A research project about gambling services

This research study is for people seeking help for their gambling, or for a family member’s gambling.

Researchers at the Australian National University want to learn about your experience of gambling help services, and your wellbeing.

Research is always voluntary!

**Would the study be a good fit for me?**
This study might be a good fit for you if you:
- are seeking help for your gambling, or for a family member’s gambling
- are 18 years or older

**What would happen if I took part in the study?**
If you decide to take part in the study:
- You would complete telephone interviews of 20-30 minutes each
- You will help to make gambling services better
- Your answers would be kept confidential (as far as the law allows)
- Your participation will not affect the gambling help you receive

You will receive a $20 shopping voucher for every interview you do.

**To take part in this research study, please hand the contact sheet (attached) to your counsellor. For more information contact the researcher Bryan Rodgers at 02 6125 0399 or bryan.rodgers@anu.edu.au**
Information Sheet for Participants - *The Client Longitudinal Study*

This information sheet is for you to keep.

This research project, jointly funded by the ACT Gambling and Racing Commission and NSW Office for Liquor, Gaming and Racing, is being conducted by a team of researchers from the Australian National University. The project will interview people who are getting help because of their own or a family member’s gambling problems. The interview will ask questions about your wellbeing and your experiences of getting help. Very little is understood about why people do or don’t seek help for gambling problems, or the type of help they need. We are doing this study to answer these questions and improve services in the long term.

You are invited to take part in this study because you have sought help for your own or a family member’s gambling problem. We believe that you, as a service user, are best placed to provide valuable insights into the experiences of seeking and receiving help from gambling services.

If you agree to take part, you will be interviewed by an experienced professional from a social research company, Wallis Group. The interviewers have extensive experience in interviewing people from a wide range of backgrounds although it is important to note that they are not trained counsellors. Involvement in this study is voluntary and we respect your decision on whether to take part or not. Please note that choosing to take part or not will have no effect on the help you receive from services. By providing your contact details you are giving permission to be contacted by the interviewing company. If you consent to take part in the interviews, you have the right to withdraw your original information at any stage of the project before a report is written and published on the group level results. In case you wish to withdraw, all you have to do is contact the research team at the Australian National University. You can find our contact details at the end of this sheet.

We will contact you for an interview as soon as we receive your contact details on the last page of this form. We are also hoping to interview you at least one more time during your treatment and then after you have finished treatment. We will ask your permission at the end of the each interview if it is ok to recontact you and you can say no at any time. The interviews ask questions of a personal nature; about gambling, experiences with services, psychological well-being, and alcohol and drug use. Some questions will ask about your perceptions about other family members’ wellbeing, but you will not provide any identifiable information about the family member. We will protect the privacy of this information in a same way we protect your own privacy. While we will try to ask about these issues in a way that does not cause distress, you may feel uncomfortable with some of the questions. If this is the case, we encourage you to tell the interviewer of any discomfort during the session so that the interview can be paused or discontinued.

We will conduct the interviews over the phone and each one will take about 20-30 minutes. You will be contacted from a landline number 03 9940 2000 in the next 5 business days. The interviews will be conducted both during and after the help you receive from your counselling service. Given the longitudinal nature of the project, we hope to follow up participants over a period of
time and a number of interviews, (up to 8 interviews over 2.5 years). You will also receive a $20 shopping voucher for each full interview you do. The below table summarises the estimated interview schedule:

<table>
<thead>
<tr>
<th>Interview type</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseline interview</td>
<td>~25 minutes</td>
<td>~5 days after receiving contact information</td>
</tr>
<tr>
<td>During treatment interview(s)</td>
<td>Under 20 minutes</td>
<td>Short contact every 2 months, full interview every 4 months</td>
</tr>
<tr>
<td>After treatment interview</td>
<td>~20 minutes</td>
<td>Soon after finishing treatment</td>
</tr>
<tr>
<td>6 month follow up interviews</td>
<td>~20 minutes</td>
<td>Every 6 months after finishing treatment</td>
</tr>
</tbody>
</table>

We are also able to help you contact other services such as physical and mental health, family relationships, legal aid, drug and alcohol programs and domestic violence services if you are experiencing any of these issues and need assistance outside your current counselling program.

The information you provide will be handled with care. All information collected will be stored under secure password protected conditions by the interviewing company, Wallis, 118 Balmain Street, Cremorne VIC 3121, for the duration of the project and at the Australian National University 5 years following publication, in accordance with the ANU Code of Research Conduct. The study information will only be used for research purposes, and may be published in journal articles, mentioned in student reports/theses, and presented at conferences but your individual identity will not be disclosed. Reference to findings will only reflect group results and not individual responses. Findings from the study will be released in a sensitive manner, to ensure that any form of stereotyping is minimised. The privacy of your information will only be breached if it involves a reasonable threat to your safety or the safety of others; where the researchers have a duty to report such threats. The confidentiality of information can only be guaranteed as far as the law allows. The ethical aspects of the project have been approved by the Australian National University Human Research Ethics Committee.

If you would like to contact the researchers about any aspect of this study, to receive group results, OR revoke your consent, please contact the Chief Investigator: Prof. Bryan Rodgers, Centre for Gambling Research, The Australian National University, Canberra, ACT 2601, email: bryan.rogers@anu.edu.au, Ph (02) 6125 0399. If you choose to revoke your consent, we will withdraw all the information that you have given and this can be done until it gets processed (published as part of a group).

If you have a complaint concerning the manner in which this research is being conducted, please contact: ANU's Human research Ethics Committee: Human Ethics Officer, Research Office, The Australian National University, Canberra, ACT 2601, email: human.ethics.officer@anu.edu.au. Ph (02) 6125 3427. You can find this form and other information about the study on our webpage tinyurl.com/clsgamblingstudy. On behalf of the research team, we thank you.
CONTACT FORM (TEAR OFF AND GIVE TO YOUR COUNSELLOR)

I have read the information sheet for a study conducted by ANU Centre for Gambling Research and I would like to be contacted by Wallis interviewing company for an interview.

Name__________________________________________________________________________________________

Contact phone number 1__________________________________________________________________________

Contact phone number 2__________________________________________________________________________

What is the best day(s) to call?_____________________________________________________________________

If possible, would you be able to be reached in one of the following time periods. If you need to be contacted at a specific time, please specify this below:

☐ 9am to 12noon
☐ 1pm – 4pm
☐ 5pm-8pm
☐ Specific time ________________________________________________________________________________

Is it ok to leave a message on your phone? Yes___ (number 1) Yes___ (number2)  No ____

You will be contacted from a landline number 03 9940 2000 in the next 5 business days:

SERVICE NAME: