

RESPONSIBLE

GAMBLING FUND

**Annual Report
2014/15**

RESPONSIBLE GAMBLING FUND



The Hon. Troy Grant MP
Deputy Premier
Minister for Justice and Police,
Minister for the Arts and Minister for Racing
52 Martin Place
SYDNEY NSW 2000

Dear Deputy Premier

In accordance with section 10 of the *Annual Reports (Statutory Bodies) Act 1984*, we are pleased to submit to you for presentation to Parliament the Annual Report of the Responsible Gambling Fund for the year ended 30 June 2015.

The report:

- is required to be prepared by section 39(1) of the *Public Finance and Audit Act 1983* as a consequence of the funds of the Responsible Gambling Fund being held within the Special Deposits Account with the Treasury; and
- has been prepared in accordance with the various requirements of the *Annual Reports (Statutory Bodies) Act 1984*, and the *Annual Reports (Statutory Bodies) Regulation 2010*.

Yours sincerely

Handwritten signature of Christopher Naughton.

Christopher Naughton
Chair

1 October 2015

Handwritten signature of Tony DiMauro.

Tony DiMauro
Trustee

1 October 2015

CONTENTS

■ FOREWORD	1
■ RESPONSIBLE GAMBLING FUND TRUSTEES	3
■ THE RESPONSIBLE GAMBLING FUND	5
Charter, aims and objectives	5
Management and structure	6
■ COUNSELLING AND SUPPORT SERVICES	8
Overview	8
New Initiatives	8
■ 2014/15 SERVICE DELIVERY	10
Gambling Help Services	10
Gambling Helpline	14
Gambling Help Online	15
■ IMPROVING SERVICE DELIVERY	17
Minimum Qualification for Problem Gambling Counsellors and Financial Counsellors	17
Code of Ethics	17
Clinical Supervision	18
Workforce Development	18
The 8th Annual NSW Problem Gambling Counsellors Conference	19
Statewide Training	19
Counsellors' Forums	21
■ EDUCATION AND AWARENESS	22
Online	22
Youth Awareness Program	23
Responsible Gambling Awareness Week (RGAW)	23
Advertising Campaign	23
Aboriginal Awareness	25
Justice & Corrections Program	25
■ RESEARCH	26
NSW Research	26
Gambling Research Australia	27
■ SUPPLEMENTARY INFORMATION	29
Consultants	29
Promotion – publications	29
Payment of accounts	29
Controlled entities	29
Consumer Response	29
Other statutory reporting requirements	30
Advisory Committees	30
Interagency Committees	31
National and Interstate Committees	31
■ FINANCIAL SUMMARY	32
■ FINANCIAL STATEMENTS	33
■ APPENDIX	43

FOREWORD

The Trustees of the Responsible Gambling Fund recognise the importance of reducing the impact of problem gambling on NSW communities through effective prevention programs and free, high quality help and support for problem gamblers and their affected family members. Whether it be therapeutic or financial counselling, legal advice, information or self-help tools we aim to be visible and accessible in every part of the state.

I am delighted that the results speak for themselves. For the first time in seven years, the number of clients accessing our face-to-face services has grown significantly. In fact this past year we have seen an outstanding 27 per cent increase in individuals and a 34 per cent increase in counselling sessions, with calls to the Gambling Help Line up seven per cent.

A new service accreditation model, accompanied by a 'live' dashboard, means that the officers responsible for managing the counselling program can readily access current data. Services report against 13 performance indicators and, as a result, we now have a far richer picture of their achievements. We can also tailor training and workforce development programs to target areas where we can identify a need and over the last eighteen months have been focussing on community engagement skills.

Armed with those new skills, services participated in 3,553 engagement activities, generating 3,111 media items and attracting many more clients. We are also making it easier for clients to attend counselling by increasing the number of sessions delivered outside business hours. Of clients accessing counselling, 43 per cent have completed their programs, and of those able to be followed up after six months, an impressive 79 per cent report having reduced their gambling. Our services are doing a terrific job and I would like to take this opportunity to thank them for responding so positively to these new initiatives and for the hard work and commitment which has produced such excellent results.

Another major contributor to our success this year has been the advertising campaign, You're stronger than you think. Targeting blue-collar male gamblers, this has produced outstanding results. While Gambling Help client numbers increased significantly, one of the most striking impacts of the campaign was the increase in those seeking self-help tools and options from the Gambling Help website, which rose by 70 per cent. Information-seeking also increased with You Tube views up by more than 2,000 per cent and web visitor numbers by an average of 410 per cent across the live campaign.

2014/15 also saw the introduction of a youth awareness program focusing on prevention and early intervention. It includes lesson plans that have been adopted in schools as part of the Years 11 and 12 Crossroad course, the first time in NSW that problem gambling education has been included in the school curriculum.

The Trustees recognise the importance of targeting programs to sectors of the community with special needs. This year we continued to work closely with the Multicultural Problem Gambling Service which delivers counselling in over 29 community languages. We also funded in-language counselling services for the Vietnamese, Chinese, Arabic and Italian communities. In May 2015 I was pleased to attend the launch of the *Italian Problem Gambling Guide for Families and Friends (Il Gioco d'azzardo problematico: Guida per la famiglia e gli amici)*. The Warruwi program supports two strands of activities within the Aboriginal community: an awareness program that works directly with local communities and a training and workforce development program.

