Responsible Gambling Fund
Client Data Set

Guide for Users

June 2014
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Introduction

The Responsible Gambling Fund (RGF) implemented a web-based Client Data Set (CDS) on 1 January 2004 to collect data on all clients presenting for counselling at RGF funded services in NSW. A number of revisions to the CDS have been implemented since.

Access to the database is password protected and data are stored on a secure central server to maximise data security.

The sources for the demographic data items in the CDS include the *Australian Bureau of Statistics (ABS) 2011 Census Dictionary*, the *National Community Services Data Dictionary*, the *National Health Data Dictionary*, and the *2004-2005 Data Dictionary and Collection Guidelines for the NSW Minimum Data Set for Alcohol and Other Drug Treatment Services*.

Privacy NSW was consulted during the development of the CDS. **Please note that it is the responsibility of each agency to ensure that its employees adhere to the relevant privacy legislation.** If you have any concerns in relation to privacy issues, please contact the Information and Privacy Commission NSW [Ph: 1800 472 679; E-mail: ipcinfo@ipc.nsw.gov.au].

General Information

Overview

This *Guide for Users* aims to provide all of the information that service providers require to use the revised version of the CDS from 1 July 2014. It provides step-by-step instructions to guide users (e.g. RGF-funded service providers) through each section of the database.

A revised paper Individual Client Record form will be available on the CDS website from 1 July 2014. It may be used to temporarily record data before entry into the CDS if required.

**It is recommended that data be entered into the web-based CDS during or immediately following each counselling session.** If this is not possible, then it is expected that the data will be entered within 2 weeks of being collected. This is essential for the integrity of the database and to ensure that the RGF has access to the most up-to-date information at all times. If a problem arises which prevents you from entering the data within this time frame, please inform the relevant OLGR officer via e-mail (gavin.faunce@olgr.nsw.gov.au).

While it is recognised that collection of all required data from all clients is not feasible, **service providers should aim to collect as much data as possible from each client.** The more data that can be collected, the more useful the data will be.
Client data entered into the CDS should reflect the client’s situation at the time of initial assessment. If a client’s information changes during the counselling process (e.g. weekly gambling losses decrease), please do not amend the data to reflect this.

We appreciate the feedback that we have received from service providers over the past 12 months. This feedback has been useful in revising the CDS. We anticipate that some aspects of the database will require further revision over time.

**Required Data**

Please read this section very carefully.

At this stage, the RGF only requires information on clients receiving “counselling services”. Counselling services, for the purposes of the CDS, include problem gambling counselling and financial counselling. Please note that discussions with clients regarding appointments or available services, provision of educational/information services to clients, provision of training, and other non-therapeutic activities do not constitute counselling sessions. Such activities should not be recorded in the CDS.

Data should only be entered into the CDS for counselling sessions conducted by RGF-funded counsellors and volunteer counsellors specifically engaged to counsel gambling clients under the terms of their agency’s RGF Funding and Performance Agreement. Counselling sessions conducted under other funding programs must not be entered into the CDS.

Clients should only be entered into the CDS as new clients if they have not received counselling from your service in the past 12 months. Please note that if a client receives counselling from two different counsellors at your service (e.g. a problem gambling counsellor and a financial counsellor) within a 12 month period, they must not be entered as two separate clients.

Clients who refuse to consent to the CDS data collection should still be entered into the database as individual clients. To enter such a client, click on the “Add a new client” link. Near the top of the data collection page, click in the box labelled “Please check the box if the client has not consented to data collection” (see below). This will mean that no demographic information can be entered about this client, though you can still save them as an individual client (by clicking on the “Save” button near the bottom of the screen). While no demographic data can be entered for non-consenting clients, you will be able to enter data about their counselling sessions (in the same way as for consenting clients).

Please check the box if the client has NOT consented to data collection ☒

**Individual, Couple/Family, and Group Sessions**

In the CDS, an individual session is defined as any session in which one client only receives counselling. For example, if a client presents for counselling with
another person or persons, and that client is the only person who receives counselling during the session (e.g. the others may be there to provide support to the client), then that session should be classified as an individual session. Furthermore, data should only be collected on clients who actually receive counselling.

In the CDS, a couple/family session is defined as any session in which more than one client receives counselling, where the clients are related in some way. For example, if a gambler and his/her partner both receive counselling during a session, then that session should be classified as a couple/family session. Data should be collected on all clients who receive counselling during a couple/family session.

In the CDS, a group session is defined as any session in which more than one client receives counselling, where the clients are unrelated. For example, if a group of unrelated gamblers receive counselling during a session, then that session should be classified as a group session. Data should be collected on all clients who receive counselling during a group session.

Where to record individual sessions, couple/family sessions, group sessions, no show sessions, and cancelled sessions

To record an Individual Counselling Session:

(a) If the client does not have a record in the CDS, or has not received counselling from the service in the past 12 months:

- enter the client’s data by clicking on the “Add a new client” link (refer to p.15 of this Guide for Users for more detailed information).

- enter the counselling session data within the newly created client record (refer to p.37 of this Guide for Users for more detailed information) or click on the “Add a new individual counselling session” link (refer to p.40 of this Guide for Users for more detailed information).

(b) If the client does have a record in the CDS, and has received counselling from the service in the past 12 months:

- enter the counselling session data within the client’s existing record (refer to p.37 of this Guide for Users for more detailed information) or click on the “Add a new individual counselling session” link (refer to p.40 of this Guide for Users for more detailed information).

To record a Couple/Family or Group Counselling Session:

(a) If one or more clients from the couple/family or group session do not have a record in the CDS, or have not received counselling from the service in the past 12 months:
• separately enter individual data for each unrecorded client by clicking on the “Add a new client” link (refer to p.15 of this Guide for Users for more detailed information).

• enter the couple/family or group counselling session data by clicking on the “Add a new group or couple/family counselling session” link (refer to p.41 of this Guide for Users for more detailed information).

(b) If all clients from the group session do have records in the CDS, and have received counselling from the service in the past 12 months:

• enter the couple/family or group counselling session data by clicking on the “Add a new group or couple/family counselling session” link (refer to p.41 of this Guide for Users for more detailed information).

To record a No Show Session:

• enter the no show session data by clicking on the “Add, Edit or List: No Show Sessions and Cancelled Sessions” link (refer to p.46 of this Guide for Users for more detailed information).

To record a Cancelled Session:

• enter the cancelled session data by clicking on the “Add, Edit or List: No Show Sessions and Cancelled Sessions” link (refer to p.48 of this Guide for Users for more detailed information).

Registration of Users

Only registered users are permitted access to the CDS. All agencies, if they haven’t done so already, must provide updated details regarding their agency’s users to the relevant OLGR officer via e-mail (gavin.faunce@olgr.nsw.gov.au). The name, phone number, and e-mail address of each user will be required before they can be registered.

Once a user is registered, they will be assigned a User ID and password that will enable them to gain access to their agency’s client and counselling session records. Each individual user will have his/her own User ID and password. Please note that users will only be able to access records from their own agency. It is essential that User IDs and passwords are not communicated to any unauthorised person.

If a registered user ceases employment with an agency, or a new employee needs to be registered, the following procedure must be followed. The Manager or Director of the agency must send an e-mail request to the relevant OLGR officer (gavin.faunce@olgr.nsw.gov.au), stating the details of the user (i.e name, position, phone number, e-mail address) to be deleted or added to the list of registered users, along with a brief explanation (e.g. ceased employment, new employee, etc.). To maintain the security of the CDS, it is essential for the RGF to have a current record of all CDS users. Please inform the relevant OLGR officer immediately if any changes need to be made to your list of CDS users.
Registered users will be added to the RGF’s e-mail list. To ensure the efficient operation of the CDS, it is essential that the RGF be able to communicate with CDS users via e-mail. If the CDS is updated or revised in any way, or if other information needs to be made available to service providers, this information will be communicated to all registered users via e-mail.

**Consent Form**

A consent form, devised by the RGF and consistent with advice provided by Privacy NSW, is available for downloading by clicking on the link called “Useful documents and links” on the Frequently Asked Questions (FAQ) page.

Service providers may use this consent form or a similar consent form designed by their agency (provided it adheres to all relevant privacy legislation). Client data (but not session data) may only be entered into the CDS once appropriate written consent (or verbal consent in the case of telephone counselling) has been obtained.

**Please note that it is the responsibility of each agency to ensure that its employees adhere to the relevant privacy legislation.** If you have any concerns in relation to privacy issues, please contact the Information and Privacy Commission NSW [Ph: 1800 472 679; E-mail: ipcinfo@ipc.nsw.gov.au].

Translated versions of the CDS Consent Form are available on the CDS website [by clicking on the link called “Useful documents and links” on the Frequently Asked Questions (FAQ) page] in the following languages:

- Arabic
- Bosnian
- Chinese
- Croatian
- Farsi
- Filipino
- Greek
- Hindi
- Indonesian
- Italian
- Korean
- Lao
- Macedonian
- Maltese
- Polish
- Portuguese
- Russian
- Serbian
- Spanish
- Thai
- Turkish
- Vietnamese
Enquiries

If you have any enquiries about the CDS, please contact the OLGR officer listed below during business hours:

Dr Gavin Faunce
NSW Office of Liquor, Gaming and Racing
Telephone: (02) 9995 0402
Mobile: 0427 933 525
E-mail: gavin.faunce@olgr.nsw.gov.au
LOGGING IN TO THE CDS

- To find the CDS, you need to go to the following website:

  http://wwwdb.olgr.nsw.gov.au

Click on “Responsible Gambling Fund Problem Gambling Counselling Database” to go to the CDS Login page. On this page you will be asked to identify yourself to the system by entering your Agency ID, User ID, and password (see below).

### PLEASE IDENTIFY YOURSELF TO THE SYSTEM

<table>
<thead>
<tr>
<th>Your Agency ID</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Your User ID</td>
<td></td>
</tr>
<tr>
<td>Your password</td>
<td></td>
</tr>
</tbody>
</table>

- To login to the system:

  1. Enter your 5 letter Agency ID.

  2. Enter your User ID. Each individual user will be allocated a User ID when they are registered as a CDS user (see p.7 of this Guide for Users for details on how to register users).

  3. Enter your password. Each individual user will be allocated a password when they register as a CDS user (see p.7 of this Guide for Users for details on how to register users).

  4. Go to the bottom of the page and click on the **Login** button.

- If you tick the box next to “Remember Agency ID and User ID?”, the Agency ID and User ID will automatically appear the next time you login (i.e. you will only need to enter your password). See below for an example.

**Remember Agency ID and User ID?**

*If the box is ticked, then the ID fields should be filled in automatically the next time you login (uses a cookie).*

- Please note that users will only be able to access records from their own agency.

- It is essential that User IDs and passwords are not communicated to any unauthorised person.

- Repeated attempts to guess a password when logging on will result in your account being locked for a period of time.
FREQUENTLY ASKED QUESTIONS

- To find the Frequently Asked Questions page, click on the “FAQ” link at the bottom of the Login page (see below).

- The Frequently Asked Questions page includes the following information:

  **Purpose of the database**
  A brief statement of the purpose of the CDS.

  **Information stored**
  A list of the data items in the CDS.

  **Obtaining a login**
  Instructions on how to obtain a User ID and password.

  **Password problems**
  Instructions on what to do if you forget your password, or need a new password.

  **Useful documents and links**
  This section contains links to electronic copies of several useful documents:
  - CDS Guide for Users
  - CDS Consent Form (including translations)
  - CDS data collection forms

  These documents are available in PDF format. They can be downloaded and printed as required. If you require a PDF reader to access these documents, a link is provided to a free PDF reader. Any CDS-related documents that are produced in the future will be made available in this section of the FAQ page.

  This section also contains a link to the OLGR website.

  **Further assistance**
  Contact details for both general and technical enquiries.
Close FAQ

Clicking on this link will take you back to the Login page.

MAIN MENU

- When you have successfully logged in, you will be taken to the Main Menu for the database. Detailed information in relation to each section of the Main Menu is provided below.

- If you wish to return to the Main Menu at any time, click on the “Main Menu” link at the bottom of the page.

CLIENTS

- Links for individual client records can be found under the heading “Clients”.

- There are four functions within this section (see below). The user can:

  (a) List all clients
  (b) List clients with IDs within a specified range
  (c) List clients with sessions recorded within a specified date range
  (d) Add a new client

List all clients

- Clicking on the “List all clients” link will bring up a list of all clients who have been entered by users at your agency into the database (see below for an example). The list will be ordered by Client ID, in reverse chronological order.

### EXISTING CLIENTS AT AGENCY X

<table>
<thead>
<tr>
<th>Client ID</th>
<th>Consent</th>
<th>Date of Birth</th>
<th>Sex</th>
<th>Suburb</th>
<th>Postcode</th>
<th>Agency client ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Yes</td>
<td>12/12/1961</td>
<td>Male</td>
<td>KOGARAH</td>
<td>2217</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Yes</td>
<td>12/12/1952</td>
<td>Female</td>
<td>ABBOTSFORD</td>
<td>2046</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Yes</td>
<td>05/03/1963</td>
<td>Male</td>
<td>PADDYS RIVER</td>
<td>2577</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Yes</td>
<td>05/05/1988</td>
<td>Male</td>
<td>ABERDARE</td>
<td>2325</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Yes</td>
<td>16/04/1984</td>
<td>Male</td>
<td>ABERNETHY</td>
<td>2325</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Yes</td>
<td>02/05/1980</td>
<td>Female</td>
<td>No fixed address</td>
<td>0000</td>
<td></td>
</tr>
</tbody>
</table>
- Client ID, Consent, Date of Birth, Sex, Suburb of Residence, Postcode of Residence, and Optional Agency Client ID are presented for each client.

- This list can be sorted by any of the above categories by clicking on the appropriate heading in the table.

- If you wish to edit the record for a particular client, click on the **Edit** button (under Action) corresponding to that client. You can then make any required changes to the client’s record. **To save any changes, you must click on the “Save” button at the bottom of the Client Record before exiting.**

- If you wish to delete the record for a particular client, click on the **Delete** button (under Action) corresponding to that client. If there is no Delete button corresponding to that client, it means that there are counselling sessions linked to this client. In this case, you will need to delete the counselling sessions before you can delete the client record (see p.39 of this *Guide for Users* for instructions on how to delete counselling sessions).

- **If a client’s record is highlighted in light green, it means that there are no counselling sessions linked to this client. In such cases, please enter the relevant counselling session data** (see p.37 of this *Guide for Users* for instructions on how to enter counselling session data).

**List clients with IDs within a specified range**

- Rather than select all clients, users may wish to select only those clients whose IDs fall within a specified range.

- To use this function, go to the following link: List clients with client ID between [ ] and [ ] administered by [Please select]

- Enter the first and last client IDs of the range you wish to specify.

- If you wish to limit the selection to client records entered by a specified user, select the user’s name from the drop-down list following “administered by”. If no selection is made, all clients within the specified range will be selected.

- Clicking on the “List clients” link will bring up a list of all clients within the specified range, ordered by Client ID.

- A client search function (see below for an example) will appear at the bottom of the client list. If you wish to conduct a further search, you can use this
function to search for clients by Client ID, year of birth, residential postcode, residential suburb, counselling session dates, or counsellor.

**SEARCH FOR CLIENTS AT Agency X**

Search for clients whose:

- Client ID administered by
- Year of birth
- Residential postcode
- Residential suburb

Counselling session date (format dd/mm/yyyy) for counsellor

Hint: You can specify a range of target values by separating the from and to values with a hyphen.

**List clients with sessions recorded within a specified date range**

- Rather than select all clients, users may wish to select only those clients who have a counselling session recorded within a specified date range.

- To use this function, go to the following link: List clients with sessions between and (dd/mm/yyyy format) for counsellor

- Enter the first and last session dates of the range you wish to specify.

- If you wish to limit the selection to client records conducted by a specified counsellor, please select the counsellor’s name from the drop-down list following “counsellor”. If no selection is made, all clients with sessions recorded within the specified date range will be selected.
• Clicking on the “List clients” link will bring up a list of all clients with sessions recorded within the specified date range. The list will be ordered by Client ID, in reverse chronological order.

• **If you wish to create a report** that provides a breakdown for each data item across all clients within the specified date range and for the specified counsellor, **click on the “Print Stats” button** at the top of the page. This function will also allow you to print the report if you wish.

The report displays, for each data item, the number of clients for whom each response option is recorded.

Add a new client

• Clicking on the “Add new client” link will bring up the **New Client Details** data entry page. Please note that the term “new client” simply refers to a client who is **not** currently in the database, or has not received counselling from the service in the past 12 months.

• The following section provides information about each data item on the **New Client Details** page.

**Detailed Item Information**

**Overview**

This section provides the following information about each client data item in the CDS:

• A definition of the item.
• A recommended question to be asked of each client in order to obtain the required information.
• Information about the available response options.
• Any other general information that may be relevant.

The Table of Contents on pages 2-3 of this **Guide for Users** will enable users to quickly locate information on specific data items from the CDS if required.

In addition, the information provided in this section can be accessed from within a client record by clicking on the corresponding information icon to the right of each data item. The information icons look like this:

![Information Icon]

**Important:** When requesting data from a client, the service provider should remind the client that the information they provide for the CDS will be treated confidentially.
Client ID

Definition:

- A unique code for the client presenting for counselling.

Recommended question to be asked:

- None.

Response options:

- None.

General information:

- Each new client entered into the database is automatically allocated a unique numerical code (e.g. 1, 2, 3, etc.). For example, the first client to be entered into the database at a given agency will be allocated the number 1, the second client will be allocated the number 2, and so on.

- To allow service providers to locate a client’s data when the client returns for a second and subsequent sessions, it may be necessary to maintain a separate file listing client names and their corresponding CDS Client ID. In addition, service providers may wish to record their own Agency Client ID on each CDS client record (see p.17 of this Guide for Users for details on this function).

- If required, service providers can search for clients by date of birth, sex, suburb of residence, or postcode of residence, when they return for a second or subsequent session (see p.50 of this Guide for Users for details on this function).

- When adding a new client, enter all of the relevant client details, then go to the bottom of the page and click on the Save button.

- If data for all items have been entered correctly, you will be taken back to the Main Menu and the Client ID allocated to the client will be displayed on the screen.

- If data for any items (excluding Optional agency client ID which is optional) have not been entered or not entered correctly, a warning will appear on the screen to indicate this. If this occurs, you will have to enter the newly created client record to add the missing data. A “Data Not Collected” response option will be available for selection when a particular data item has not yet been requested by the service provider.
Optional agency client ID

Definition:

- An agency defined code for the client presenting for counselling.

Recommended question to be asked:

- None.

Response options:

- None.

General information:

- This data item is optional. CDS users do not have to enter any data for this item. It is provided purely to assist agencies who may find this function useful.

- Counsellors may wish to enter their own agency code for the client into this field. This code can be 8 digits in length and may consist of letters and/or numbers.

- This Optional agency client ID does not replace the Client ID that is automatically allocated by the CDS. You must only use the automatically allocated CDS Client IDs in individual, couple/family, and group session records.

Date of birth

Definition:

- Date of birth of the client.

Recommended question to be asked:

- “What is your date of birth?”

Response options:

- Date of birth is to be entered using the following representational layout: DD/MM/YYYY (i.e. D = day, M = month, Y = year). For example, the 12th of September, 1980 would be entered as 12/09/1980.

- Date of birth can also be entered without including the forward slashes between day, month, and year. For example, the 12th of September, 1980 can be entered as 12091980.
If the date of birth is unknown or the client refuses to report it, you may enter the year of birth along with dummy data for the day and month. For example, if the client does not wish to reveal (or does not know) his/her date of birth, but is willing to state that he/she was born in 1953, you may enter 01/01/1953 and then tick the box next to the statement “If the client’s date of birth is an estimate, please check the box”. Please report the full date of birth unless it is impossible to obtain this information from the client.

To search the calendar for particular dates, click on the calendar symbol next to the Date of Birth response box. You can then select the date for entry into the response box.

If neither date of birth nor year of birth can be obtained from the client, or if you have been unable to request this information from the client, please type ? into the Date of Birth response box or click on the ? symbol next to this response box.

**Sex**

Definition:

- The sex of the client.

Recommended question to be asked:

- It is recommended that the following question be asked *only* if the sex of the client is not immediately obvious: “What is your sex?”

Response options:

- The following response options are available to service providers:
  - Male
  - Female
  - Not stated / inadequately described

- Please select ONE option only by clicking in the appropriate circle.

**Client’s place of residence**

Definition:

- Geographical location of the usual place of residence of the client.

Recommended questions to be asked:

- “In which suburb do you live?”
• If it is not immediately obvious, the service provider may then need to ask “Is this suburb in NSW?”

Response options:

• To select a suburb, click on the **Lookup** button next to the Client’s Place of Residence response box. This will bring up the **Postcode Picker**. To select the suburb, click the button corresponding to the appropriate state (NSW is the default so this step can be skipped if the state of residence is NSW), then click the first letter of the suburb. This will bring up a pick list of all suburbs starting with that letter. You can then scroll through the list to find the required suburb. When the required suburb is located, click on it once, then click on the **Select** button. This will enter the suburb, postcode, local government area (LGA), region, and state into the appropriate response boxes in the client record.

• If the client has no fixed address, please click on the “No fixed address” link below the Client’s Place of Residence response box. This will automatically enter the appropriate information for the Client’s Place of Residence.

• If the client provides no response or an inadequate response, please click on the “Not stated/inadequately described” link below the Client’s Place of Residence response box. This will automatically enter the appropriate information for the Client’s Place of Residence.

• If you have been unable to ask the client for this data item, please click on the “Data not collected” link below the Client’s Place of Residence response box. This will automatically enter the appropriate information for the Client’s Place of Residence. Please request this information during a subsequent session if possible.

• A link to the response option selected for the most recently entered client will appear next to the response box for this data item. If this response option is identical to the one that you require, you can click on this link to enter the data for this item, rather than scrolling through the list of response options.

**Indigenous status**

* This question should **always** be asked, even if the client does not ‘look’ Aboriginal or Torres Strait Islander.

**Definition:**

• An Aboriginal or Torres Strait Islander is a person of Aboriginal and/or Torres Strait Islander descent who identifies as an Aboriginal and/or Torres Strait Islander and is accepted as such by the community in which he or she lives.
Recommended question to be asked:

- “Are you of Aboriginal or Torres Strait Islander origin?”

Response options:

- The following response options are available to service providers:
  - Non-indigenous
  - Aboriginal
  - Torres Strait Islander
  - Both Aboriginal and Torres Strait Islander
  - Not stated / inadequately described
  - Data not collected

- To display the response options, please click on the arrow to the right of the response box.

- Please select ONE option only for each client, by clicking on the appropriate response.

- If the client provides no response or an inadequate response, please select the option “Not stated/inadequately described”.

- If you have been unable to ask the client for this data item, please select the option “Data not collected”, or click on the ? symbol next to the Indigenous Status response box. Please request this information during a subsequent session if possible.

- A link to the response option selected for the most recently entered client will appear next to the response box for this data item. If this response option is identical to the one that you require, you can click on this link to enter the data for this item, rather than scrolling through the list of response options.

