 19.1 per cent. These figures compare with rates of 7 per cent in the VCGA Community Patterns Surveys. Thus the Chinese respondents were well below the general community rates but the other groups were well above them.

Table 5.44
Crosstabulation by Cultural Group of Difficulties Experienced With Excessive Gambling (n=664)

Have you or any of your family member experienced difficulties with excessive gambling?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	27	3	22	33	85
No	136	156	146	140	578
Can't say	1	0	0	0	1
Total	164	159	168	173	664

For the Arabic, Chinese and Greek speaking groups the problems were evenly spread over the time periods covered by the survey (in the last six months and more than six months ago). However the problems for the Vietnamese group appeared to be more recent with eighty-nine per cent of those who had reported difficulties personally or in the family within the last six months, as shown in Table 5.45.

7.9 per cent of the Arabic respondents reported that a family member had experienced difficulties with excessive gambling in the last six months. This compared to 0.6 per cent of the Chinese respondents, 7.1 per cent of the Greek respondents and 17.9 per cent of the Vietnamese respondents. The comparable figures for the 1997 VCGA Community Patterns Survey and the 1998 VCGA Community Patterns Survey were 2 per cent and 3 per cent respectively. Thus, with the exception of the Chinese respondents, the respondents reported much higher rates of recent problems with excessive gambling than in the general community.

Table 5.45
Crosstabulation by Cultural Group of When Gambling Difficulties Were Experienced (n=664)

When were difficulties experienced?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
In last 6 months	13	1	12	31	57
More than 6 months ago	12	1	10	4	27
Can't say	2	1	0	0	3
Not applicable	137	156	146	138	577
Total	164	159	168	173	664

We now turn to discussion of the responses to the South Oaks Gambling Screen survey items.

SOUTH OAKS GAMBLING SCREEN ITEMS

The South Oaks Gambling Screen (SOGS) was administered to all respondents who had ever gambled. The structure and purpose of the SOGS is discussed in the literature analysis presented in section 1 of this report. Consistent with the approach taken in the VCGA Community Patterns Surveys, the SOGS items were phrased in terms of the last six months and thus provides a period prevalence measure of problem/ pathological gambling. Life time prevalences would be higher again than those obtained under these conditions.

The results of the SOGS analyses are presented in two parts in this section of this report. The results for the individual SOGS items are first discussed, followed by the presentation of the results of the SOGS total scores. The notable feature of the SOGS scores analyses is that the rates of respondents with SOGS scores of 5 or above (the trigger point to be classified as a problem or pathological gambler) were much higher than those expected. The rates that have been previously found within the general community in the local VCGA Community Patterns Surveys and other international studies approximate to 1.5 per cent. The rates in the present study were found to be 7.2 per cent for Arabic respondents, 10.7 for Chinese respondents, 9 per cent for Greek respondents and 10.5 per cent for Vietnamese respondents.

In the calculations of the SOGS total scores, a score of zero was attributed to respondents who had never gambled. The other respondents had their scores calculated in the manner by the SOGS developers using the recode and compute facilities of the package used to analyse the data (Statistical Package for the Social Sciences or SPSS). As shall be seen later, when it became apparent that the sample had higher rates of problem gambling respondents than expected, the scores were rechecked manually and independently by two scorers. In 100 per cent of cases the SPSS and manual scorers concurred.

Tables 5.46 to 5.68 are frequency tables of the individual SOGS items. If a respondent in Table 5.46 nominated "never gambled" then they were not included in the data for the following 21 tables. Table 5.69 is the frequency table for the SOGS total scores.

We now turn to a discussion of the respondents' patterns of responses for the individual SOGS items, broken down by cultural groups..

When asked how often they go back to gamble again to win back money lost most in all groups nominated "never". The only difference between the groups was the low number of Vietnamese who had "never gambled", only three per cent, whereas the other groups ranged from 17 per cent for the Chinese to 26 per cent for the Arabic speakers.

Table 5.46
Crosstabulation by Cultural Group of "How Often Respondent Goes Back Another Day to Win Money Lost" (n=664)

	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Never	106	112	120	154	492
Sometimes/less than half the time	8	13	6	9	36
Most of the time I lost	3	4	1	2	10
Every time I lost	3	0	2	0	5
Can't say	1	1	0	3	5
Refused to say	0	2	0	0	2
Never gambled	43	27	39	5	114
Total	164	159	168	173	664

Table 5.47
Crosstabulation by Cultural Group of "Claimed to be Winning When You Have Really Lost" (n=550)

Have you ever claimed to be winning money when really had lost?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Never	87	90	90	114	381
Sometimes/less than half the time	17	17	20	21	75
Most of the time I lost	3	4	3	4	14
Every time I lost	0	2	1	1	4
Can't say	14	17	15	28	74
Refused to say	0	2	0	0	2
Total	121	132	129	168	550

Table 5.47 shows how often respondents in each cultural group who claimed to be winning when in fact they were losing. There appears to be no differences between the cultural groups on this issue.

When respondents were asked if they feel they have had a problem with gambling or that their gambling was out of control., Table 5.48 shows that fifteen percent responded either

- Yes, in the past, but not now, or
- Yes, I feel that way now.

The Vietnamese group seemed to feel the problem was more of a current one with almost twice the number reporting they felt that way now as opposed to in the past. The other groups were more evenly spread between the past and feeling that way now.

Table 5.48
Crosstabulation by Cultural Group of Ever Felt "That Gambling Was Out of Control" (n=550)

Do you feel that you have a problem with gambling or that your gambling was out of control?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes in the past, but not now	8	10	11	8	37
Yes, I feel this way now	7	12	9	15	43
No I haven't	93	92	92	118	395
Can't say	13	15	16	26	70
Refused	0	3	1	1	5
Total	121	132	129	168	550

When asked if they had gambled more than they had intended to in the last 6 months, eleven per cent of the respondents to this item said they had. Table 5.49 shows there was no major difference between the responses of the cultural groups on this item.

Table 5.49
Crosstabulation by Cultural Group of "Gambled More than Intended to in Last 6 months" (n=550)

Did you gamble more than you intended to in the last 6 months?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	13	16	17	13	59
No	96	101	99	130	426
Can't say	12	15	13	25	65
Total	121	132	129	168	550

Again there were slight differences between the cultural groups when asked if anyone had criticised their gambling in the last six months. Overall nine per cent of respondents to this item reported that this had happened as shown in Table 5.50.

Table 5.50
Crosstabulation by Cultural Group of "Whether People Have Criticised Respondent's Gambling in the Last 6 Months" (n=550)

Have people criticised your gambling in the last 6 months?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	9	16	12	10	47
No	100	100	103	131	434
Can't say	12	16	14	27	69
Total	121	132	129	168	550

Table 5.51 shows whether respondents reported that they have felt guilty about the way they gamble or what happens when they gamble. There appears to be no significant difference between the groups with overall ten per cent responding that they did feel guilty about their gambling.

Table 5.51
Crosstabulation by Cultural Group of "Whether Respondents Have Felt Guilty About Gambling" (n=550)

Have you ever felt guilty about the way you gamble or what happens when you gamble?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	15	12	12	14	53
No	94	105	104	129	434
Can't say	12	15	13	25	65
Total	121	132	129	168	550

Table 5.52 shows there are no differences between the cultural groups when asked if they "would have liked to stop gambling but felt that they couldn't". Nine per cent of respondents to this item responded in the affirmative.

Table 5.52
Crosstabulation by Cultural Group of Whether Respondents "Would Have Liked to Stop Gambling but Didn't Think They Could" (n=550)

Have you ever felt you would like to stop gambling but didn't think you could?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	11	12	11	15	49
No	98	105	105	128	436
Can't say	12	15	13	25	65
Total	121	132	129	168	550

Respondents were asked if they had hidden betting slips, gambling money or any other signs of gambling from their partner, children or other important people in their life. Table 5.53 shows that there the Vietnamese were less likely to have done this with only 4 per cent responding in the affirmative while respondents in the other three groups who responded in the affirmative to this item were 7 to 8 per cent of the total respondents to this item.

Table 5.53
Crosstabulation by Cultural Group of "Whether Respondents Have Hidden Signs of Gambling From Others" (n=550)

Have you ever hidden betting slips, gambling money or other signs of gambling from your partner, children or other important people in your life?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	9	9	10	7	35
No	100	108	106	136	450
Can't say	12	15	13	25	65
Total	121	132	129	168	550

Overall eight per cent of respondents to this item said that they have argued with the people they live with about how they generally handle money. Table 5.54 shows that the Greek speaking group reported a high level of arguing with twelve per cent of respondents to this item saying they had argued over money.

Table 5.54
Crosstabulation by Cultural Group of "Whether Respondents Have Argued with People they Live with Over how they Handle Money" (n=550)

Have you ever argued with people you live with about how you generally handle money?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	8	6	16	13	43
No	101	111	100	130	442
Can't say	12	15	13	25	65
Total	121	132	129	168	550

When asked if money arguments ever centred on their gambling eight per cent of respondents to this item said yes, with the Vietnamese respondents reporting 11 per cent. This contrasts with the Arabic speakers with only three per cent responding in the affirmative to this item, as shown in Table 5.55.