Highlights this year included production of a DVD where four recovered problem gamblers told their stories, and introduction of the small grants program that supports initiatives designed to build community resilience. Successful projects included supporting the Aboriginal Men's Shed in Broken Hill, working with the Lightning Ridge Football Club to raise awareness of the Warruwi program and creating positive alternative forms of entertainment in the Burabi Aboriginal community.

From 2015 this work is being complemented by the training program. Managed by the Poche Centre at the University of Sydney and delivered by Western Sydney TAFE, this will provide scholarships to Aboriginal health and welfare workers to undertake an introductory problem gambling course. The aim is to increase understanding of the issue of problem gambling and introduce students to screening tools and the resources available to help. We hope that some will then go on to complete counselling training and work in the problem gambling counselling sector.

Funding was provided by the RGF into new research on the latest developments in effective and innovative delivery of support for problem gambling. This will ensure that support is accessible to those who need it, when they need it, and that the type of help is tailored to the individual. Important research was also completed into the emerging areas of social media and gambling, as well as the marketing of sportsbetting and racing, through funding to Gambling Research Australia. These research projects provide new insights into the changing nature of the gambling environment and will assist in targeting early intervention strategies.

This year we have been delighted to welcome two new Trustees to the Responsible Gambling Fund: Ms Arabella Douglas as the Aboriginal Trustee and Dr Greg Hugh. They bring diverse experience and skills and have already made an important contribution to our deliberations.

Finally, I thank the Deputy Premier, the Hon. Troy Grant MP, for his support of the Responsible Gambling Fund and my fellow Trustees for their commitment to reducing the impact of gambling on the people of NSW. I must also thank the Office of Liquor, Gaming and Racing for the excellent support we have once again received.

Christopher Naughton

Chair

Strategic Directions 2011-2015

Function of the Trustees

To provide advice on

- Gambling-related policy
- Harm associated with problem gambling / benefits of harm minimisation strategies
- Distribution of Trust funds to address problem gambling
- Emerging gambling risks and policy responses

Current and emerging context

Responsible Gambling Fund revenues & expenditures

- Increasing gap between required expenditure and available funds
- Increasing focus on demonstrating value for money and results from funded activities

Gambling risks

- Growth of online gambling
- Influencing gambling behaviour through sport advertising, endorsement, sponsorship
- Impact of gambling on young people

Policy drivers

- Clear evidence base about efficacy of funded activities
- Building-off research & best practice in other jurisdictions
- Linking into the national agenda for problem gambling

Objectives

- To advocate for responsible gambling policy and its implementation
- To assist people with gambling-related problems
- To promote a greater understanding of problem gambling

Principles

To achieve the objectives, Trustees will allocate funds in ways that

- Build capacity and sustainable solutions tailored to community needs
- Promote workforce development in all funded organisations
- Focus on generalist addiction solutions and avoid over-specialisation
- Promote and reward innovation in delivery models and programs—particularly through leveraging technology and building-off existing programs
- Promote cultural competence in all funded organisations
- Demonstrate value for money
- Assist in developing policy options for the future, especially in regard to research spending

Priorities

Treatment, counselling & support

- State-wide access
- Range of service options reflecting diverse need
- Increased emphasis on early intervention
- Integrated / whole of person solutions
- Efficacy in translating problem acknowledgement into accessing support
- Specific funding for Aboriginal, CALD and youth programs

Research and evidence-based policy

- Building-off existing evidence base
- Addressing critical research gaps—particularly in relation to emerging gambling risks
- Identifying the scope and nature of problem gambling need
- Identifying proven early intervention and prevention strategies

Community and industry education and awareness

- Targeted awareness-raising campaigns (young people, Aboriginal, CALD)
- Education & tools for relevant service sectors – GPS, mental health, police, schools
- Better regional campaigns

1 THE RESPONSIBLE GAMBLING FUND

1.1 Charter, aims and objectives

The Responsible Gambling Fund draws its income from a levy paid by the operator of the Sydney Casino in respect of its licence, as required by the Casino Control Act 1992. This levy - set at a rate of two per cent of the casino's gaming revenue - forms a part of the overall taxation arrangements that apply to casino gaming operations. The casino operator pays the levy to the NSW Treasury Special Deposits Account and it is re-directed into the Fund via NSW Trade & Investment.

In 1994, to coincide with the commencement of gaming the following year, a 12-year agreement was reached with Sydney Casino regarding taxation arrangements. These arrangements expired in September 2007. New arrangements were entered into from October that year for a period of 12 years, including continuation of the Responsible Gambling Fund levy at two per cent.

The Casino Control Act provides that the money in the Responsible Gambling Fund is to be subject to a Trust Deed appointing Trustees and containing provisions - approved by the relevant Minister - for the expenditure of the money for purposes relating to responsible gambling.

The applicable Trust Deed specifies that moneys may be directed to projects and services that aim to reduce and prevent the harms associated with problem gambling.

To this end, a variety of organisations are funded to:

- Deliver counselling and support services that will assist people with gambling-related problems, and those close to them, to reduce the negative impact of problem gambling in their lives
- Ensure increased understanding of the nature of gambling, the potential for harm, and the availability of help and support, through a range of industry and community awareness and education activities, and
- Undertake research to better inform the development and implementation of responsible gambling and related policy.