**Main language other than English spoken at home**

Definition:

- The language reported by the client as the main language other than English spoken in his/her home (or most recent private residential setting occupied by the client) on a regular basis, to communicate with other residents of the home or setting and regular visitors.

Recommended questions to be asked:

- “Do you speak a language other than English at home?”
• If the client says ‘yes’, then ask “Which language?”

• If the client speaks more than one language other than English at home, ask “Which is the main language other than English that you speak at home?”

Response options:

• To display the response options, please click on the arrow to the right of the response box.

• Please select ONE option only for each client, by clicking on the appropriate response.

• If the client does not speak a language other than English at home, please select the “Not applicable (i.e. speaks English only)” option (at the top of the list).

• If the client does speak a language other than English at home, please select the appropriate language from the available response options.

• If the client provides no response or an inadequate response, please select the option “Not stated/inadequately described”.

• If you have been unable to ask the client for this data item, please select the option “Data not collected” (bottom of the list), or click on the ? symbol next to the Main language other than English spoken at home response box. Please request this information during a subsequent session if possible.

• A link to the response option selected for the most recently entered client will appear next to the response box for this data item. If this response option is identical to the one that you require, you can click on this link to enter the data for this item, rather than scrolling through the list of response options.

• Please note that if the response option “Not applicable (i.e. speaks English only)” is selected for Main language other than English spoken at home, it will be automatically entered for Spoken English Proficiency.

• Clients not in private residential settings should respond for ‘at home’ as the most recent private residential setting in which that person has resided.

• The reference in the title to ‘at home’ may cause offence to homeless persons and should be shortened to “Do you speak a language other than English?” where applicable.
General information:

- The languages listed as options in the CDS are consistent with the latest version of the \textit{ABS Australian Standard Classification of Languages (ASCL)}.

\textbf{Spoken English proficiency}

* This question should \textbf{only} be asked if the client speaks a language other than English at home (see previous item).

Definition:

- The client’s stated proficiency in spoken English.

Recommended question to be asked:

- “How well do you speak English?”

Response options:

- The following response options are available to service providers:
  - Not applicable (i.e. speaks English only)
  - Very well
  - Well
  - Not well
  - Not at all
  - Not stated / inadequately described
  - Data not collected

- To display the response options, please click on the arrow to the right of the response box.

- Please select ONE option only for each client, by clicking on the appropriate response.

- If the client speaks English only at home, please select the “Not applicable (i.e. speaks English only)” option.

- If the client speaks a language other than English at home, please select the appropriate option (either Very well, Well, Not well, or Not at all) from the available response options. Service providers should inform such clients of the four categories pertaining to this item.

- If the client provides no response or an inadequate response, please select the option “Not stated/inadequately described”.
• If you have been unable to ask the client for this data item, please select the option “Data not collected”, or click on the ? symbol next to the Spoken English Proficiency response box. Please request this information during a subsequent session if possible.

• A link to the response option selected for the most recently entered client will appear next to the response box for this data item. If this response option is identical to the one that you require, you can click on this link to enter the data for this item, rather than scrolling through the list of response options.

• Please note that if the response option “Not applicable (i.e. speaks English only)” is selected for Main language other than English spoken at home, it will be automatically entered for Spoken English Proficiency.

Client status

Definition:

• The status of a client in terms of whether contact with the service concerns their own gambling problem or that of another person.

Recommended questions to be asked:

• “Have you contacted our service today because of your own gambling problem?”

• If no, ask “Have you contacted our service today because of another person’s gambling problem?”

• If yes, ask “What is your relationship to the person with the gambling problem?”

Response options:

• The following response options are available to service providers:
  - Person with gambling problem
  - Partner / ex-partner
  - Family member (other than partner)
  - Friend
  - Colleague or employer
  - Financial counselling client (not related to problem gambling)
  - Other (specify)
  - Not stated / inadequately described
  - Data not collected

• To display the response options, please click on the arrow to the right of the response box.
Please select ONE option only for each client, by clicking on the appropriate response.

The response option “Financial counselling client (not related to problem gambling)” is only to be selected if the client receives financial counselling only, which is unrelated to problem gambling. If the client receives both problem gambling counselling and financial counselling, one of the other response options (e.g. “Person with gambling problem”, “Friend”, etc.) should be selected. Similarly, if the client receives financial counselling only, but this counselling is related to problem gambling, one of the other response options (e.g. “Person with gambling problem”, “Friend”, etc.) should be selected.

If the client does not fall into one of the available categories, select “Other (specify)”, then write the appropriate client status category in the response box next to the statement “If the Client Status is not in the list above, please specify” (see below for an example).

If the Client Status is not in the list above, please specify: Teacher

If the client provides no response or an inadequate response, please select the option “Not stated/inadequately described”.

If you have been unable to ask the client for this data item, please select the option “Data not collected”, or click on the ? symbol next to the Client Status response box. Please request this information during a subsequent session if possible.

A link to the response option selected for the most recently entered client will appear next to the response box for this data item. If this response option is identical to the one that you require, you can click on this link to enter the data for this item, rather than scrolling through the list of response options.

Most recent referral source

Definition:

The most recent source from which the client became aware of the gambling counselling service, as stated by the client.

Recommended question to be asked:

“How did you become aware of our service?”
• If the client reports more than one referral source, ask “Which was the most recent?”

Response options:

• The following response options are available to service providers:
  
  o Family / friend / neighbour / partner
  o Employer
  o Gambling venue (staff / notice)
  o Gambling Helpline
  o Phone book / directories
  o Another gambler
  o Media (radio / TV / newspapers / internet)
  o Brochures
  o Another agency (e.g. mental health, financial, etc.)
  o Self help group (e.g. Gamblers Anonymous, etc.)
  o Correctional system / legal / police
  o Medical
  o Religious organisation / group
  o Self
  o Another counsellor / psychologist
  o Within agency referral
  o Other (specify)
  o Not stated / inadequately described
  o Data not collected

• To display the response options, please click on the arrow to the right of the response box.

• Please select ONE option only for each client, by clicking on the appropriate response.

• If the client does not fall into one of the available categories, select “Other (specify)”, then write the most recent referral source in the response box next to the statement “If the referral source is not in the list above, please specify” (see below for an example).

If the referral source is not in the list above, please specify: 

• If the client provides no response or an inadequate response, please select the option “Not stated/inadequately described”.

• If you have been unable to ask the client for this data item, please select the option “Data not collected”, or click on the ? symbol next to the Most Recent Referral Source response box. Please request this information during a subsequent session if possible.
A link to the response option selected for the most recently entered client will appear next to the response box for this data item. If this response option is identical to the one that you require, you can click on this link to enter the data for this item, rather than scrolling through the list of response options.

General information:

- Please note that the term “referral source” in this item is used in a very broad sense. It basically refers to how the client became aware of the service. Please note that the most recent referral source is required.

**Referrals to other service providers**

Definition:

- Other service providers to whom a referral has been made by the service provider.

Recommended question to be asked:

- The counsellor will determine the appropriate responses based on the service providers to which the client has been referred.

Response options:

- The following response options are available to service providers:
  - None
  - Problem gambling counselling service/s
  - Financial counselling service/s
  - Mental health service/s
  - Legal service/s
  - Drug and alcohol service/s
  - Self help group/s (e.g. Gamblers Anonymous etc.)
  - Other health/welfare services
  - Other (specify)

- You may select **one or more** options for each client, by clicking in the boxes corresponding to the appropriate responses.

- If the client does not fall into one of the available categories, select “Other (specify)”, then write the type of service provider to whom the client has been referred in the response box next to the statement “If the other service provider is not in the list above, please specify”.

- A link to the response option selected for the most recently entered client will appear next to the response box for this data item. If this response option is identical to the one that you require, you can click
on this link to enter the data for this item, rather than scrolling through the list of response options.