Table 5.55
Crosstabulation by Cultural Group of "Whether Respondents Have Money Arguments Centred on their Gambling" (n=550)

Have money arguments ever centred on your gambling?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	4	10	12	19	45
No	105	107	104	124	440
Can't say	12	15	13	25	65
Total	121	132	129	168	550

Table 5.56 shows whether respondents have ever borrowed money and not paid it back because of their gambling. The Chinese speakers reported slightly lower rates with 4 per cent against an overall level of 6 per cent.

Table 5.56
Crosstabulation by Cultural Group of "Whether Respondents Have Ever Borrowed Money and Not Paid it Back Because of Gambling" (n=550)

Have you borrowed money from someone and not paid them back because of your gambling?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	9	5	7	10	31
No	100	112	109	133	454
Can't say	12	15	13	25	65
Total	121	132	129	168	550

Table 5.57 shows that the Chinese and Vietnamese groups were more likely to have lost time from work or study because of gambling. Overall only three per cent of respondents to this item responded in the affirmative.

Table 5.57
Crosstabulation by Cultural Group of "Whether Respondents Have Lost Time From Work or Study Because of Gambling" (n=550)

Have you lost time from work or study because of gambling?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	1	6	3	5	15
No	108	111	113	138	470
Can't say	12	15	13	25	65
Total	121	132	129	168	550

Table 5.58 shows that overall only two per cent of respondents said they had ever borrowed money to gamble or pay gambling debts. There were no significant differences between the cultural groups.

Table 5.58
Crosstabulation by Cultural Group of "Whether Respondents Have Borrowed Money to Gamble or Pay Gambling Debts" (n=550)

Have you ever borrowed money to gamble or pay gambling debts?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	1	2	5	4	12
No	108	115	111	139	473
Can't say	12	15	13	25	65
Total	121	132	129	168	550

Tables 5.59 to 5.68 show the different ways respondents may have borrowed or obtained money to gamble or pay gambling debts. There appears to be no significant differences between the response patterns of the cultural groups with only 1 to 2 per cent of respondents resorting to borrowing money, from various people or institutions or selling personal items or stocks to pay for their gambling or debts. In some of the questions, the numbers of respondents who indicated that they had borrowed money from the various sources in fact exceeded those who answered in the affirmative to the question as to whether they had ever borrowed money. These responses were checked and the inconsistencies accurately reflected their responses. This may be a result of misunderstanding of the meaning of the questions or increased disclosure as the interview progressed.

Table 5.59
Crosstabulation by Cultural Group of "Whether Respondents Have Ever Borrowed Money to Gamble or Pay Gambling Debts From Household Money" (n=50)

Have you ever borrowed money to gamble or pay gambling debts from household money?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	3	1	2	3	9
No	106	116	114	140	476
Can't say	12	15	13	25	65
Total	121	132	129	168	550

Table 5.60
Crosstabulation by Cultural Group of "Whether Respondents Have Ever Borrowed Money to Gamble or Pay Gambling Debts from Their Spouse or Partner" (n=550)

Have you ever borrowed money to gamble or pay gambling debts from your spouse or partner?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	2	1	2	1	6
No	107	116	113	142	478
Can't say	12	15	14	25	66
Total	121	132	129	168	550

Table 5.61
Crosstabulation by Cultural Group of "Whether Respondents Have Ever Borrowed Money to Gamble or Pay Gambling Debts from Their Other Relatives or In-laws" (n=550)

Have you ever borrowed money to gamble or pay gambling debts from other relatives or in-laws?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	3	3	3	1	10
No	106	114	113	142	475
Can't say	12	15	13	25	65
Total	121	132	129	168	550

Table 5.62
Crosstabulation by Cultural Group of "Whether Respondents Have Ever Borrowed Money to Gamble or Pay Gambling Debts from Bank, Finance Companies or Credit Unions" (n=550)

Have you ever borrowed money to gamble or pay gambling debts from banks, finance companies or credit unions?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	1	2	2	2	7
No	108	115	114	141	478
Can't say	12	15	13	25	65
Total	121	132	129	168	550

Table 5.63
Crosstabulation by Cultural Group of "Whether Respondents Have Borrowed Money to Gamble or Pay Gambling Debts from Credit Cards" (n=550)

Have you ever borrowed money to gamble or pay gambling debts from credit cards?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	1	0	2	4	7
No	108	117	114	139	478
Can't say	12	15	13	25	65
Total	121	132	129	168	550

Table 5.64
Crosstabulation by Cultural Group of "Whether Respondents Have Borrowed Money from High Interest Rate Companies to Gamble or Pay Gambling Debts" (n=550)

Have you ever borrowed money to gamble or pay gambling debts from high interest rate finance companies	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	0	1	1	2	4
No	109	116	115	141	481
Can't say	12	15	13	25	65
Total	121	132	129	168	550

Table 5.65
Crosstabulation by Cultural Group of "Whether Respondents Borrowed Money to Gamble or Pay Gambling Debts from Cashing in Stocks, Bonds or Other Securities" (n=550)

Have you ever borrowed money to gamble or pay gambling debts from cashing in bonds, stocks or other securities?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	3	0	2	3	8
No	106	117	114	140	477
Can't say	12	15	13	25	65
Total	121	132	129	168	550

Table 5.66
Crosstabulation by Cultural Group of "Whether Respondents Have Borrowed Money to Gamble or Pay Gambling Debts from Selling Personal or Company Property" (n=550)

Have you ever borrowed money to gamble or pay gambling debts from selling personal or company property?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	3	2	1	1	7
No	106	115	115	142	478
Can't say	12	15	13	25	65
Total	121	132	129	168	550

Table 5.67
Crosstabulation by Cultural Group of "Whether Respondents Borrowed Money to Gamble or Pay Gambling Debts by Writing Cheques Knowing There Was No Money in the Account" (n=550)

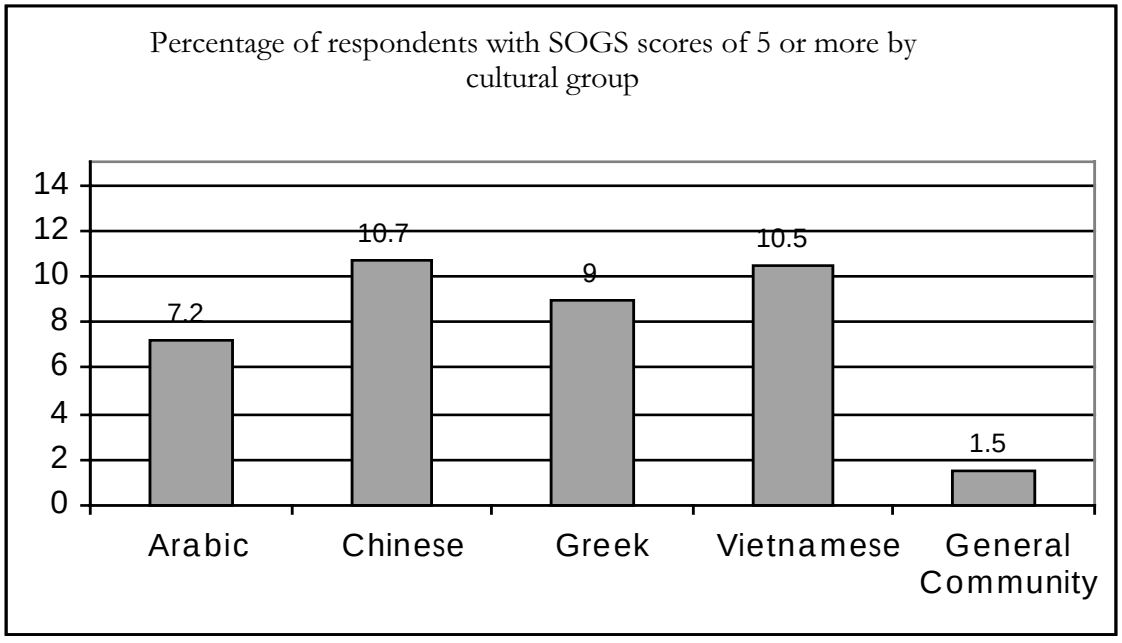
Have you ever borrowed money to gamble or pay gambling debts by writing cheques knowing there was no money in the account?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	4	1	1	2	8
No	105	115	115	141	476
Can't say	12	15	13	25	65
Total	121	132	129	168	550

Table 5.68
Crosstabulation by Cultural Group of Whether Respondents Borrowed Money to Gamble or Pay Gambling Debts by Obtaining Money Illegally (n=550)

Have you ever borrowed money to gamble or pay gambling debts by obtaining money illegally?	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Yes	1	2	1	0	4
No	108	114	115	143	486
Can't say	12	15	13	25	65
Total	121	132	129	168	550

Table 5.69 overleaf contains the Frequencies and Percentages of SOGS Total Scores by Cultural Groups compared with previous VCGA Community Patterns Surveys Outcomes. The notable feature of the results shown in this survey is the much higher rates of respondents scoring at the trigger point of 5 points or greater within the respondents who participated in this survey when compared to the previous VCGA Community Patterns Surveys results. The percentages of respondents with SOGS scores of 5 or more points were found to be substantially greater in all four cultural groups than that of the general community as shown in the VCGA Community Patterns Surveys results. A score of 5 points on the SOGS is the trigger point for the respondent to be classified as being engaged in probable problematic gambling. The obtained rates vary between five to seven times the expected levels within the respective cultural groups.