In late 2014 the Trustees engaged Nexus Consulting to undertake an environmental and strategic scan for the Responsible Gambling Fund to inform the development of strategic directions for the period 2015 to 2019. The principle recommendation arising from this work is to align programs and funding with three key areas of operation in order to provide a more holistic service that better addresses the needs of the whole community. The three key areas are:

- Primary interventions: community education and social marketing campaigns targeted at the general population
- Secondary interventions: early and brief interventions, including possible industry engagement and regulatory strategies, that target gamblers, especially those at risk of escalating to problem gambling behaviours
- Tertiary interventions: treatment and support interventions, including online and self-help that target problem gamblers.

1.2 Management and structure

1.2.1 The Trustees of the Responsible Gambling Fund

The Trustees are appointed by the Minister and their principal function is to make recommendations to the Minister on matters relating to the purposes of the Responsible Gambling Fund, especially with regard to funding allocations.

The Trustees generally meet bi-monthly. During 2013/14, the Trustees held six meetings.

The following information relates to the individuals who served as Trustees of the Responsible Gambling Fund during 2013/14.

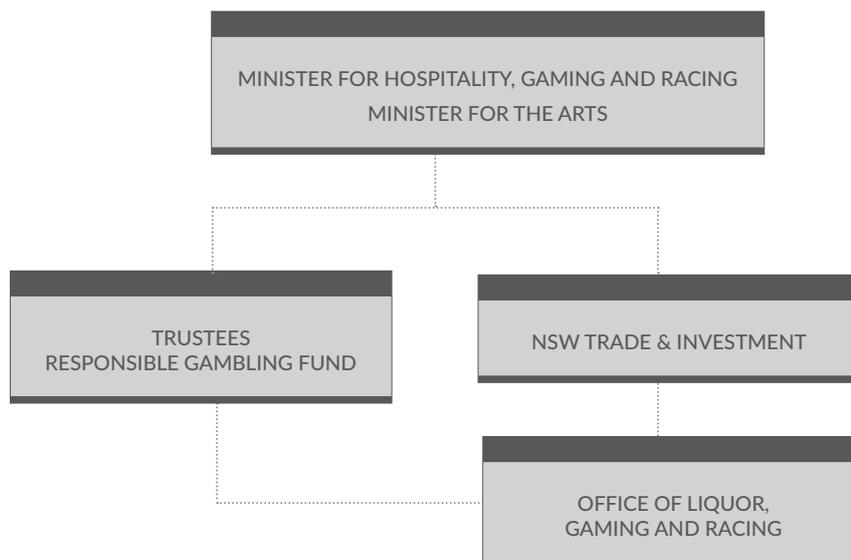
Trustee	Date of First Appointment	Date of Expiry of Current Appointment	Meetings Attended 2014/15
Mr Christopher Naughton (Chair)	1 July 2012	30 June 2016	5/5
Mr Mike Colreavy	1 July 2012	30 June 2016	5/5
Mr Tony DiMauro	1 July 2012	30 June 2016	5/5
Ms Arabella Douglas	1 May 2015	30 April 2019	1/1
Dr Greg Hugh	1 May 2015	30 April 2019	1/1
Mr Alan Melrose	1 July 2012	30 June 2016	5/5
Mr Paul Newson	11 June 2014	30 June 2018	3/3*

* On 2 March 2015, Mr Paul Newson, the Executive Director of the Office of Liquor, Gaming and Racing was appointed to another role as interim CEO, Greyhound Racing NSW. The Acting Executive Director, Mr Dominic Herschel, attended the March and May 2015 meetings as an observer.

NSW Office of Liquor, Gaming and Racing

The Trustees were supported in their work in 2012/13 by officers located within the Office of Liquor, Gaming and Racing in NSW Trade & Investment

Organisation chart



As part of its work, the Office of Liquor, Gaming and Racing auspices stakeholder advisory and reference committees. Summary information about these is contained in the Appendices.

Contacting the Responsible Gambling Fund

Responsible Gambling Fund
Office of Liquor, Gaming and Racing

Street address

Level 6
323 Castlereagh Street
Haymarket

Written correspondence to:

GPO Box 7060
Sydney NSW 2001

Hours of operation: 8:30am to 5.00pm Monday to Friday

Phone: 02 9995 0992

Fax: 02 9995 0374

Email: rgf@olgr.nsw.gov.au

2 COUNSELLING AND SUPPORT SERVICES

2.1 Overview

In 2014/15, the Responsible Gambling Fund funded a wide range of organisations to deliver problem gambling counselling and support services to NSW residents with gambling problems, and those close to them. These 'Gambling Help' services comprised:

- 55 Gambling Help face-to-face counselling services in 276 suburbs and towns across NSW including
 - Four Aboriginal specific services located in Parramatta, Kempsey, Newcastle and Wagga Wagga
 - Eight Gambling Help services offering specialist assistance to the Chinese, Italian, Arabic and Vietnamese communities and a state wide multicultural service that provides specialist assistance in 21 community languages.
- 24-hour Gambling Helpline service (1800 858 858)
- 24-hour national Gambling Help Online counselling service, and
- Two specialist support services providing training programs for problem gambling counsellors and expert legal advice for individuals and services on gambling-related matters.

A total of \$12.03 million was allocated from the Responsible Gambling Fund to fund these counselling and support services in 2014/15. A list of services is included at Appendix 1 of this report.

2.2 New Initiatives

2.2.1 New Workforce Development and Training Strategy

Following a review of existing programs, a new model for delivery of training and workforce development to meet the Responsible Gambling Fund's strategic priorities is under development. The Trustees will be looking for opportunities to collaborate on the development of teaching resources, particularly online, and the delivery of programs.