General information:

- Other health/welfare services include Centrelink, employment services, relationship counselling, etc.

**Venue at which the client prefers to gamble**

* This question should only be asked if the client is the problem gambler. If the client is not the problem gambler (e.g. partner, friend, etc.), this question should not be asked. Data entry will only be possible for this item if the Client Status has been entered as “Person with gambling problem”.

Definition:

- The type of gambling venue at which the client prefers to gamble.

Recommended question to be asked:

- “At which type of venue do you prefer to gamble?”

Response options:

- The following response options are available to service providers:
  - Casino
  - TAB
  - On course (racing & sports betting)
  - Club
  - Hotel / pub
  - Newsagent
  - Home
  - Work
  - Other (specify)
  - No preference
  - Not stated / inadequately described
  - Data not collected

- To display the response options, please click on the arrow to the right of the response box.

- Please select ONE option only for each client, by clicking on the appropriate response.

- If the client does not fall into one of the available categories, select “Other (specify)”, then write the preferred venue in the response box next to the statement “If the type of venue is not in the list above, please specify” (see below for an example).
If the type of venue is not in the list above, please specify: [Local park]

- If the client reports more than one venue, the service provider should ask the client to specify the preferred venue. If the client is still unable to specify a preference, please select the option “No preference”. Please note that this response option should only be used if absolutely necessary.

- If the client provides no response or an inadequate response, please select the option “Not stated/inadequately described”.

- If you have been unable to ask the client for this data item, please select the option “Data not collected”, or click on the ? symbol next to the Preferred Venue for Gambling response box. Please request this information during a subsequent session if possible.

- A link to the response option selected for the most recently entered client will appear next to the response box for this data item. If this response option is identical to the one that you require, you can click on this link to enter the data for this item, rather than scrolling through the list of response options.

Principal gambling activity

* This question should only be asked if the client is the problem gambler. If the client is not the problem gambler (e.g. partner, friend, etc.), this question should not be asked. Data entry will only be possible for this item if the Client Status has been entered as “Person with gambling problem”.

Definition:

- The main type of gambling that has led the client to seek counselling from the service, as stated by the client.

Recommended question to be asked:

- “What would you say is the main type of gambling that has led you to seek help?”

Response options:

- The following response options are available to service providers:
  - Gaming machines
  - Horse/dog races
  - Sports betting
  - Card games
- Casino table games
- Lottery products
- Keno
- Bingo
- Other (specify)
- Not stated / inadequately described
- Data not collected

- To display the response options, please click on the arrow to the right of the response box.

- Please select ONE option only for each client, by clicking on the appropriate response.

- If the client does not fall into one of the available categories, select “Other (specify)”, then write the principal gambling activity in the response box next to the statement “If the gambling activity is not in the list above, please specify” (see below for an example).

If the gambling activity is not in the list above, please specify:

- If the client provides no response or an inadequate response, please select the option “Not stated/inadequately described”.

- If you have been unable to ask the client for this data item, please select the option “Data not collected”, or click on the ? symbol next to the Principal Gambling Activity response box. Please request this information during a subsequent session if possible.

- A link to the response option selected for the most recently entered client will appear next to the response box for this data item. If this response option is identical to the one that you require, you can click on this link to enter the data for this item, rather than scrolling through the list of response options.

**Preferred means of accessing gambling**

* This question should only be asked if the client is the problem gambler. If the client is not the problem gambler (e.g. partner, friend, etc.), this question should not be asked. Data entry will only be possible for this item if the Client Status has been entered as “Person with gambling problem”.

Definition:

- The preferred means of accessing gambling, as stated by the client.
Recommended question to be asked:

- “What is your preferred means of accessing gambling?”

Response options:

- The following response options are available to service providers:
  - In person
  - Telephone
  - Internet
  - Other (specify)
  - No preference
  - Not stated / inadequately described
  - Data not collected

- To display the response options, please click on the arrow to the right of the response box.

- Please select ONE option only for each client, by clicking on the appropriate response.

- If the client does not fall into one of the available categories, select “Other (specify)”, then write the preferred means of accessing gambling in the response box next to the statement “If the preferred means of accessing gambling is not in the list above, please specify”.

- If the client provides no response or an inadequate response, please select the option “Not stated/inadequately described”.

- If you have been unable to ask the client for this data item, please select the option “Data not collected”, or click on the symbol next to the Preferred Means of Accessing Gambling response box. Please request this information during a subsequent session if possible.

- A link to the response option selected for the most recently entered client will appear next to the response box for this data item. If this response option is identical to the one that you require, you can click on this link to enter the data for this item, rather than scrolling through the list of response options.

**Other gambling activities**

* This question should only be asked if the client is the problem gambler. If the client is not the problem gambler (e.g. partner, friend, etc.), this question should not be asked. Data entry will only be possible for this item if the Client Status has been entered as “Person with gambling problem”.

Definition:

- Types of gambling (other than the main type of gambling that has led the client to seek counselling from the service) in which the client regularly engages.

Recommended question to be asked:

- “What other types of gambling are you involved with on a regular basis?”

Response options:

- The following response options are available to service providers:
  
  - Not applicable
  - Gaming machines
  - Horse/dog races
  - Sports betting
  - Card games
  - Casino table games
  - Lottery products
  - Keno
  - Bingo
  - Other (specify)
  - Not stated / inadequately described
  - Data not collected

- You may select **one or more** options for each client, by clicking in the boxes corresponding to the appropriate responses.

- If the client is not involved in any other gambling activities, select “Not applicable”.

- If the client does not fall into one of the available categories, select “Other (specify)”, then write the other gambling activity or activities in the response box next to the statement “If the gambling activity is not in the list above, please specify” (see below for an example).

*If the gambling activity is not in the list above, please specify:* Two-Up

- If the client provides no response or an inadequate response, please select the option “Not stated/inadequately described”.

- If you have been unable to ask the client for this data item, please select the option “Data not collected”. Please request this information during a subsequent session if possible.
Mental Health/Legal History

* These questions should only be asked if the client is the problem gambler. If the client is not the problem gambler (e.g. partner, friend, etc.), these questions should not be asked. Data entry will only be possible for this item if the Client Status has been entered as “Person with gambling problem”.

Anxiety

Definition:

- The history of the client with regard to anxiety diagnosis.

Recommended question to be asked:

- “Have you ever been diagnosed with anxiety?”

Response options:

- The following response options are available to service providers:
  
  o No
  o Yes
  o Not stated / inadequately described
  o Data not collected

  - Please select ONE option only by clicking in the appropriate circle.

  - If the client provides no response or an inadequate response, please select the option “Not stated/inadequately described”.

  - If you have been unable to ask the client for this data item, please select the option “Data not collected”. Please request this information during a subsequent session if possible.

Depression

Definition:

- The history of the client with regard to depression diagnosis.

Recommended question to be asked:

- “Have you ever been diagnosed with depression?”

Response options:

- The following response options are available to service providers:
Alcohol

Definition:

- The history of the client with regard to problems with alcohol.

Recommended question to be asked:

- “Have you ever had a problem with alcohol?”

Response options:

- The following response options are available to service providers:
  
  o  No
  o  Yes
  o  Not stated / inadequately described
  o  Data not collected

- Please select ONE option only by clicking in the appropriate circle.

- If the client provides no response or an inadequate response, please select the option “Not stated/inadequately described”.

- If you have been unable to ask the client for this data item, please select the option “Data not collected”. Please request this information during a subsequent session if possible.

Other drugs

Definition:

- The history of the client with regard to problems with other drugs.
Recommended question to be asked:

- “Have you ever had a problem with other drugs?”

Response options:

- The following response options are available to service providers:
  
  - No
  - Yes
  - Not stated / inadequately described
  - Data not collected

- Please select ONE option only by clicking in the appropriate circle.