These data are summarised in the following figure:



As discussed previously, it would seem that although the overall rates of participation in gambling within the respective cultural groups is in fact lower than the general community, those who do participate from the surveyed cultural groups expend significantly greater amounts of money and get themselves into difficulty at much higher rates than within the general community. The concerns of community leaders and key informants expressed in the consultations within this project would seem to have been vindicated by these findings.

Given the high rates shown in these data, one immediately turns to several questions. Could these data be a result of a biased sampling procedure? We consider that the procedures followed in the recruitment of participants were the least biased possible. Participants were selected randomly from the White Pages using a database of the most common ethno specific surnames. There is no reason to suspect that this would have delivered a biased result (and every reason to believe otherwise). It could be that those with listed numbers are somehow more likely to have gambling problems. This is unlikely and the mechanisms whereby this could occur are obscure.

Could it be that some of the respondents have inflated their descriptions of their activities? This could be so but there is no reason to imagine that this would apply uniquely to the present study. It may be that the extensive use of in language interviews within the present study may have promoted disclosure that would not be available to an Anglo-Celtic centric interview approach. In this approach the respondent is first approached in English and then a complex (or perhaps no) process is put in train to subsequently achieve the interview with an interpreter or multilingual interviewer. In the present survey respondents were approached first in their community language with a drop back to English if they preferred. This strongly establishes the credentials of the interviewer as a person who is familiar with the culture of the respondent.

Any sample has the potential to have bias with respect to a population no matter how robust the sampling techniques employed. However, in the present context, it would seem most unlikely that 4 separate sub-samples of quite respectable sizes would simultaneously fail in this fashion. These findings generate a range of questions about what the situation is within other cultural groups. The higher rates of problem gambling shown in this study do not match the rates of presentations of people from these cultural groups to problem gambling services as shown within the analyses of the Breakeven Minimum Dataset studies conducted by the University of Melbourne Problem Gambling Team. Once again, the comments of the key informants from the different communities consulted in this project ring true. They warned that there was a low propensity for people with gambling problems within their respective cultures to seek assistance for these problems. They spoke of a large "hidden" problem. These data support the insights offered by the key informants in the consultation studies undertaken within this project.

Table 5.69
Percentages of SOGS Total Scores by Cultural Groups compared with previous VCGA Community Patterns Survey Outcomes (n=664)

SOGS Total Score	Cultural Group					
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Combined Cultural Groups**	**Patterns Surveys Results**
0	79.9	77.4	81.0	80.3	80.0	88.4
1	7.3	5.7	1.8	1.7	4.1	6.7
2	0.6	1.3	3.0	1.7	1.7	2.2
3	0.6	3.1	1.8	1.7	1.8	0.7
4	4.3	1.9	3.6	4.0	3.5	0.4
5	2.4	3.1	1.2	4.6	2.9	0.6
6	1.8	1.9	4.8	2.3	2.7	0.0
7	0.6	4.4	1.2	1.2	1.8	0.2
8	0.0	1.3	0.0	1.2	0.6	0.0
9	1.2	0.0	0.6	0.0	0.5	0.2
10	0.6	0.0	0.6	0.6	0.5	0.0
11	0.0	0.0	0.0	0.0	0.0	0.0
12	0.0	0.0	0.0	0.0	0.0	0.1
13	0.0	0.0	0.0	0.6	0.2	0.0
14	0.6	0.0	0.0	0.0	0.2	0.1
15 plus	0.0	0.0	0.6	0.0	0.2	0.1
Total	100	100	100	100	100	100

FACTORS ASSOCIATED WITH HIGH SOGS SCORES

This section of the report includes multivariate analysis designed to validate the Gambling Outcomes and Consequences model previously presented in this report. Unfortunately the multivariate approach is somewhat complex and technical, but we shall attempt to provide a non-technical explanation where possible.

The model asserts that gambling outcomes and consequences (in this case to be measured by the SOGS scores) are influenced both by gambling uptake and by protective, moderating and risk factors. In the present project, the total amount outlayed each week by the respondents is a reasonable measure of gambling uptake. Protective, moderating and risk factors measured in the present project include:

- Income levels,
- Whether the person is prepared to speak with others about gambling problems, and
- Time in Australia.

In terms of the model of Gambling Outcomes and Consequences proposed in this report, the SOGS is a good overall measure of impact. It includes items based on the American Psychiatric Association DSM criteria across a variety of domains. It has been found to be psychometrically robust.

It was also decided to include gender of the respondent as an analysis variable, as it is known from other work that being male is sometimes found to be a risk factor for

problem gambling. It is acceptable to include dichotomous variables in standard regression although the effect of range truncation is to decrease the apparent importance of such variables in the statistical analyses.

Multiple regression analysis was chosen as the method of analysis as it is robust. The selection of the dependent measure in the present context is somewhat arbitrary. Thus analyses were conducted for both the SOGS total score and the gambling outlay measure as the dependent measures. The results of these analyses are presented in Table 5.70 below:

Table 5.70
Multiple Regression Summary Tables for the prediction of SOGS total scores and Annual Gambling outlays (n=664)

	SOGS total as the dependent measure	Annual outlay on gambling as the dependent measure
Multiple R, p	R=.261, p=.029	R=.291, p=.009
Predictor Variables	Standardised Beta Coefficients	
Annual income	.052	.030
Years in Australia	.032	.154
Annual expenditure on gambling	.234	NA
Gender	-.069	.047
SOGS total	NA	.230

The Standardised beta coefficients are measures of the relative size of influence that they have upon the dependent measure. Annual expenditure on gambling with a beta of .234 was found to be the best predictor of SOGS scores. In turn, SOGS scores were found to be the best predictor of Annual expenditure on gambling with a beta of .230.

Both analyses achieve statistical significance but the multiple correlations (R) were found to be relatively low (.261 and .291 respectively). The skewed and bimodal distributions present within the data probably limit the achievable levels of prediction performance. These outcomes provide some support for the model. Further modelling using the data set could be profitably pursued.

RESPONSES TO OPINION QUESTIONS CONCERNING GAMBLING

Respondents were presented with a number of statements about gambling and then asked how strongly they agreed or disagreed with each one. The results are given in Tables 71 to 80. The individual response tables are self-explanatory. However, there are some overall trends of interest. Chinese speaking respondents were much less likely to select "Strongly Agree" or "Strongly Disagree" responses in all of the questions. The responses to the questions overall were somewhat paradoxical in some respects in that respondents who regularly participated in gambling shared with other members of their community somewhat negative dispositions towards it.

Table 5.71
Crosstabulation by Cultural Group of Whether Respondents Generally Believe Gambling is an Acceptable Activity in our Community (n=664)

Generally, gambling is an acceptable activity in our community	**Cultural Group**					
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**	**Patterns Surveys**
Strongly agree	3	2	11	1	17(2.6%)	14.5%
Agree	59	98	53	41	251(37.8%)	47.2%
Neither agree or disagree	3	10	19	10	42(6.3%)	6.1%
Disagree	74	34	21	63	192(28.9%)	13.6%
Strongly disagree	22	5	59	54	140(21.1%)	16.9%
Don't know	3	10	5	4	22(3.3%)	1.7%
Total	164	159	168	173	664(100%)	100%

Table 5.71 shows that more of the Chinese group (63 per cent) either strongly agreed or agreed with the statement that "Generally gambling is an acceptable activity in our community" than the other three groups with the Vietnamese showing the lowest level of agreement with only 24 per cent. In the Community Patterns Surveys, the respondents more closely matched the Chinese respondents than the other groups.

Table 5.72
Crosstabulation by Cultural Group of Whether Respondents Believe Gambling is too Widely Accessible in Victoria (n=664)

Gambling is too widely accessible in Victoria	Cultural Group					
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**	**Patterns Survey**
Strongly agree	69	6	128	33	236(35.5%)	48.1%
Agree	83	113	25	112	333(50.2%)	27.2%
Neither agree or disagree	3	13	4	3	23(3.5%)	3.6%
Disagree	3	7	7	19	36(5.4%)	13.9%
Strongly disagree	1	0	2	1	4(0.6%)	5.1%
Don't know	5	20	2	5	32(4.8%)	2.2%
Total	164	159	168	173	664(100%)	100%

Table 5.72 shows the reactions to the statement "Gambling is too widely accessible in Victoria". The Greek speaking group had the strongest reaction with seventy six per cent strongly agreeing, (91% either "strongly agree" or "agree") While the Chinese group had only four per cent strongly agreeing (75% either "strongly agree" or "agree"). The Arabic speakers also recorded high levels of agreement (93% "strongly agree" or "agree"). Only six per cent of all respondents either disagreed or strongly disagreed. Overall the respondents to this survey were more likely to agree with this statement than the respondents to the VCGA Community Patterns Surveys.

