

# Attitudes, help-seeking and self-exclusion

## Topic summary from the NSW Gambling Survey 2024

This summary highlights key findings about attitudes, help-seeking and self-exclusion from the NSW Gambling Survey 2024, with some comparisons to the 2019 survey results.

### Community views on gambling

Consistent with results from the 2019 survey, about four in five NSW residents (79.7%) believed gambling has done more harm than good for the community. Most people (78.1%) agreed that it is the individual's responsibility to manage their own gambling, with men more likely to agree with this than women.

### Most people don't seek help

Among people engaged in moderate-risk or high-risk gambling, 13.5% sought help in the previous 12 months. Of those who had sought help, the most common types were:

- Personal support, such as talking with family or friends (71.4%)
- Professional support, including counselling, a GP or a social worker (41.5%)
- Self-help resources, such as online tools or manuals (16.5%)
- Spiritual or cultural support (7.0%).

Among people who gamble who did not seek help, most (87.5%) reported they did not believe they had a problem. This was also the most common reason among those experiencing moderate to high-risk gambling who did not seek help (75.9%). The next most common reason was that people felt their problems were not serious enough to see a counsellor (7.6% overall; 12.5% among those experiencing moderate- to high-risk gambling).

### Few people ban themselves from gambling

Rates of self-exclusion were also low. Only 1.4% of gamblers reported trying to exclude themselves from a venue, and 1.2% attempted to exclude themselves from online gambling.

### Research referenced

Browne M, Rockloff M, Hing N, Russell A, Boyle CM and Rawat V (2019) *NSW Gambling Survey 2019*, Central Queensland University. Commissioned by the NSW Responsible Gambling Fund. Report available at: <https://www.gambleaware.nsw.gov.au/resources-and-education/check-out-our-research/published-research/nsw-gambling-survey-2019>

Browne M, Russell AMT, Dellosa G, Rockloff M and Hing N (2024) *NSW Gambling Survey 2024*, Central Queensland University. Commissioned by the NSW Responsible Gambling Fund. Report available at: <https://www.gambleaware.nsw.gov.au/resources-and-education/check-out-our-research/published-research/nsw-gambling-survey-2024>