- If the client provides no response or an inadequate response, please select the option “Not stated/inadequately described”.

- If you have been unable to ask the client for this data item, please select the option “Data not collected”. Please request this information during a subsequent session if possible.

**Suicide ideation**

Definition:

- The history of the client with regard to suicide ideation.

Recommended question to be asked:

- “Have you ever thought about committing suicide?”

Response options:

- The following response options are available to service providers:

  - No
  - Yes
  - Not stated / inadequately described
  - Data not collected

- Please select ONE option only by clicking in the appropriate circle.

- If the client provides no response or an inadequate response, please select the option “Not stated/inadequately described”.

- If you have been unable to ask the client for this data item, please select the option “Data not collected”. Please request this information during a subsequent session if possible.
**Suicide attempt**

Definition:

- The history of the client with regard to suicide attempts.

Recommended question to be asked:

- “Have you ever attempted suicide?”

Response options:

- The following response options are available to service providers:
  - No
  - Yes
  - Not stated / inadequately described
  - Data not collected

- Please select ONE option only by clicking in the appropriate circle.

- If the client provides no response or an inadequate response, please select the option “Not stated/inadequately described”.

- If you have been unable to ask the client for this data item, please select the option “Data not collected”. Please request this information during a subsequent session if possible.

**Legal history**

Definition:

- The history of the client with regard to committing an offence as a result of problems with gambling.

Recommended question to be asked:

- “Have you ever committed an offence as a result of problems with gambling?”

Response options:

- The following response options are available to service providers:
  - No
  - Yes
  - Not stated / inadequately described
  - Data not collected
• Please select ONE option only by clicking in the appropriate circle.

• If the client provides no response or an inadequate response, please select the option “Not stated/inadequately described”.

• If you have been unable to ask the client for this data item, please select the option “Data not collected”. Please request this information during a subsequent session if possible.

**Date on which client made first appointment**

Definition:

• The date on which the client made the appointment for their first counselling session (i.e. the date on which the appointment was made, NOT the date of the appointment itself).

Response options:

• Dates are to be entered using the following representational layout: DD/MM/YYYY (i.e. D = day, M = month, Y = year). For example, the 12\(^{th}\) of September, 2014 would be entered as 12/09/2014.

• Dates can also be entered without including the forward slashes between day, month, and year. For example, the 12\(^{th}\) of September, 2014 can be entered as 12092014.

• To search the calendar for particular dates, click on the calendar symbol next to the Date on which client made first appointment response box. You can then select the date for entry into the response box.

**Other Comments**

Definition:

• An open response section of the database to allow service providers to write specific comments if they feel that there are factors about the client of which the RGF Branch needs to be made aware, or if any of the responses need to be clarified.

Recommended question to be asked:

• None.

Response options:

• This is an open response section. To add comments, simply click in the top left hand corner of the box and type in your comments.
COUNSELLING SESSIONS

Adding counselling session data through a client’s record

General instructions:

- Once a client’s individual record has been saved, you can then enter data about the client’s counselling sessions. Click on the “List all clients” link on the Main Menu, then click on the Edit button corresponding to the client for whom you wish to enter counselling session data. When the client’s record appears, scroll to the bottom and you will find the “Counselling Sessions” table (see below).

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Duration</th>
<th>Format</th>
<th>Type</th>
<th>Counsellor</th>
<th>Location</th>
<th>Action</th>
</tr>
</thead>
</table>

- Click on the Add button in the top right hand corner of the table. This will bring up the “Counselling Session Details” page (see below for an example).

**COUNSELLING SESSION DETAILS**

<table>
<thead>
<tr>
<th>Client ID</th>
<th>11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counsellor Name</td>
<td>(Please Select)</td>
</tr>
<tr>
<td>Date of counselling session (in dd/mm/yyyy or dd/mm format)</td>
<td>Today</td>
</tr>
<tr>
<td>Commencement Time of counselling session (hh:mm am/pm)</td>
<td>00:00 am</td>
</tr>
<tr>
<td>Duration of this counselling session</td>
<td>(Please select)</td>
</tr>
<tr>
<td>Type of counselling</td>
<td>(Please select)</td>
</tr>
<tr>
<td>Format of counselling</td>
<td>(Please select)</td>
</tr>
<tr>
<td>Location of counselling</td>
<td>(Please select)</td>
</tr>
</tbody>
</table>

If the location is not in the list above, please specify town/suburb:

- Details on each of the data items on the “Counselling Session Details” page can be found on pp.42-46 of this Guide for Users.

- When you have completed the data for the counselling session, click on Save at the bottom of the page to save the data.
If you need to clear the data, click on the Clear button.

Using the “List counselling sessions” link

General instructions:

- To list all counselling sessions entered at your agency between specified dates, enter the beginning and end dates for the period you require, then click on the “List counselling sessions” link on the Main Menu (see below for an example). Again, the calendar function is available if required.

  - List counselling sessions between [01/07/2008] and [31/07/2008]
    (dd/mm/yyyy format)
    for counsellor [Please select]
    at location [Please select]

- If you wish to limit the list to sessions conducted by a specific counsellor, select the counsellor’s name from the drop-down list following “counsellor”.

- If you wish to limit the list to sessions conducted at a specific location, select the suburb from the drop-down list following “location”.

- When you click on the “List counselling sessions” link, a table will be displayed like the one below. The list will be ordered by date and time, in reverse chronological order.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Duration</th>
<th>Format</th>
<th>Type</th>
<th>Counsellor</th>
<th>Location</th>
<th>ClientID</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>25/07/2008</td>
<td>3:00pm</td>
<td>1h 0m</td>
<td>Individual face-to-face</td>
<td>Problem Gambling</td>
<td>SMITH, Bob</td>
<td>Fairfield</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>25/07/2008</td>
<td>2:00pm</td>
<td>1h 0m</td>
<td>Individual face-to-face</td>
<td>Problem Gambling</td>
<td>SMITH, Bob</td>
<td>Fairfield</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>22/07/2008</td>
<td>4:00pm</td>
<td>30m</td>
<td>Telephone</td>
<td>Problem Gambling</td>
<td>SMITH, Bob</td>
<td>Fairfield</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>21/07/2008</td>
<td>1:00pm</td>
<td>2h 0m</td>
<td>Individual face-to-face</td>
<td>Financial</td>
<td>JONES, Jenny</td>
<td>Fairfield</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>20/07/2008</td>
<td>1:00pm</td>
<td>2h 0m</td>
<td>Telephone</td>
<td>Financial</td>
<td>JONES, Jenny</td>
<td>Bankstown</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>17/07/2008</td>
<td>2:00pm</td>
<td>30m</td>
<td>Telephone</td>
<td>Problem Gambling</td>
<td>SMITH, Bob</td>
<td>Bankstown</td>
<td>7</td>
<td></td>
</tr>
</tbody>
</table>
This table displays all entered counselling sessions between the specified dates, and for the specified counsellor and location. Please note that for group and couple/family sessions, a separate entry will appear in this table for each client who attended a group or couple/family session (e.g. if data for 4 individual clients were entered for a particular group session, 4 entries for this session will appear in the list).

To edit information about a particular session, click on the Edit button. You will then be able to make changes to the data (ensure that you Save any changes after editing).

To delete a particular session, click on the Delete button. If you do this, a warning notice will appear asking you if you really want to delete the record. If so, click OK. If not, click Cancel.

Below the counselling session table there will be a “Summary of Counselling Sessions Attended” (see below for an example).