Table 5.73 shows the level of agreement with the statement "Gambling and gambling facilities should not be allowed to be advertised". Once again the Greek speakers felt very strong agreement with this statement (63% "strongly agree") while the Vietnamese had seventy-six per cent either agree or strongly agree. Twenty per cent of all respondents either disagreed or strongly disagreed with the statement. Overall the respondents to this survey were more likely to agree with this statement than the respondents to the VCGA Community Patterns Surveys.

Table 5.73
Crosstabulation by Cultural Group of Whether Respondents Believe Gambling and Gambling Facilities Should not be Allowed to be Advertised (n=664)

Gambling and gambling facilities should not be allowed to be advertised	Cultural Group					
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**	**Patterns Surveys**
Strongly agree	54	11	105	81	251(37.8%)	23.5%
Agree	62	96	19	50	227(34.2%)	20.2%
Neither agree or disagree	4	14	13	5	36(5.4%)	8.2%
Disagree	28	29	18	23	98(14.8%)	33.5%
Strongly disagree	10	1	11	10	32(4.8%)	11.6%
Don't know	6	8	2	4	20(3.0%)	2.9%
Total	164	159	168	173	664(100%)	100%

Table 5.74 shows the responses to the statement "Gambling related problems have become worse in the last few years". The Chinese showed the lowest level of agreement with seventy-four per cent either agreeing or strongly agreeing. The other three groups had more than 90% of respondents who either agreed or strongly agreed with the statement. Overall the respondents to this survey were slightly more likely to agree with this statement than the respondents to the VCGA Community Patterns Surveys.

Table 5.74
Crosstabulation by Cultural Group of Whether Respondents Believe Gambling Related Problems Have Become Worse in the Last Few Years (n=664)

Gambling related problems have become worse in the last few years	Cultural Group					
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**	**Patterns Survey**
Strongly agree	85	12	136	107	340(51.20%)	53.9%
Agree	66	106	22	58	252(37.95%)	29.4%
Neither agree or disagree	3	8	2	0	13(0.02%)	3.7%
Disagree	2	8	2	3	15(0.02%)	4.4%
Strongly disagree	2	0	2	1	5(0.01%)	2.5%
Don't know	6	25	4	4	39(5.87%)	6.1%
Total	164	159	168	173	664(100%)	100%

Table 5.75 shows the level of agreement with the statement "The number of poker machines in Victoria should be reduced". Again the Chinese respondents reported the lowest level of agreement with this statement with only nine percent strongly agreeing and a total of seventy-three per cent either strongly agreeing or agreeing. The other three

groups all had mid eighty per cent either agree or strongly agree. Approximately 20 per cent more of the respondents in the current survey agreed with this statement when compared to the VCGA Community Patterns Surveys results.

Table 5.75
Crosstabulation by Cultural Group of Whether Respondents Believe the Number of Poker Machines Operating Within Victoria Should be Reduced (n=664)

The number of poker machines operating within Victoria should be reduced	**Cultural Group**					
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**	**Patterns Survey**
Strongly agree	83	14	120	79	296(44.6%)	45.4%
Agree	54	102	23	71	250(37.7%)	21.9%
Neither agree or disagree	10	13	14	5	42(6.3%)	8.5%
Disagree	7	9	3	6	25(3.8%)	14.7%
Strongly disagree	3	0	4	2	9(1.4%)	5.2%
Don't know	7	21	4	10	42(6.3%)	4.2%
Total	164	159	168	173	664(100%)	100%

Table 5.76 shows the responses to the statement "The Crown Entertainment Complex is good for our community". The Vietnamese group had only 14 per cent of respondents either strongly agree or agree and 74 per cent disagree or strongly disagree. The Chinese on the other hand had 24% agree against 45 per cent either disagree or strongly disagree. Overall the respondents to this survey were less likely to agree with this statement than the respondents to the VCGA Community Patterns Surveys.

Table 5.76
Crosstabulation by Cultural Group of Whether Respondents Believe the Crown Entertainment Complex is Good for our Community (n=664)

The Crown Entertainment Complex is good for our community.	Cultural Group					
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**	**Patterns Survey**
Strongly agree	3	0	3	2	8(1.2%)	10.6%
Agree	36	38	28	22	124(18.7%)	28.4%
Neither agree or disagree	13	28	33	17	91(13.7%)	10.4%
Disagree	69	63	17	65	214(32.2%)	17.3%
Strongly disagree	36	9	82	63	190(28.6%)	27.1%
Don't know	7	21	5	4	37(5.6%)	6.2%
Total	164	159	168	173	664(100%)	100%

Table 5.77 shows the responses to the statement "Gambling at home on the internet or pay TV should be allowed". The Chinese group had twenty-four per cent agree or strongly agree with this statement while the other groups all had seven to nine per cent agree or strongly agree. The Greek speakers had seventy nine per cent who strongly disagreed with this statement. Overall the respondents to this survey were less likely to agree with this statement than the respondents to the VCGA Community Patterns Surveys.

Table 5.77
Crosstabulation by Cultural Group of Whether Respondents Believe Gambling at Home on the Internet or Pay TV should be Allowed (n=664)

Gambling at home on the internet or pay TV should be allowed.	Cultural Group					
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**	**Patterns Survey**
Strongly agree	1	1	4	3	9(1.4%)	3.6%
Agree	13	37	7	13	70(10.5%)	16.0%
Neither agree or disagree	4	11	10	7	32(4.8%)	5.5%
Disagree	69	79	13	62	223(33.6%)	20.9%
Strongly disagree	71	9	133	79	292(44.0%)	48.6%
Don't know	6	22	1	9	38(5.7%)	5.3%
Total	164	159	168	173	664(100%)	100%

Table 5.78 shows the overall low level of agreement with the statement "Gambling does more good for our community than harm". Ninety-one per cent of all respondents either disagreed or strongly disagreed with the statement. Once again the Greek speakers registered a greater depth of feeling on the issue with over 75% strongly disagreeing with this statement. Overall the respondents to this survey were less likely to agree with this statement than the respondents to the VCGA Community Patterns Surveys.

Table 5.78
Crosstabulation by Cultural Group of Whether Respondents Believe Gambling Does More Good for our Community than Harm (n=664)

Gambling does more good than harm	**Cultural Group**					
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**	**Patterns Surveys**
Strongly agree	1	1	5	1	8(1.20%)	1.5%
Agree	5	2	4	2	13(1.96%)	7.4%
Neither agree or disagree	1	6	9	8	24(3.61%)	8.3%
Disagree	71	117	22	48	258(38.86%)	30.7%
Strongly disagree	82	25	127	112	346(52.11%)	48.5%
Don't know	4	8	1	2	15(2.26%)	3.6%
Total	164	159	168	173	664(100%)	100%

Table 5.79 shows the level of agreement with the statement "Now that gambling is more accessible there are more recreational opportunities". Thirty seven per cent of the Chinese group agreed with this statement as opposed to the other groups where the level of agreement was in the mid twenty per cent range. Overall the respondents to this survey were less likely to agree with this statement than the respondents to the VCGA Community Patterns Surveys.

Table 5.79
Crosstabulation by Cultural Group of Whether Respondents Believe Now That Gambling is More Accessible There Are More Recreational Opportunities (n=664)

More recreational opportunities now gambling is more accessible	Cultural Group					
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**	**Patterns Survey**
Strongly agree	1	0	0	2	3(0.5%)	8.3%
Agree	41	60	39	38	178(26.8%)	32.9%
Neither agree or disagree	21	22	23	27	93(14.0%)	5.6%
Disagree	71	52	19	56	198(29.8%)	22.0%
Strongly disagree	24	6	83	49	162(24.3%)	27.2%
Don't know	6	19	4	1	30(4.5%)	3.9%
Total	164	159	168	173	664(100%)	100%

Respondents were asked to state how strongly they agreed with the statement "The onus is on the individual to control themselves when gambling by knowing how much they can afford". 79.8 per cent of the Patterns Surveys respondents agreed or strongly agreed with this proposition. Table 5.80 shows that the Greek speakers had the lowest level of agreement with fifty-six per cent either strongly agreeing or agreeing whereas the other three groups were all around seventy per cent

Table 5.80
Crosstabulation of Whether Respondents Believe the Onus is on the Individual to Control Themselves when Gambling by Knowing what they can Afford by Cultural Group (n=664)

	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Strongly agree	13	3	53	18	87
Agree	102	110	41	98	351
Neither agree or disagree	16	9	19	9	53
Disagree	26	18	15	30	89
Strongly disagree	3	6	40	11	60
Don't know	4	13	0	7	24
Total	164	159	168	173	664

Respondents were asked to think about when they have a problem who do they talk to about it or where do they go for help (see Table 5.81). The highest response for the Arabic, Chinese and Greek speakers was other members of the family (62%, 62%, and 49% respectively). It is interesting that only 30% of the Vietnamese would turn to family members for help. The modal response for the Vietnamese was "other".