2.2.2 Extending service through new technology.

A priority in 2014/15 has been to increase Gambling Help services access to, and use of, new technologies. The Centre for Community and Welfare Training delivered a 'New technologies for counselling' course to 38 students in three courses held in Sydney, Coffs Harbour and Wagga Wagga. The Responsible Gambling Fund supports the use of GoToMeetings by 18 Gambling Help services to deliver online phone and video counselling. Services also use SMS and email to remind clients about appointments, engage with them outside the counselling room, follow up their progress after counselling and access interactive professional development online. As a result, the use of online technology to deliver counselling and support to Gambling Help clients grew by 60 per cent in 2014/15.

2.2.3 Transparent Performance Management Framework introduced

A set of 13 Key Performance Indicators (KPIs) were introduced in the 2013-17 funding round to improve performance of funded services across four key areas: Community Impact, Program Impact, Client Impact and Service Capacity. A framework for managing performance against these KPIs was implemented in late 2014. The framework includes an expansion of the online reporting portal to ensure more consistent and timely data can be collected across all services. A new online dashboard further enables service managers and the Office of Liquor, Gaming and Racing to review and manage performance against the KPIs on a continual basis throughout the year.

An audit process was also introduced to provide feedback on performance and address any areas for improvement. When surveyed after the first audit round in 2014/15, over 80 per cent of services stated that the new process improved their understanding of the Responsible Gambling Fund's performance expectations.

An additional feature of the new framework is a strategic training program designed to assist Gambling Help services to manage their performance and work with the Office of Liquor, Gaming and Racing to address any areas for development.

3 2014/15 SERVICE DELIVERY

Service providers regularly report to the Office of Liquor, Gaming and Racing about their activities:

- Face-to-face Gambling Help counselling services submit data through an online data facility about their service and staff details, clients and counselling sessions, and the work services are undertaking within their communities
- The 24-hour Gambling Helpline service provides monthly summary information about callers, and
- The national Gambling Help Online service provides quarterly reports and summary information about those receiving online counselling.

3.1 Gambling Help Services

In 2014/15, Gambling Help counselling services saw 5,750 clients and delivered 28,801 counselling sessions in 276 locations across the state. This is a 31 per cent increase in clients, and a 27 per cent increase in client sessions, from the previous year. Factors contributing to this gain include the You're stronger than you think awareness campaign, a better client referral rate from the Gambling Helpline, greater flexibility and access to counsellors through telephone and online counselling and extra Saturday and after hours appointments.

A list of Gambling Help services and their locations can be found at Appendix 1.

The 2013-2017 funding round supports 66 full time equivalent gambling counsellors and 14 full time equivalent financial counsellors, as well as over 47 sessional gambling counsellors, to deliver counselling and support to problem gamblers and their families across NSW. A range of volunteers support the counselling at Lifeline North Coast, Lifeline Harbour to Hawkesbury, CatholicCare Parramatta and Centacare New England. In addition, Sydney University, St Vincent's Hospital and the Northern Rivers Gambling Help services frequently engage interns to deliver counselling.

3.1.1 Highlights from Gambling Help Service's Annual Performance Reports

Since 2013/14, services have reported against a set of 13 Key Performance Indicators (KPIs) to demonstrate not only their level of counselling activity, and the outcomes, but also to document the wide range of other activities they are engaged in to promote awareness of their service and register new clients.

A framework for managing performance against these KPIs was implemented in late 2014.

Diagram 1 shows the main components of this framework.

Diagram 1: Framework for managing performance of RGF-funded services



Online Database and Dashboard

The online reporting portal was expanded in 2014/15 to enable more consistent and timely data collection across all services. The new online dashboard enables service managers and the Office of Liquor, Gaming and Racing to continually monitor performance against the KPIs throughout the year.

As a result the RGF has access to higher quality data against each of the KPIs as reflected in the following results for the 2014/15 financial year.

Community Impact – service access and awareness of Gambling Help

- Gambling Help counselling sessions were delivered in 276 locations across NSW
- Ten per cent of sessions were delivered outside of normal business hours
- Gambling Help counsellors spent an average of 2.8 hours a week (per FTE) on community engagement activities, a decline of 23 per cent compared to the previous year
- Services participated in 3,553 community events, including 915 talks and presentations that were delivered to community stakeholders
- 3,111 Gambling Help news and advertising items appeared across local newspapers, radio and TV, almost twice as many as in 2013/14.

Program Impact – response to awareness activities

- 16 per cent of clients reported that they contacted a Gambling Help service after learning about it through community engagement activities, and
- Higher client and session numbers meant that the average cost per counselling session decreased by 26 per cent compared to the previous year.

Client Impact – response to service delivery

- 79 per cent of clients who were followed up six months after their last counselling session reported reduced gambling
- 43 per cent completed their counselling program, a decline of 10 per cent on the previous year, and
- 24.5 per cent were evaluated with 75 percent of services rated as excellent or very good in relation to the quality of service provided.

Service Capacity – examples of innovation in service delivery

- Lake Macquarie Financial and Gambling Counselling Service (Hunter) -- Successfully trialled counselling via Skype and email for clients who were posted off-shore for work and did not have mobile phone coverage.
- Lifeline (North Coast) - Established a first contact protocol in which a counsellor calls the client (with their permission) within two hours of the client's request for counselling. This establishes a relationship with the client and has dramatically reduced the first session no-shows.
- Mission Australia Campbelltown (South West Sydney) – Introduced Quick Response codes on service posters to enable potential clients to easily find the service's website and contact information.
- Mission Australia North Coast Aboriginal Specific Service (North Coast) – Developed a partnership with Kempsey Correctional Services (formerly Probation and Parole) to deliver an outreach program in the South West Rocks area once a week.