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Duration</th>
<th>Format</th>
<th>Counselling Type</th>
<th>Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>17/07/2008</td>
<td>1:00pm</td>
<td>1h 0m</td>
<td>Individual face-to-face</td>
<td>Problem Gambling</td>
<td>SMITH, Bob Fairfield 7</td>
</tr>
<tr>
<td>11/07/2008</td>
<td>10:00am</td>
<td>1h 0m</td>
<td>Individual face-to-face</td>
<td>Financial</td>
<td>JONES, Jenny Fairfield 9</td>
</tr>
<tr>
<td>08/07/2008</td>
<td>3:00pm</td>
<td>1h 30m</td>
<td>Individual face-to-face</td>
<td>Problem Gambling</td>
<td>SMITH, Bob Bankstown 6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Counselling Type</th>
<th>Format</th>
<th>Number of Sessions</th>
<th>Duration</th>
<th>Number of clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem Gambling</td>
<td>Individual face-to-face</td>
<td>4</td>
<td>4h 30m</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Telephone</td>
<td>2</td>
<td>1h 0m</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Couple/family</td>
<td>0</td>
<td>0m</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Group</td>
<td>0</td>
<td>0m</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>On-line</td>
<td>0</td>
<td>0m</td>
<td>0</td>
</tr>
<tr>
<td>Financial</td>
<td>Individual face-to-face</td>
<td>2</td>
<td>3h 0m</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Telephone</td>
<td>1</td>
<td>2h 0m</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Couple/family</td>
<td>0</td>
<td>0m</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Group</td>
<td>0</td>
<td>0m</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>On-line</td>
<td>0</td>
<td>0m</td>
<td>0</td>
</tr>
<tr>
<td>All Sessions</td>
<td>All Formats</td>
<td>9</td>
<td>10h 30m</td>
<td>5</td>
</tr>
</tbody>
</table>
This table presents summary data to indicate the number of clients, and the number and total duration of the sessions conducted, between the specified dates (with breakdowns by type and format of counselling session).

Using the “Add a new individual counselling session” link

General instructions:

- To add a new individual counselling session, click on the “Add a new individual counselling session” link on the Main Menu. Please note that sessions can be added through the client’s individual record (see p.37 for instructions), or by using this link.

- When you click on this link, the same data entry page will be displayed as that displayed when you click on the Add a counselling session button in an individual client record. The only difference is that you will need to specify the client’s ID (this is obviously not required if you enter a session through the client's individual record).

- If you know the client’s ID, you can enter it into the response box next to “Client ID”. If not, click on the “Lookup” button. This will bring up the “Client Search” page. You can search for a client by Year of birth, residential postcode, or residential suburb. Enter the search term into the box provided then click on “Search” (see below for an example).

![Client Search]

Search for clients whose:

- Year of birth
- Residential postcode
- Residential suburb

is 1980

- The database will bring up the records of all clients matching the search term. When you find the client required, click on the Select button to enter the client’s ID into the appropriate response box.

- When you have completed the data for the counselling session, click on Save at the bottom of the page to save the data.
• If you need to clear the data, click on the **Clear** button.

**Using the “Add a new group or couple/family counselling session” link**

General instructions:

• Please refer to p.6 for the definitions of group and couple/family counselling sessions for the CDS.

• To add a new **group** or **couple/family** counselling session, click on the “Add a new group or couple/family counselling session” link.

• The data entry instructions for the group and couple/family session data entry page are identical to those for the individual session data entry page, except for the need to enter client IDs for more than one client.

• There is the facility to enter up to 20 individual clients as having attended a particular group or couple/family counselling session. You simply click in the box corresponding to each number (i.e. #1, #2, etc.) and enter each client’s ID (one client ID per box). If you need to search for a client in the database, you can use the “Lookup” function (refer to p.40 for instructions on how to use this function).

• A warning message will appear if fewer than two client IDs are entered for a group or couple/family counselling session. If this message appears, please click “OK” then add the appropriate client IDs (i.e. at least two client IDs are required).

• **Entering the individual clients into the group or couple/family counselling session record in this way will automatically record this session within the individual client record of each client who attended that session.** That is, for group and couple/family sessions, you only need to enter the session data on the “Group or Couple/Family Counselling Session Details” page. You do not need to also enter it on each individual client record.

• When you have completed the data for the counselling session, click on **Save** at the bottom of the page to save the data.

• If you need to clear the data, click on the **Clear** button.

**Detailed Item Information**

This section provides the following information about each counselling session item in the CDS:
• A definition of the item.
• Information about the available response options.

The Table of Contents on pages 2-3 of this *Guide for Users* will enable users to quickly locate information on specific items from the CDS if required.

In addition, the information provided in this section can be accessed from within a counselling session record in the CDS by clicking on the corresponding information icon to the right of each data item. The information icons look like this:

![Information Icon]

**Counsellor**

Definition:

- The name of the counsellor who delivered the counselling session.

Response options:

- The response options available to service providers will be the names of the counsellors registered for that service.
- Please select ONE response option for each counselling session.
- Click on the arrow to the right of the response box next to “Counsellor” to display the available response options. Please click on the appropriate response option (see below for an example).

![Counsellor Icon]

• A link to the response option selected for the most recently entered session will appear next to the response box for this data item. If this response option is identical to the one that you require, you can click on this link to enter the data for this item, rather than scrolling through the list of response options.

**Date of counselling session**

Definition:

- The date on which the client(s) attended the counselling session.

Response options:

- Dates are to be entered using the following representational layout: DD/MM/YYYY (i.e. D = day, M = month, Y = year). For example, the 12th of September, 2014 would be entered as 12/09/2014.
• Dates can also be entered without including the forward slashes between day, month, and year. For example, the 12\textsuperscript{th} of September, 2014 can be entered as 12092014.

• If the date of the session is \textbf{the same} as the date on which the session data are entered, click on the “Today” button. This will automatically enter the correct date into the response box.

• To search the calendar for particular dates, click on the calendar symbol next to the Date of counselling session response box. You can then select the date for entry into the response box.

• A link to the date selected for the most recently entered session will appear next to the response box for this data item. If this date is identical to the one that you require, you can click on this link to enter the data for this item, rather than manually typing in the date.

\textbf{Commencement time of counselling session}

Definition:

• The time at which the counselling session commenced.

Response options:

• Click on the arrow to the right of each data entry box to display the available response options. Please click on the appropriate response options for hour, minutes, and am/pm (see the example below).

\textbf{Commencement Time of counselling session (hh:mm am/pm)}

• If two or more \textbf{group} or \textbf{couple/family} counselling sessions are conducted on the \textbf{same date} and \textbf{commence} at the \textbf{same time}, please enter \textbf{unique} commencement times for each session. For example, if two group sessions commence on 6/7/2014 at 4pm, please enter one as commencing at 4:00pm and the other as commencing at 4:15pm. This will allow us to discriminate between the two sessions.

• A warning message will appear if a commencement time outside of the range 7am-7pm is entered. If this message appears, please click “OK” then correct the commencement time if necessary.

• A link to the time selected for the most recently entered session will appear next to the response box for this data item. If this time is identical to the one that you require, you can click on this link to enter the data for this item, rather than selecting the time from the available response options.
**Duration of counselling session**

**Definition:**
- The duration of each counselling session provided to the client.

**Response options:**
- Click on the arrow to the right of the response box next to “Duration of this counselling session” to display the available response options. Please click on the appropriate response option (see the example below).

**Duration of this counselling session**

- A link to the duration selected for the most recently entered session will appear next to the response box for this data item. If this duration is identical to the one that you require, you can click on this link to enter the data for this item, rather than selecting the duration from the available response options.

**Type of counselling session**

**Definition:**
- The type of counselling session provided to the client.

**Response options:**
- The following response options are available to service providers:
  - Problem gambling
  - Financial
- Please select ONE response option for each counselling session.
- Click on the arrow to the right of the response box next to “Type of counselling” to display the available response options. Please click on the appropriate response option (see below for an example).

**Type of counselling**

- A link to the type of counselling selected for the most recently entered session will appear next to the response box for this data item. If this type of counselling is identical to the one that you require, you can click on this link to enter the data for this item, rather than selecting the type of counselling from the available response options.
**Format of counselling session**

Definition:

- The format of counselling session provided to the client.