Table 5.81
Crosstabulation by Cultural Group of Who Respondent Talks to or Where Respondent Goes to When They Have a Problem (n=664)

	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Family members	103	98	82	52	335
People in my community/ who speak my language	13	28	2	1	44
A community service (general)	9	3	6	7	25
A community service (ethno-specific or multicultural)	1	1	0	2	4
Own language community services/ workers	0	1	0	0	1
GPs and pharmacists	5	0	0	0	5
Religious or spiritual leaders	20	0	9	2	31
Other	11	7	48	90	156
Don't know	2	21	1	3	27
No one	17	9	25	35	86
Total	164	159	168	173	664

When the problem was gambling related the respondents seemed less likely to go to family members for support and advice (Table 5.82). Arabic, Chinese and Greek groups reported they would do this at the rates of 21%, 57% and 42% respectively. The Vietnamese rate dropped to 12%. Twenty-two per cent of all respondents didn't know to whom they would turn to for help. The Greek and Arabic groups seemed more willing to use a general community service whereas more Vietnamese would seek out an ethno-specific service. Overall, there was a higher stated willingness to seek help from a community service (either general or ethno-specific) for gambling problems as opposed to problems in general. It is also interesting to note the much higher rate of "don't know" responses to the gambling specific question (145 or 21.8 per cent) versus responses to the general problem question (27 or 4.1 per cent). It would seem that these respondents were less certain about from whom they would seek help if they had a gambling problem compared to other problems.

Table 5.82
Crosstabulation of Where Respondent would go if they ever Needed Support and Advice on Gambling Related Problems by Cultural Group (n=664)

	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
Family members	34	91	70	21	216
People in my community/ who speak my language	8	28	11	5	52
A community service (general)	50	10	55	30	145
A community service (ethno-specific or multicultural)	11	1	3	26	41
Own language community services/ workers	2	0	0	10	12
GPs and pharmacists	4	0	9	0	13
Religious or spiritual leaders	17	0	16	2	35
Other	11	3	15	21	50
Don't know	44	31	10	60	145
No one	8	12	18	13	51
Total	164	159	168	173	664

PERCEPTIONS OF IMPACTS OF GAMBLING IN VICTORIA UPON RESPONDENTS AND THEIR COMMUNITIES

The survey participants were asked to comment upon the perceived impacts of gambling in Victoria upon themselves and also their communities. These were open ended questions. Table 5.83 shows the Crosstabulation by Cultural Group of Impacts of Increased Availability of Legalised Gambling in Victoria has had on the Respondent. A long list of concerns was expressed by the respondents. Nevertheless, 82.5 per cent of all respondents to the question "What impacts (if any) has increased availability of legalised gambling in Victoria had on you?" reported no effects at all. The Chinese respondents were much more likely to say that gambling had no effect upon them personally or upon their community.

Table 5.83
Crosstabulation by Cultural Group of Impacts of Increased Availability of Legalised Gambling in Victoria has had on the Respondent (n=664)

Impact	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
None/ no effects	128	155	122	144	548
Husband/ brother already addicted	3	1	1	1	6
Broken homes/ damaged families	3	0	9	4	16
Spend more than can afford/ can't save money	2	0	6	1	9
Spend less on family	0	1	1	0	2
Added fun	1	0	0	1	2
Can't trust the government	1	0	0	0	1
Don't know	3	0	1	3	7
Don't like it/ don't agree with it	4	0	6	1	11
Refused	0	1	0	0	1
Created more employment	0	0	1	0	1
Worried about people with gambling problems	3	0	6	3	12
Was shocked/ upset/ annoyed	3	0	6	0	9
Harm done to the younger generation	2	0	3	7	12
More attracted/ more tempted to gamble	4	0	5	5	14
Negative effect on business	3	0	2	2	7
Increased problems/ addiction	0	0	3	1	4
Less non gambling places to go to	1	0	0	0	1
Security problem	0	0	0	1	1
Shouldn't have been legalised	1	1	1	0	3
People have become more materialistic	1	0	0	0	1
More taxes to provide services to addicted gamblers	0	0	1	0	1
Total	164	159	168	173	664

The respondents were asked "What impacts (if any) has increased availability of legalised gambling in Victoria had on your community?" Thirty seven per cent of all respondents felt that families had been ruined. Divorce, domestic violence and child neglect were all

negative impacts of gambling. While 17% identified people in debt as the next greatest impact. For the Vietnamese group people addicted to gambling was seen as an impact by 24% with increased crime rate, theft and drug selling mentioned by 19% of the Vietnamese respondents. This is a multiple response table hence the numbers of responses will not equal the number of respondents.

Table 5.84
Crosstabulation by Cultural Group of Impacts Increased Availability of Legalised Gambling in Victoria has had on Respondent's Community (n=664)

	Cultural Group				
	Arabic	**Chinese**	**Greek**	**Vietnamese**	**Total**
None	14	126	9	4	153
Don't know	21	4	12	10	47
Other	2	1	1	2	6
Ruin families/ children left in cars/ divorce/ domestic violence	55	5	63	76	199
People addicted	5	2	12	42	61
People in debt	16	1	44	33	94
Loss of property/ house/ car	10	1	15	23	49
Suicide/ increased suicide rate	6	0	20	20	46
Poverty/ bankruptcy	10	0	5	9	24
Increased crime rate/ theft/ selling drugs	15	1	5	34	55
Big problems/ social problems	14	6	30	6	56
Downfall of the community/ bad rumours/ gives community a bad name	19	3	12	23	57
Harm the youth/ younger people becoming attracted to it	7	1	5	3	16
Effect on business/ loss of business	2	0	3	2	7
Unemployment/ loss of job/ distraction from work	9	0	2	9	20
More people gamble/ too accessible	5	8	11	5	29
More older people gamble/ lose pension money	1	0	6	1	8
Turn against religious beliefs	0	0	2	0	2
Health problems	0	0	5	1	6
Added entertainment	0	1	1	1	3
Reduced social life	0	0	4	0	4
Good for tourism	0	0	1	0	1
Some good and some bad	1	0	1	0	2
Total	164	159	168	173	664

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SECTION 6
FUTURE DIRECTIONS IN GAMBLING RESEARCH AND SERVICES FOR PEOPLE FROM NON-ENGLISH SPEAKING BACKGROUNDS

The results obtained in the present work are surprising in some respects. Firstly, the lower levels of participation found in most forms of gambling by the survey respondents from the four cultural groups was somewhat unexpected. Although, it must be said that due to the paucity of research available concerning gambling and different cultural groups, it was probably unwise to have any particular expectations. Certainly there has been intense media speculation concerning the participation rates of people from NESB in gambling activities. This speculation has been unfounded.

The second surprising result is the very high South Oaks Gambling Screen Scores obtained by many respondents within the survey. According to our data, the rates of problem gambling amongst the respondents are between five to seven times those found in other surveys of the general community. In our discussion in the body of the report we have canvassed various reasons as to why these might be aberrant results. We do not believe that they are aberrant, as the methodology used to obtain them is sound and the best available.

The results we have obtained support the outcomes of the qualitative work reported in this document that we performed with key informants from the respective communities. They were telling us with clarity that they were concerned about a sizeable minority of members of their communities who were in difficulty. Their observations have been supported by our findings.

A perturbing feature of the study outcomes is the low propensity of people with gambling difficulties to seek assistance. However, it would be a mistake to imagine that low propensity to seek help is confined to these cultural groups and to seeking help for gambling problems. Much of health psychology and health sociology is devoted to the study of why people do things that are injurious to themselves and then delay in taking remedial actions. Gambling difficulties seem to follow the same patterns.

Finally, we wish to stress the importance of those using the data we have collected to not stigmatise the cultural groups we have studied. As in the general community, the clear majority of people from these cultural groups do not have and will not develop a gambling problem. Indeed, the rates of participation in most forms of gambling activity are lower within these groups than in the Anglo-Celtic community. Our data show that those from the specific cultural groups we have studied who actually participate in gambling activities have higher risks than their Anglo-Celtic counterparts of developing a gambling problem.