- Multicultural Problem Gambling Service, Chinese (Western Sydney) – Developed a partnership with the Chinese Restaurant Workers' Association to deliver education sessions and distribute information amongst their members. Statistics show that shift workers and new migrants are both high risk for developing problematic levels of gambling.
- South West Sydney Local Health District (South West Sydney) – Developed and successfully trialled a questionnaire assessing specific misconceptions regarding poker machines. The tool has been useful in addressing clients' misconceptions about the likelihood of winning.
- St Vincent de Paul (Western Sydney) – Created a Google Alert to ensure the service is aware of any social media posts, articles in local papers or other references to the service. The service then followed up with any organisations that liked or retweeted posts/tweets about them. This has resulted in new referrer partners who can assist in driving additional clients to St Vincent de Paul.
- Uniting Care Mental Health (Central Coast) - Created a website, in conjunction with the other local Gambling Help services, and in doing so has provided information to over 5,000 people. The service also contributed to a Wikipedia page on Gambling in Australia which links to the Gambling Help website and has had 23,452 views since posting.

Audit Visits

An audit process of all services was introduced in 2014/15 to provide feedback on KPI performance and address any areas for improvement. A survey of services following the audit found more than 80 per cent said the new process improved their understanding of the Responsible Gambling Fund's expectations around performance and how to incorporate the KPIs into day-to-day operations.

Performance Based-Training

Two workshops were delivered to metropolitan and regional managers of funded services with the aim of improving their awareness and understanding of the Responsible Gambling Fund's reporting requirements and to develop strategies to improve performance against KPIs.

In a survey of participants following the workshops, two thirds reported the content was effective in improving their understanding and increasing their level of confidence in implementing the new reporting requirements.

3.1.2 Client Data Set 2013/14 and 2014/15

On 1 January 2004, an internet-based client data facility was introduced across Gambling Help counselling and support services to facilitate the consistent and uniform collection of data on a client by client basis. This Client Data Set also assists planning for future service provision and informs harm minimisation strategies.

Following is a summary of key client information for 2013/14 and 2014/15 financial years.

Indicator	Jul 2013 – Jun 2014	Jul 2014 – Jun 2015
Clients recorded as having received counselling services	4,343	5,543
Individual face-to-face counselling sessions	16,477	20,570
Telephone counselling sessions	3,081	5,081
Group counselling sessions	482	871
Individual face-to-face counselling session duration (minutes – mean)	67.0	66.4
Telephone counselling session duration (minutes – mean)	31.1	30.6
Group counselling session duration (minutes – mean)	74.9	73.3
% of clients who were male	62.3%	61.8%
% of clients who were female	37.7%	38.2%
Male clients – age (years – mean)	40.2	40.1
Female clients – age (years – mean)	46.4	46.0
% of clients identifying themselves as indigenous	5.4%	6.7%
% of clients reported as speaking a language other than English at home	20.0%	19.3%
% of clients identifying themselves as a person with a gambling problem	75.5%	72.0%
% of clients identifying themselves as the partner/ex-partner of a problem gambler ¹	8.9%	9.6%
% of partners/ex-partners/family members who were female	74.7%	82.9%
% of clients reporting Gambling Helpline as the most recent referral source	18.9%	17.7%
% of problem gamblers who were male	71.3%	72.1%
% of problem gamblers identifying the following as their most common preferred gambling venue:		
• registered club	44.3%	42.2%
• hotel/pub	38.1%	37.9%
% of problem gamblers identifying gaming machines as the principal form of gambling activity	78.1%	76.3%

1. Other clients not noted here include family members, friends, and financial counselling clients (not related to problem gambling).

3.2 Gambling Helpline

The Gambling Helpline is a 24-hour, seven day, crisis counselling, information and referral service for people with gambling problems, their families and others in NSW. The Gambling Helpline has been in operation since 1997. The Gambling Helpline telephone number is 1800 858 858.

The following table provides information about callers to the Gambling Helpline service over the past three years.

Indicator	2012/13	2013/14	2014/15
Calls from target group callers (i.e. people in NSW who consider they have a gambling problem, or their families, carers, friends, colleagues, and professional counsellors)	7,724 (65%)	6,990 (68%)	6,990 (68%)
Calls from non-target group callers	4,124 (35%)	3,347 (32%)	4,058(35%)
Gender of target group callers identifying themselves as gamblers	Males – 77% Females – 23%	Males – 74% Females – 26%	Males – 68% Females – 32%
% of target group callers reporting gambling on gaming machines	75%	74%	76%
Main characteristics of target group callers	Gamblers – 81% First-time callers – 60%	Gamblers – 78% First-time callers – 68%	Gamblers – 76% First-time callers – 74%
% of callers who had not sought any previous help for gambling related issues	32%	34 %	32%
Most common means of learning about Gambling Helpline	1. Gambling venue notices/ stickers 2. Internet 3. Family or friend	1. Internet 2. Gambling venue notices/ stickers 3. Family or friend	1. Internet 2. Gambling venue notices/ stickers 3. Family or friend
% of target callers referred to Gambling Help services	28%	37%	44%
Number of warm transfers (% of all referrals) ²	203 (9.4%)	328 (12.9%)	399 (12.1%)
Number of email transfers (% of all referrals) ³	268 (12.4%)	193 (7.6%)	237 (7.2%)

2. A warm transfer occurs when a Gambling Helpline caller is able to transferred during the call and speak to a local Gambling Help counsellor who will then arrange to see this client for a face-to-face appointment.