Response options:

- The following response options are available to service providers:
  - Individual face-to-face
  - Telephone
  - Couple/family
  - Group
  - On-line

- Please select ONE response option for each counselling session.

- Click on the arrow to the right of the response box next to “Format of counselling” to display the available response options. Please click on the appropriate response option (see below for an example).

**Format of counselling**

- A link to the format of counselling selected for the most recently entered session will appear next to the response box for this data item. If this format of counselling is identical to the one that you require, you can click on this link to enter the data for this item, rather than selecting the format of counselling from the available response options.

**Location of counselling session**

* Data entry will **only** be possible for this item if “Individual face-to-face”, “Couple/family”, or “Group” has been selected for Format of Counselling.

Definition:

- The suburb in which the counselling session was provided to the client.

Response options:

- Please select ONE response option for each counselling session.

- Click on the arrow to the right of the response box next to “Location of counselling” to display the list of suburb locations. This list will **only** include suburbs previously selected as counselling locations at that agency. Please click on the appropriate suburb (see below for an example).
Location of counselling

- If the suburb in which the counselling session was provided does not appear in the list of response options, please select “New location” then type the name of suburb in the response box next to the statement “If the location is not in the list above, please specify” (see below for an example).

Location of counselling

If the location is not in the list above, please specify:

- If the suburb entered into the response box above does not appear in the Australia Post list of suburbs, an error message will appear. If this message appears, please correct the suburb name then click on “Save” to save the data.

Add, Edit or List: No Show Sessions

General instructions:

- Whenever a client makes an appointment for a counselling session, and then fails to attend that session without cancelling the appointment before the scheduled appointment time, this is called a “no show session”. If the client cancels or re-schedules the appointment before the scheduled appointment time, this is not a “no show session”.

- Please note that the “Number of no show sessions” refers to the number of sessions, not the number of clients. For example, if two clients made an appointment to attend a counselling session together, and failed to attend without cancelling beforehand, this would be counted as one no show session.

- To add a no show session, click on the “Add, Edit or List: No Show Sessions and Cancelled Sessions” link on the Main Menu. You must first select the month for which you want to list the data (see below for an example).

Add, Edit or List: No Show Sessions and Cancelled Sessions for the month of July 2008

- The “no show sessions” data entry page displays each date within the selected month with two corresponding response boxes (see below for an example).
**"NO SHOW SESSIONS" AND "CANCELLATIONS" DURING THE MONTH OF JULY 2008**

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Number of No Show sessions</th>
<th>Cancelled sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1st session (intro. 1/7/2008)</td>
<td>Other than first sessions</td>
</tr>
<tr>
<td>Tuesday</td>
<td>01/07/08</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wednesday</td>
<td>02/07/08</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Thursday</td>
<td>03/07/08</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friday</td>
<td>04/07/08</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saturday</td>
<td>05/07/08</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sunday</td>
<td>06/07/08</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monday</td>
<td>07/07/08</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tuesday</td>
<td>08/07/08</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wednesday</td>
<td>09/07/08</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- You are required to enter the **number of no show sessions** corresponding to the relevant date, in the two columns under “No Show Sessions” entitled “1st session” and “Other than first sessions”. For example, if there were two no show sessions on 6/7/08, which were scheduled to be the first session for the client in each case, enter “2” in the response box next to this date, in the column entitled “1st session”. All other no show sessions should be recorded in the response box next to the relevant date, in the column entitled “Other than first sessions”. The sum of these two columns should equal the total number of no show sessions at the service.

- If there were **no** no show sessions on a particular date, the “No Show Sessions” response boxes for this date should be left **blank**.

- Total numbers of no show sessions for the selected month will appear at the bottom of the no show sessions/cancelled sessions table.

**Add, Edit or List: Cancelled Sessions**

General instructions:

- Whenever a client makes an appointment for a counselling session, and then **cancels** that appointment **before** the scheduled appointment time, this is called a “cancelled session”.

- Please note that the “Number of cancelled sessions” refers to the number of sessions, not the number of clients. For example, if two clients made an appointment to attend a counselling session together, and cancelled that appointment before the scheduled appointment time, this would be counted as one cancelled session.

- To add a cancelled session, click on the “Add, Edit or List: No Show Sessions and Cancelled Sessions” link on the Main Menu. You must first select the month for which you want to list the data (see below for an example).

  Add, Edit or List: No Show Sessions and Cancelled Sessions for the month of July 2008

- The “cancelled sessions” data entry page displays each date within the selected month with a corresponding response box (see below for an example).

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Number of No Show sessions</th>
<th>1st session (intro. 1/7/2008)</th>
<th>Other than first sessions</th>
<th>Cancelled sessions (intro. 1/7/2005)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>01/07/08</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wednesday</td>
<td>02/07/08</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Thursday</td>
<td>03/07/08</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friday</td>
<td>04/07/08</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saturday</td>
<td>05/07/08</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sunday</td>
<td>06/07/08</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monday</td>
<td>07/07/08</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tuesday</td>
<td>09/07/08</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wednesday</td>
<td>10/07/08</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- You are required to enter the number of cancelled sessions corresponding to the relevant date, in the column entitled “Cancelled Sessions”. For example, if there were two cancelled sessions on 6/7/08, enter “2” in the response box next to this date, in the column entitled “Cancelled Sessions”.

"NO SHOW SESSIONS" AND "CANCELLATIONS" DURING THE MONTH OF JULY 2008
• If there were no cancelled sessions on a particular date, the “Cancelled Sessions” response box for this date should be left blank.

• The total number of cancelled sessions for the selected month will appear at the bottom of the no show sessions/cancelled sessions table.

**CHANGE PASSWORD**

General instructions:

• If you need to change your password for any reason, click on the “Change Password” link on the Main Menu. This will take you to the page below.

<table>
<thead>
<tr>
<th>CHANGE PASSWORD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type your EXISTING password</td>
</tr>
<tr>
<td>Type your NEW password</td>
</tr>
<tr>
<td>Type your NEW password AGAIN</td>
</tr>
</tbody>
</table>

*Passwords need to be at least 6 characters long, and must contain at least one letter (i.e. ‘A’ through ‘Z’) and at least one number (i.e. ‘0’ through ‘9’). Passwords are not case sensitive.*

• Type your existing and new passwords in the response boxes as requested, then click on “Change Password”.

• Passwords must be at least 6 characters long and must contain at least one letter (A to Z) and one number (0 to 9). Passwords are not case sensitive.

• Please change your password immediately if you suspect it has become known to an unauthorised person.
LOGOUT

General instructions:

- If you click on the “Logout” button on the Main Menu page, you will be logged out of the database and a Logout page will appear to confirm that you logged out successfully. To re-access the database you will need to follow the login instructions on p.10 of this Guide for Users.

- If you do not process whilst on any page within two hours then you will be logged off automatically. Instead of the usual logoff page appearing, a special Timeout page will appear (see below).
ERROR PAGE

Explanation:

- If the Error page shown below appears, an unusual error has occurred. Click on the Login button and attempt to login again. If the message continues to occur, contact the RGF officer listed on p.9 of this Guide for Users for advice.
Appendix A
Firefox Browser "Untrusted Connection" Issue

This appendix is only relevant for people who access the RGF CDS using the Firefox browser.

When people initially access the Login page of the new wwwdb.olgr.nsw.gov.au RGF CDS web facility using the Firefox web browser they may discover the following screen appears:

To remedy the situation such as to enable access to the RGF CDS follow the steps as detailed below.

- Click on the "Technical Details" page link. A page should appear like the following:

  ![Technical Details Page]

- Click on "I Understand the Risks".
• Click the "Add Exception" button.

• Click "Confirm Security Exception" button.

On the Firefox browser version 4 this should complete the process and then allow you to access the Login screen.

Note that on earlier versions of the Firefox browser, the screens will not be identical to those shown in this document.