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APPENDICES

APPENDIX 1
LIST OF PARTICIPANTS IN COMMUNITY CONSULTATIONS CONCERNING GAMBLING AND CULTURAL GROUPS

First Name	Last Name	Community Group
Kemal	Akdenz	Moreland Turkish Education and Social Affairs Centre
Raymond	Au-Yeung	Melbourne Christian Disciples Church
Maria	Bacab	Australian Croatian Association
Gladys	Barrera	Celas Spanish Latin American Welfare Centre
Kathy	Bosnic	Australian Croatian Women's Association of Melbourne
Margaret	Bugeja	Maltese Community Council of Victoria
Uyen	Carrington	Vietnamese Community in Australia (Victorian Chapter)
Phillipa	Castle	Breakeven Counsellor
Valentina	Causovska	Macedonian Welfare
Elda	Chan	Breakeven East
Eric	Chan	Chinese Elderly Citizens' Club
Humbert	Chan	New Chinese Christian Association of Australia, Life Christian Community Church
Ellen	Ching	St Kilda Chinese Women's Group
Henry	Chiu	Melbourne Chinese Community Cultural Centre
Judy	Chow-Fairhall	Breakeven CBD
Dorota	Cipusev	Australian Polish Community Services
Greg	Coman	Breakeven Counsellor
Sanja	Cosic	Breakeven Counsellor
Hakan	Cuvegen	Council of Turkish Association of Victoria
Tam	Danh	Australian Vietnamese Women's Welfare Association
Joumana	Dennaoui	Broadmeadows Care
Dick	Dickson	Hispanic Society of Victoria
Tina	Douvos	Australian Greek Welfare
Judy	Dunster	Breakeven CBD
Nebahat	Ertolat	Turkish Women's Association
Chris	Freethy	Breakeven Counsellor
Patricia	Harming	Breakeven Counsellor
Phong	Heng	Springvale Indo-Chinese Mutual Assistance Association (SICMAA)
Cynthia	Hickman	Breakeven Counsellor
Gina	Horn	Breakeven South Eastern
Julienne	Kinna	Breakeven Counsellor
Colleen	Knapp	Breakeven Counsellor
My Tien	Lam	Breakeven Southern
Angel	Leventis	Australian Greek Association for People with Disabilities
Kin	Ma	Breakeven Eastern
Estelle	McNally	Centre for Philippine Concerns Australia
Naim	Melhem	South Eastern Arabic Community Association Inc
Thuc	Nguyen	Vietnamese Community in North West Region Inc
Rev. Boro	Petrovic	Free Serbian Orthodox Church
Samuel	Pho	Chinese Community Problem Gambling Action Group

Eva	Prekel	Breakeven Gippsland
Tamara	Prosic	Australian Serbian Community Services
Henry	Quach	Indo Chinese Ethnic Chinese Association Inc
Margaret	Shecola	Breakeven Counsellor
Tammy	Sheedy	Breakeven Counsellor
Clive	Smee	Breakeven Counsellor
Dalal	Smiley	Victorian Arabic Network Inc
My	Tien Lam	Breakeven Counsellor
Spase	Velanovski	Macedonian Welfare
Joe	Wakim	Australian Arabic Council
Zhibin	Wei	Stonnington Chinese Association & Federation of Chinese Association
Alexander	Wong	Chinese Christian Association of Australia
Ophelia	Wong	Breakeven South, Federation of Chinese Association Social Welfare Centre
Nial	Wotherspoon	Breakeven Counsellor
Marlena	Ziety	Breakeven Southern
Bridget	Zubiri	Filipino Community Council of Victoria
Stella	Tallorito	COASIT
Walin	Ho	Chinese Women's Association of Victoria
Gloria	Bravo	Latin American Association of Community Development Welfare Services

APPENDIX 2
SURVEY INSTRUMENT

VCGA - SPECIFIC CULTURAL GROUPS
GAMING SURVEY (CPA/400)

INTRODUCTION (start in English)

MY NAME IS (*say name*…….) FROM CULTURAL PARTNERS AUSTRALIA.

Today we're conducting an important research study on behalf of a Victorian Government Authority about what people do in their spare time.

Could I please speak to the person aged 18 or over whose birthday is the closest to today's date?
(AS QUOTAS FILL ASK FOR THE SPECIFIC AGE / SEX REQUIRED)

IF NEW RESPONDENT, REPEAT INTRODUCTION

IF NECESSARY EXPLAIN

✔ This is not a sales call. It's a market research study and it will take about 20 minutes of your time.

✔ Anything you say will be strictly confidential. Your personal identity will not be disclosed to anyone.

✔ You have been randomly selected from the white pages telephone directory.

AS NEEDED

If now is not a suitable time to talk to you, can I arrange a particular time to call you back as I would really like to obtain your views.

ARRANGE CALL BACK, THANK & CONCLUDE

RECORD TELEPHONE NO: _____

RECORD GENDER _____

START INTERVIEW HERE

Qa How well do you speak ENGLISH?

Not at all	1
A little	2
Well	3
Very well	4
(Don't know/Unsure)	5

Qb Would you like to conduct the interview in a LANGUAGE OTHER THAN ENGLISH?

YES	1	(Cantonese, Mandarin, Greek, Vietnamese or Arabic)
NO	2	(in English)

ASK EVERYONE

Q1 Thinking about your ENTERTAINMENT PREFERENCES, we would now like you
to rate a number of SPARE TIME or LEISURE ACTIVITIES on a scale of 1 to 10
where a 1 is not appealing and 10 extremely appealing.
So on a scale of 1 to 10, how appealing is…?
READ OUT (RATE EACH FROM 1 TO 10)

Betting at the TAB
Playing sport
Going to the movies
Going to the races or trots
Going out for dinner
Relaxing at home eg. watching TV
Playing poker machines
Going to the Casino
Visiting family or friends
Visiting clubs or hotels
Other outdoor activities – eg. gardening, walking, fishing
Other *(Specify)* _____

Q2a **Thinking about gambling, <u>WHY</u> do you think members of <u>YOUR COMMUNITY</u> (*say …Arabic speakers, Chinese speakers, etc*) like to gamble?**
READ OUT, MULTIPLE RESPONSE
IF OTHER, HIGHLIGHT AND RECORD RESPONSE

Fun and excitement	1
Thrill of winning	2
Relaxation	3
Entertainment	4
Boredom or loneliness	5
Like to test their luck	6
Like to test their skill	7
Like trying new things	8
Attraction of the gambling venues (eg Casino)	9
Had access to gambling in country of origin	10
Did not have access to gambling in country of origin	11
To win money quickly	12
Other *(Specify)* _____	13

Q2b **Why do you think they (members of your community) may <u>NOT LIKE TO GAMBLE</u>?**
DO NOT READ OUT, MULTIPLE RESPONSE
IF OTHER, HIGHLIGHT AND RECORD RESPONSE

Have other uses for their money	1
Have other ways of entertaining themselves	2
Are concerned gambling causes problems	3
Did not have access to gambling in country of origin	4
Against religious beliefs	5
Other *(Specify)* _____	6
(Don't know / cant say)	7

Q3 **Which of the following activities or games have <u>YOU PLAYED</u> or <u>GAMBLED ON</u> in the past 12 months?**
(READ OUT)

		Yes	**No**
a)	Raffles (buying raffle tickets)	1	2
b)	Bingo or housie	1	2
c)	Lotto, Tattslotto, Oz Lotto, Tatts Keno or Powerball	1	2
d)	Scratch ticket, Instant lotto or Scratch 'n win	1	2
e)	Informal cards for money <u>no</u>t at the Casino	1	2
f)	Horse racing (the gallops)	1	2
g)	Trotting or harness racing (the trots)	1	2
h)	Greyhound racing (the dogs)	1	2
i)	Poker machines <u>not</u> at the Casino	1	2
j)	Poker machines at the Casino	1	2
k)	Any other game at the Casino	1	2
l)	Footy betting on the TAB (Footy Bet)	1	2
m)	Fixed odds sports betting (with Sportsbook or Bookmakers)	1	2

n)	Soccer pools		1	2
o)	Keno at a club or hotel	1	2	
p)	Internet gambling		1	2
q)	Informal indoor games for money – eg backgammon, mahjong		1	2
r)	None of these		1	2
s)	Other *(Specify)*		1	2

IF NO (OR NONE) TO Q3 GO TO Q8

FOR EACH ACTIVITY UNDERTAKEN IN Q3, ASK Q4a TO Q6

Q4a How often do you play *(…say name of activity in Q3…)*? (READ OUT SCALE)

More than 3 times a week	1
2 to 3 time a week	2
Once a week	3
Once a fortnight	4
Once a month	5
Once every 2 to 3 months	6
Every 6 months	7
Once a year	8
Less often	9
(Can't say)	10

FOR EACH ACTIVITY MENTIONED IN Q3 ASK Q4b

Q4b And each time you play *(…say activity in Q3…)* how much TIME do you spend *(…playing/entering/studying the form and betting on…)* this activity? IF CANT SAY, ASK FOR BEST GUESS

RECORD TIME SPENT IN MINUTES|__|__|__|

FOR EACH ACTIVITY MENTIONED IN Q3 ASK Q4c

Q4c And each time you play *(…say name of activity…)* on average, what is the DOLLAR VALUE you are prepared to or would outlay on this activity?

RECORD AMOUNT SPENT IN DOLLARS|__|__|__|__|

None	0
No limit	9997
Can't say	9998
Refused	9999

FOR EACH ACTIVITY MENTIONED IN Q3 ASK Q5a and 5b

Q5a What are the main MOTIVATIONS, ATTRACTIONS or REASONS that you play *(…say name of activity…)*?