3. Email referrals occur when callers leave email details for local Gambling Help counsellors to contact the Gambling Helpline caller.

During 2014/15 there has been a seven per cent increase in target callers to the Gambling Helpline compared to the previous year. This can be attributed to the success of the advertising campaign -- You're stronger than you think -- as well as ongoing promotion and community engagement activities by funded services, particularly during Responsible Gambling Awareness Week.

The Gambling Helpline introduced a number of new initiatives in consultation with the Office of Liquor, Gaming and Racing. These seek to better engage callers, streamline referrals to service providers and receive client feedback on the service provided. Referrals of target callers to Gambling Help services increased by 7 per cent, with 43 per cent receiving Gambling Help service details by SMS. On average, 6.4 per cent of callers respond to a customer satisfaction survey at the end of the call. Overall clients highly rate the quality of the call, the usefulness of the information received and their resulting 'confidence to take action'.

In February 2015, the Deputy Premier approved an allocation of up to \$1.9 million for a new and enhanced gambling helpline service model for 1 July 2015 to 30 June 2017. Turning Point - Eastern Health (Turning Point) was selected following a competitive tender process. Turning Point currently delivers the Gambling Helpline in Queensland, Tasmania, Victoria and South Australia and the national Gambling Help Online service.

The new service model includes responsibility for the Responsible Gambling Fund's social media sites, including delivering the Counsellor Sam blog and oversight of online community forums.

3.3 Gambling Help Online

Gambling Help Online (GHOL) is funded by an agreement between all State and Territory Governments and the Commonwealth. The service provides online counselling, information and support, 24 hours a day, seven days a week.

The service commenced on 31 August 2009 and is funded until 30 June 2016. It is currently being evaluated in order to determine the scope of future national online Gambling Help services.

The provider of the GHOL service, Turning Point, submits regular reports about service usage. The following table provides key information about visits to the website, and the characteristics of the service's counselling clients.

A GHOL online community is part of the service. It provides opportunities for anyone affected by problem gambling to connect with others similarly affected to share stories, discuss relevant issues and access information and gambling research. In 2014/15 the total number of registered members was 2,300, almost five times the number who registered in 2013, when forums were first introduced. Nationally, 6,700 were posted across 690 topics of conversation.

The number of NSW residents accessing the Gambling Help Online website increased by 13.7 per cent and the number participating in online gambling counselling sessions increased by 22.5 per cent compared with the previous year.

Indicator	2011/12	2012/13	2013/14
Visits to Gambling Help Online Website	236,728	103,042	117,213
Online gambling counselling sessions provided	1,751	3,597	4,408
Average counselling session duration	33 minutes, 37 seconds	36 minutes, 44 seconds	33 minutes, 20 seconds
% of online counselling sessions conducted with a client about their own gambling	75%	83%	77%
Gender of online counselling clients	Males - 62% Females - 38%	Males - 58% Females - 42%	Males - 57% Females - 39% Not specified - 4%
% of online counselling clients aged between 20 and 34 years	64%	62%	60%
Primary method of gambling	PC/Laptop (55%)	PC/Laptop (73.1%)	PC/Laptop (68.5%)

4.1 Minimum Qualification for Problem Gambling Counsellors and Financial Counsellors

Problem gambling and financial counsellors working in Gambling Help services are required to meet minimum qualification standards. This ensures that they have the requisite knowledge and skills to be effective in their work roles.

The Centre for Community Welfare Training, the Responsible Gambling Fund's state-wide training provider, is contracted to deliver the Minimum Qualification program for problem gambling counsellors and financial counsellors.

During 2014/15:

- 16 financial counsellors completed the Diploma of Community Services (Financial Counselling)
- 38 new counsellors commenced employment in Gambling Help services and have either completed or are working towards completing the Problem Gambling Counselling skill set program, and
- Including those who started the course in 2013/14, in total 34 counsellors completed the skill set.

4.2 Code of Ethics

The Code of Ethics contributes to providing uniformity within the sector, underpins accountability, and identifies and protects the rights and responsibilities of clients, practitioners, colleagues and others in the Gambling Help sector.

A group of professionals meet on an 'as needs basis' to provide advice in relation to ethical issues raised by the funded Gambling Help sector. Members include clinical supervisors, managers and problem gambling counsellors from mainstream and multicultural services, and a legal expert.

Previous issues have been made available online including self-exclusion practices, the complexity of undertaking both financial and problem gambling counsellor roles, and challenges surrounding couples counselling.

The Code of Ethics was updated in 2014 and is available at http://www.olgr.nsw.gov.au/pdfs/RGF/CodeOfEthics_ProblemGamblingTreatment.pdf.

4.3 Clinical Supervision

Clinical supervision refers to a process of regular and formal meetings between a counsellor and the clinical supervisor (a highly qualified and experienced counsellor) to discuss client work. Guidelines for clinical supervision and a directory of accredited clinical supervisors are available at http://www.olgr.nsw.gov.au/gaming_rgf_info_srvcs.asp.