DO NOT READ OUT, PROBE FULLY
ACCEPT MULTIPLE RESPONSES
IF OTHER, HIGHLIGHT OTHER AND RECORD RESPONSE

Fun and excitement	1
Thrill of winning	2
Relaxation	3
Entertainment	4
Boredom or loneliness	5
Like to test my luck	6
Like to test my skill	7
Like trying new things	8
Attraction of the gambling venues (eg Casino)	9
Had access to gambling in country of origin	10
Did not have access to gambling in country of origin	11
To win money quickly	12
Other *(Specify)* _____	11

Q5b Thinking about the games that you prefer playing, would you say you prefer …….?
READ OUT

Games of luck or chance	1
Games of skill and calculation	2
Neither of the above	3
Don't know / can't say	4

IF <u>CODE 1</u> ON Q3a-3q <u>ASK Q6</u>
IF <u>CODE 1</u> (None) ON Q3r <u>GO TO Q8</u>

Q6 Overall, in an average week, how much would you <u>OUTLAY, WAGER</u> or <u>SPEND IN TOTAL</u> on the gambling activities you play?

RECORD AMOUNT SPENT IN DOLLARS |___|___|___|___|

None	0
No limit	9997
Don't know/not sure	9998
Refused	9999

IF NONE (Code 0) ON Q6, GO TO Q10a
OTHERWISE CONTINUE

Q7 If you hadn't spent the money on gambling, could you please tell me in WHAT OTHER WAYS you might have used the money?
DO NOT READ OUT, MULTIPLE RESPONSE

Spent money on groceries or small household items	1
Put it towards major household goods (eg TV, refrigerator)	2
Spent it on personal items (eg clothing, footwear)	3
Spent it on restaurant meals	4
Spent it on wine and beer, etc	5
Spent it on going to the movies or a concert	6
Spent it on other entertainment or recreational activities	7
Used it to pay bills, credit cards	8
Used it to pay the rent or mortgage	9
Not spent it / saved it / put it in bank	10
Other items *(Specify)*	11
Can't say, don't know	12

THERE ARE NO Qs8 &9

ASK EVERYONE

Q10a Have you ever visited the new CROWN ENTERTAINMENT COMPLEX in Melbourne? (opened in May 1997)

Yes	1
No	2
Can't say	3

IF YES (Code 1) to Q10a ASK Q10b
IF NO or CAN'T SAY (Code 2 or 3) GO TO Q10c

Q10b Did you enter the GAMING AREA at Crown?

Yes	1
No	2
Can't say	3

Q10c Why haven't you visited Crown?
DO NOT READ OUT, MULTIPLE RESPONSE

No interest in the Casino	1
Prefer other activities	2
Don't like the games / machines	3
Heard from others that it is boring / no fun	4
Don't like to gamble	5
Religious beliefs	6
Too far to travel	7
Too crowded	8
Haven't got around to it yet	9
Can't say	10
Other (*Specify*) _____	11

IF YES TO Q10a (CODE 1) ASK Q11a
OTHERWISE GO TO Q12a

Q11a I am now going to read out a series of statements about <u>YOUR EXPERIENCES</u> OF CROWN CASINO. I want you to tell me how strongly you <u>agree or disagree</u> with each statement.

CATEGORIES

Strongly agree	1
Agree	2
Neither agree or disagree	3
Disagree	4
Strongly disagree	5
Don't know / can't say	6

STATEMENTS

Thinking about your <u>LAST VISIT</u> to Crown Casino, were you <u>ATTRACTED</u> to it because (*READ OUT EACH STATEMENT)*?

a) It is open 24 hours
b) Crown advertises in my language media
c) It has all the entertainment I need under one roof
d) It is glamorous and thrilling
e) It is a good place to socialise with others
f) It is the best place to gamble
g) You don't need to speak English to visit Crown
h) The staff are friendly and courteous

Q11b What <u>ACTIVITIES</u> did you undertake at the Casino on your last visit?
READ OUT, MULTIPLE RESPONSE
IF OTHER, HIGHLIGHT OTHER AND RECORD RESPONSE

Played poker machines	1
Played other gambling games	2
Shopped	3
Went to the movies	4
Dined	5
Went to a show	6
Attended a function	7
Attended a conference	8
Went to a night club	9
Just looked /saw what it was like	10
Stayed at the hotel (Crown Towers / Centra)	11
Used the ATMs	12
Or some other activity *(Specify)* _____	13
None	14

Q11c Which <u>GAMES</u> did you play at the Casino?
READ OUT, MULTIPLE RESPONSE

Poker machines	1
Roulette	2
Keno	3
Poker played against other players – in the poker room	4
Blackjack or other card games (played against the house)	5
Two Up	6
Dice games	7
Big Wheel	8
Pai Gow	9
Can't say	10
Other *(Specify)* _____	11
None	12

IF PLAYED POKER MACHINES AT THE CASINO OR ELSEWHERE (IE CODE 1 AT Q3i OR CODE 1 AT Q11c) <u>GO TO Q12a-12c</u>
<u>OTHERWISE GO TO Q13</u>

Q12a What <u>TYPE OF VENUES</u> do you play poker machines at?

Licensed sports club (golf, football, bowls, etc)	1
Pub or hotel	2
RSL club	3
Or somewhere else (*Specify*) _____	4
None of the above	5

Q12b Do you visit poker machine venues specifically to <u>PLAY THE MACHINES</u> or as part of a <u>SOCIAL OUTING</u>?

Specifically to gamble	1
Social outing	2
Both	3
Varies	4

Q12c Still thinking of the last time you went out <u>A POKER MACHINE VENUE</u>, what other activities did you combine with gambling activities?

READ OUT, MULTIPLE RESPONSE
IF SOMETHING ELSE, HIGHLIGHT AND RECORD RESPONSE

Dining out	1
Attending the theatre	2
Attending the movies	3
Attending a concert	4
Shopping	5
Live entertainment (eg. A band)	6
Attending a regular sporting event (eg. football match)	7
Attending a special event (eg. Grand Prix, Melbourne Cup)	8
Or something else *(Specify)* _____	9
Nothing else – gambling only	10
(Can't remember)	11
I don't go out	12

<u>ASK EVERYONE</u>

Q13a Which one of the following statements <u>BEST DESCRIBES YOU PERSONALLY</u>?
Are you someone who…?
READ OUT, SINGLE RESPONSE

Does not like to gamble or have a bet	1
Enjoys a bet	2
Gambles for social interaction or leisure	3
Gambles but only an amount which can be afforded	4
Gambles for a living	5
Has a problem in controlling the level of gambling	6
Is addicted to gambling	7
None of the above	8

Q13b Have you, yourself or any of your family members ever experienced difficulties with <u>EXCESSIVE GAMBLING</u>?

Yes	1
No	2
Can't say	3

IF YES (CODE 1 ON Q13b) ASK Q13c, OTHERWISE GO TO Q14a

Q13c Was that during the last 6 months or more than 6 months ago?

In the last 6 months	1
More than 6 months ago	2
Can't say	3

I AM NOW GOING TO READ OUT A SERIES OF STATEMENTS THAT RELATE TO SOME OF THE MORE GENERAL ASPECTS OF PEOPLE'S GAMBLING BEHAVIOUR.

PLEASE TELL ME THE DEGREE TO WHICH ANY OF THESE STATEMENTS APPLIED TO YOU PERSONALLY IN THE LAST 6 MONTHS.

Q14a When you gamble, how OFTEN to you go back another day to win back money you lost? Would you say…?
READ OUT

Never	1
Sometimes/less than half the time	2
Most of the time I lost	3
Every time I lost	4
(Can't say)	5
(Refused)	6
(Have never gambled) **(DO NOT READ)**	7

IF NEVER GAMBLED (CODE 7) GO TO Q15
OTHERWISE CONTINUE

Q14b Have you ever claimed to be WINNING money when you really had lost? Would you say…?
READ OUT

Never	1
Sometimes/less than half the time	2
Most of the time I lost	3
Every time I lost	4
(Can't say)	5
(Refused)	6

Q14c Do you feel you have had a PROBLEM with gambling or that your gambling was out of control? Would you say…?

Yes, in the past, but not now	1
Yes, I feel this way now	2
No I haven't	3
(Can't say)	4
(Refused)	5

THE FOLLOWING QUESTIONS STILL RELATE TO THE LAST 6 MONTHS AND ONLY REQUIRE YES OR NO ANSWERS (AS FOLLOWS)

Yes	1
No	2
(Can't say)	3
(Refused)	4

Q14d Did you gamble more than you intended to (IN THE LAST 6 MONTHS)

Q14e Have people criticised your gambling? (IN THE LAST 6 MONTHS)

Q14f Have you felt guilty about the way you gamble or what happens when you gamble?

Q14g Have you felt that you would like to stop gambling but didn't think you could?

Q14h Have you hidden betting slips, gambling money or any other sign of gambling from your partner, children or other important people in your life?

Q14i Have you ever argued with people you live with about how you generally handle money?

Q14j Have money arguments ever centred on your gambling?

Q14k Have you borrowed money from someone and not paid them back because of your gambling?

Q14l Have you lost time from work or study because of gambling?

Q14m Have you borrowed money to gamble or pay off gambling debts?

Q14n Have you ever borrowed money to gamble or pay gambling debts from household money?

Q14o Have you ever borrowed money to gamble or pay gambling debts from your spouse or partner?

Q14p Have you ever borrowed money to gamble or pay gambling debts from other relatives or in-laws?

Q14q Have you ever borrowed money to gamble or pay gambling debts from banks, finance companies or credit unions?

Q14r Have you ever borrowed money to gamble or pay gambling debts from credit cards?

Q14s Have you ever borrowed money to gamble or pay gambling debts from high interest rate finance companies?

Q14t Have you ever borrowed money to gamble or pay gambling debts from cashing in stocks, bonds or other securities?

Q14u Have you ever borrowed money to gamble or pay gambling debts from selling, personal or company property?

Q14v Have you ever borrowed money to gamble or pay gambling debts by writing cheques knowing there was no money in the account?

Q14w Have you ever borrowed money to gamble or pay gambling debts by obtaining money illegally?

ASK EVERYONE

Q15 **I am now going to read out a series of statements about ATTITUDES TO GAMBLING.**
I want you to tell me how strongly you agree or disagree with each statement.

CATEGORIES

Strongly agree	1
Agree	2
Neither agree or disagree	3
Disagree	4
Strongly disagree	5
Don't know / can't say	6

STATEMENTS

a) Generally, gambling is an acceptable activity in our community

b) Gambling is too widely accessible in Victoria

c) Gambling and gambling facilities should not be allowed to be advertised

d) Gambling related problems have become worse in the last few years

e) The number of poker machines operating within Victoria should be reduced

f) The Crown Entertainment Complex is good for our community

g) Gambling at home on the internet or pay TV should be allowed

h) Gambling does more good for our community than harm

i) Now that gambling is more accessible there are more recreational opportunities

j) The onus is on the individual to control themselves when gambling by knowing what they can afford

k) Legalised gambling in Victoria has decreased illegal gambling in our community

ASK EVERYONE

Q16 Thinking about when YOU HAVE A PROBLEM who do you talk to about it or where do you go for help?
PROBE - DO NOT READ OUT

Family members	1
People in my community / who speak my language	2
A community service (general)	3
A community service (ethno-specific or multicultural)	4
Own language community services / workers	5
GPs and pharmacists	6
Religious or spiritual leaders	7
Other (*specify*)	8
Cant say / don't know / unsure	9
No one	10

Q17 Thinking about gambling problems, if you ever needed SUPPORT AND ADVICE
on gambling related problems where would you go for help?
PROBE - DO NOT READ OUT

Family members	1
People in my community / who speak my language	2
A problem gambling service (general)	3
A problem gambling service (ethno-specific or multicultural)	4
Own language community services / workers	5
GPs and pharmacists	6
Religious or spiritual leaders	7
Other (*specify*)	8
Cant say / don't know / unsure	9
No one	10

OPEN QUESTION

Q18a What impacts (if any) has increased availability of legalised gambling in Victoria had on you? RECORD RESPONSES

Q18b (AS ABOVE) …. on your community? RECORD RESPONSES

ASK EVERYONE

Q19 Finally, I'd like to ask a few questions about yourself to make sure that we have a good cross section of the community. RECORD GENDER (INTERVIEWER TO NOTE)

Male	1
Female	2

Q20 Are you younger or older than 40 years?

Younger	18 years	1
	19 years	2
	20-24 years	3
	25-29 years	4
	30-34 years	5
	35-39 years	6
Older	40-44 years	7
	45-49 years	8
	50-54 years	9
	55-59 years	10
	60-64 years	11
	65-69 years	12
	70 years and over	13

Q21a Are you married, de facto, divorced, widowed, separated, engaged, planning to marry or single?

Married / de facto	1
Divorced/ widowed / separated	2
Engaged/ planning to marry / single	3

Q21b Which of the following best describes <u>your household</u>? READ OUT

Single person	1
Group household (not related)	2
Couple with no children	3
One parent family with dependant children	4
One parent family with children not at home	5
Two parent family with dependent children	6
Two parent family with no children at home	7
Other related individuals	8
Other *(Specify)* _____	9
(Refused)	10

IF DEPENDENT CHILDREN (CODES 4 OR 6) CONTINUE
OTHERWISE GO TO Q23

Q22 How many dependent children live in the household?

One	1
Two	2
Three	3
Four or more	4

Q23 Which of these describes you best? Do you…?

Work full time	1
Work part time	2
Household duties only	3
Student	4
Retired (Self supporting)	5
Pensioner	6
Unemployed	7
(Don't know/can't say)	8

IF WORK FULL TIME (CODE 1 ON Q23) ASK Q24
OTHERWISE GO TO Q25a-25c

Q24 What is your occupation?

RECORD POSITION AND INDUSTRY

_____

Q25a Are you Australian born?

Yes	1
No	2

IF NO (CODE 2) ASK Q25b
OTHERWISE GO TO Q26

Q25b How long have you LIVED in Australia?
READ OUT

Under 1 year	1
1 - 2 years	2
2 - 5 years	3
5 - 10 years	4
10 - 20 years	5
More than 20 years	6
Other *(Specify)*	7
(Refused/Don't know/Unsure)	8

Q25c What is your COUNTRY OF BIRTH?
DO NOT READ OUT

Australia	1
China	2
Hong Kong ARC	3
Malaysia	4
Singapore	5
Taiwan	6
Greece	7
Egypt	8
Lebanon	9
Cyprus	10
Vietnam	11
Other Asia/Pacific	12
Other Middle East	13
Other *(Specify)*	14
(Refused/Don't know/Unsure)	15

Q26 Were your <u>PARENTS</u> born in Australia?
DO NOT READ OUT

Yes - Father	1
Yes - Mother	2
Yes - Both	3
No - Neither	4
(Don't know/Unsure)	5

Q27 What is the <u>MAIN LANGUAGE</u> spoken in your home?
DO NOT READ OUT

Arabic (incl Lebanese)	1
Cantonese	2
Mandarin	3
Greek	4
Vietnamese	5
English	6
Other (*Specify*) _____	7

Q28 What is your religion?
DO NOT READ OUT

Anglican	1
Catholic	2
Baptist/Church of Christ	3
Presbyterian/Methodist/Uniting Church	4
Salvation Army	5
Lutheran	6
Jewish	7
Other Christian	8
Buddhist	9
Moslem	10
Other non-Christian	11
Other (*Specify*)	12
No religion	13
(Don't know / can't say)	14

Q29 Into which of these ranges is your <u>PERSONAL</u> annual gross or pre-tax income? Is it…?
READ OUT

$0 to $10,000	1
$10,001 to $15,000	2
$15,001 to $20,000	3
$20,001 to $25,000	4
$25,001 to $30,000	5
$30,001 to $35,000	6
$35,001 to $40,000	7
$40,001 to $50,000	8
$50,001 to $60,000	9
$60,001 to $75,000	10
$75,00 to $100,000	11
$100,001 to $125,000	12
$125,001 to $150,000	13
Over $150,000	14
(Don't know/unsure)	15
(Refused)	16

Q30 What is your postcode?

RECORD POSTCODE _____

FOLLOW-UP SURVEY DATABASE

I REALLY APPRECIATE YOUR TIME TODAY. YOUR RESPONSES HAVE BEEN MOST VALUABLE.

WE ARE LOOKING FOR A SMALL NUMBER OF PEOPLE TO BE INTERVIEWED FACE-TO-FACE (FOR up to 30 MINS) AS A FOLLOW-UP TO THIS SURVEY. A SMALL INCENTIVE WILL BE PAID TO THOSE THAT COMPLETE A FOLLOW-UP INTERVIEW (tbc).

WOULD YOU BE INTERESTED IN JOINING A LIST FOR FOLLOW-UP INTERVIEWS?

YES	1
UNSURE	2
NO	3

IF YES (CODE 1) - YOU MAY RECEIVE A CALL TO ARRANGE A SUITABLE TIME/VENUE FOR INTERVIEW.

THANK RESPONDENT AND CLOSE INTERVIEW

APPENDIX 3
DISCUSSION GUIDE FOR THE FOLLOW-UP INTERVIEWS

1. Which gaming activities or games have you mostly played in the last 12 months? (multiple responses).

2. How often have you played these games?

3. How much money are you prepared to outlay on gambling in a typical week?

4. What motivates you or attracts you to particular gambling activities? Why?

5. Does your experience with gambling live up to the expectation? Why?

6. Thinking about the Crown entertainment complex, what attracts you to it? Why?

7. What attracts you to the gaming area of Crown? Why?

8. Thinking about the money you outlay on gambling, in what other ways might you have used it?

9. What do you think is the impact of gambling on you personally, your family, or your community? Why?

10. Have you or any family members experienced any difficulties related to gambling in the last 6 months? What are these?

11. How does this make you feel?

12. Have you ever sought assistance for these gambling related difficulties? Where did you seek assistance?

13. What was your experience?

14. Is there some gambling assistance services you would not use? Why?