Regional and rural Gambling Help services have access to additional clinical supervision funds to cover the cost of travel and facilitate group clinical supervision sessions. In 2014/15, funding was provided to seven Gambling Help services in the Western NSW, Riverina, New England/North West, Hunter, North Coast and Central Coast regions. The Centre for Community Welfare Training delivered two forums to provide ongoing support and professional development for accredited clinical supervisors. Surveys demonstrate the importance of clinical supervision in ensuring continuous counselling service improvement.

4.4 Workforce Development

The effective service delivery of the counselling program depends on the availability and capacity of a skilled and qualified workforce. The Gambling Help workforce faces a range of pressures that impact upon the recruitment, retention and retraining of workers. These include changing work practices and expectations, new technology, funding cycles, the ageing workforce, increased competition, growth within the community services sector (leading to difficulties in finding suitable staff) and increasing workforce mobility.

To ensure effective engagement and consultation with the Gambling Help sector, a Workforce Development Reference Group was established in 2011. With seven representatives in senior roles from a cross section of metropolitan and regional services, this group meets four times a year.

Amongst the new initiatives introduced in 2014/15 are:

- Support for supervising financial counsellors in the Gambling Help sector. Commonwealth and State Government funded programs have led to a significant increase in demand for financial counsellors. As a result, the demand for the professional supervision of financial counsellors (currently provided voluntarily), has exceeded capacity. Funding provided to the Financial Counsellors Association of NSW supports additional paid professional supervision for financial counsellors as well as mentoring of new supervisors.
- The mentoring program provides support and encouragement to less experienced counsellors. In 2014, ten counsellors accessed the program with 20 experienced counsellors offering to provide ongoing assistance. A list of available mentors is in the Mentor Directory which is available at http://www.olgr.nsw.gov.au/pdfs/rgf/RGF_MentorDirectory-Nov-2014.pdf. Ten counsellors have accessed the program in 2014/15.
- The awards program recognises the quality and commitment of the Gambling Help workforce. Judy Wiersma, Senior Counsellor at Woodrising Neighbourhood Centre received the 2015 Excellence Award for raising awareness through a successful Aboriginal community art competition. Mission Australia South West Sydney won the Innovation Award for its work in community engagement activities.

The Responsible Gambling Fund continued to support Sydney University Gambling Treatment Clinic's Journal Club. During 2014/15 topics covered were: problem gambling interventions for Indigenous communities, treating those affected by problem gambling and alcohol and drug issues, and the coaching relationship in counselling. Counsellors unable to attend the Journal Club in person are able to watch it online through videos posted on Club RGF. On average over 25 participants attend each session, with the majority evaluating the Journal Club very highly.

4.5 The 8th Annual NSW Problem Gambling Counsellors Conference

The 8th Annual NSW Problem Gambling Counsellors Conference was held on 30 March - 1 April 2015 at the Novotel Central Hotel in Sydney. The Centre for Community Welfare Training organised the event in conjunction with the Office of Liquor, Gaming and Racing.

Altogether a record number of 183 people attended, representing all the Gambling Help counselling services, the statewide legal service, NSW Gambling Helpline, and stakeholder groups including the Australian Hotels Association, ClubsNSW, The Star, Tabcorp, the Gambling Impact Society and the Financial Counsellors Association of NSW.

With the theme 'Casting the net wider', four plenary sessions were delivered:

- 'Putting the 'I' back into impact' by Assoc. Prof. Gianni Zappala
- 'Effective strategies for engaging young people' by Dr Terri Said
- 'Casting the net wider: what we can learn about collaboration from the fish that got away' by Kathya Martyres
- 'Promoting innovation: stories from the frontline' by RGF funded services

In addition, 14 practice forums provided opportunities for counsellors to develop new skills. These included workshops on counselling clients with complex trauma, working with Aboriginal clients, using SMS and chat technology with clients, understanding the justice system, applying meaningful outcomes to performance, therapeutic group work, hypnotic induction, case management and art therapy. Conference evaluations rated both plenary sessions and workshops very highly, all scoring either very good or excellent.

4.6 Statewide Training

In 2014/15 the Centre for Community Welfare Training delivered training to workers in Gambling Help counselling and support services. Topics are selected based on the strategic priorities of the Responsible Gambling Fund and services' identification of their training needs.

The following table lists the face-to-face training delivered in 2014/15 when the focus was on building services' capacity to work with youth and using technology to support clients.

Date	Course	No. of participants	Location
14 August 2014	Practitioner self-care and well being	15	Sawtell
20 August 2014	Community networking for Gambling Help counsellors	16	Sydney
20 -21 October 2014	Brief therapy	10	Sydney
30 October 2014	Acceptance and commitment therapy	10	Wagga Wagga
13 November 2014	Advanced - loss and grief	14	Sawtell
2 December 2014	Motivational interviewing	13	Newcastle
12 February 2015	Talking with young people	12	Sawtell

Date	Course	No. of participants	Location
19-20 February 2015	Talking with young people	18	Sydney
26 February 2015	Talking with young people	10	Bathurst
1 May 2015	Art of mindful healing	7	Newcastle
6 May 2015	Talking with young people	12	Wollongong
13 May 2015	New technologies for counselling	7	Wagga Wagga
14 May 2015	New technologies for counselling	13	Sawtell
15 May 2015	New technologies for counselling	15	Sydney

Three online courses were also offered.

E-Learning courses	No of participants
Introduction to criminal law	4
Work effectively in the problem gambling sector	25
Gambling Help mentoring program	22

A new e-learning course on 'Telephone motivational interviewing' was developed during the year in partnership with the Gambling Helpline. The course will be available to Gambling Help services in late 2015.

In addition, the Centre for Community Welfare Training provided 136 free training sessions to funded services, enabling them to attend mainstream courses relevant to their work, such as 'Dialectical behavior therapy', 'Individual vs couple therapy' and 'Double whammy - co-occurring mental health conditions'.

The Centre also held six gambling-specific training courses for the general community and health sector as set out below.

Date	Course	No. of participants	Location
16-17 July 2014 July 2013	Work effectively in the problem gambling sector	18	Sydney
16 Sept 2014	Beyond smoke and mirrors: dealing with problem gambling	12	Sydney
30 Oct 2014	Let's talk about gambling	8	Sydney
17-18 Feb 2015	Work effectively in the problem gambling sector	16	Sydney
16 February 2015	Let's talk about gambling	17	Cessnock
25 Mar 2015	Beyond smoke and mirrors: dealing with problem gambling	13	Sydney
5 May 2015	Let's talk about gambling	17	Sydney

Course evaluations indicate that participants left with an increased level of knowledge, skills and confidence to approach their work.

4.7 Counsellors' Forums

All Responsible Gambling Fund funded services are encouraged to attend regular forums with other providers in their region. In 2014/15 regional forums were held in the Central Coast, Coastal Sydney, Hunter, Illawarra, Northern NSW, South Western/Western Sydney and Western NSW/Riverina, as well as a CALD specific forum.

Members meet regularly to hear from different stakeholders, discuss ideas and strategies, to undertake training, share experiences and network. Regional forums valued the training opportunities that were offered as part of their forums. Highly rated forum training included 'Talking to young people' and 'Technology training'.

5 EDUCATION AND AWARENESS

The RGF's communication program aims to reduce the impact of problem gambling through:

- Prevention initiatives that reduce the likelihood that people will become problem gamblers
- Promotional and behavior change activities that encourage people with gambling problems to seek help as early as possible
- Creating a more thorough and compassionate understanding of problem gambling in the general community in order to reduce stigma and remove barriers to help-seeking.

5.1 Online

A major indicator of the success of education and awareness activities lies in the way consumers interact with the Responsible Gambling Fund's online and social media offerings. These include prevention programs, early intervention tools and service promotion and are targeted at specific communities (for example CALD, Aboriginal and youth) as well as the general population. Ensuring these programs are constantly refreshed and effectively promoted is a core aim of the overall communications strategy.

2014/15 saw a significant increase in activity across all platforms. There were 94,682 unique visitors to the Gambling Help website (compared to 31,883 in 2013/14) and of these 79 per cent were first-timers. In previous years, the first-hand stories were the most popular pages, but in 2014/15 the Take Action page became the most popular, followed closely by Need Help. Take Action leads visitors to immediate sources of help and self-help, while Need Help focuses on self-diagnosis and education. This shift from information to more active help-seeking indicates that visitors are coming with a greater intention to change their lives.

Additional content on the Gambling Help YouTube channel saw views grow to 121,830, an increase of 2,065 per cent on the previous year. The new discussion forums had a strong start, with nearly 10,000 visits during the year. The forums are divided into communities, for example affected family and friends or people who have given up gambling and are trying not to relapse. Participation was distributed fairly evenly across the different communities, with many actively encouraging and supporting new arrivals.

Resident blogger Counsellor Sam responded to more than 50 individuals who posted their stories on the site, and posted dozens of educational blog posts that drew a total audience of 25,000.

Diagram 2: Gambling Help website overall visitation patterns 2014/15



5.2 Youth Awareness Program

The primary goal of the youth program is prevention and early intervention. Its various elements aim to create resilient young people who have an informed understanding of gambling and know where to go for help if problems arise.

The first element of the program was the development of a series of lesson plans for the NSW public school Crossroads curriculum for years 11 and 12. These plans have also been adopted by the Catholic Education Commission for its Pastoral Care program. This is the first time in NSW that problem gambling education has been included in the school curriculum.

A new youth portal was launched on the Gambling Help website. It includes a video series featuring group discussions about gambling issues by high school students; first-hand video stories from young problem gamblers; fun facts about odds; and information on help-seeking for young people who may be experiencing problem gambling themselves or in their families.

The materials created for the program include posters, online materials and videos and feature the theme: Gambling – Are the Odds Ever in Your Favour?

This project will be extended into post-school environments in 2015/16, including universities, TAFEs, private colleges and youth employment/apprenticeship programs.

5.3 Responsible Gambling Awareness Week (RGAW)

The Gambling and Young People theme of RGAW helped bring the key messages of the youth program to a broader audience. This year's event saw an exponential growth in the level of community-based engagement. Responsible Gambling Fund funded services delivered an outstanding number of youth workshops, mailouts, presentations and community events – amounting to 365 in total. Around 24,000 individuals were directly engaged with RGAW activity throughout the week. RGAW also attracted 59 pieces of local, state and national media coverage across print, radio, TV and online – an increase of 40 per cent from 2014. Facebook advertising directly reached another 160,000 young people and gained 471 followers for the Gambling Help Youth Facebook page.

A partnership with ClubsNSW and TABCorp saw print and video materials rolled out through venues across the state.

A new resource, *Talking to Teens about Gambling*, was launched during the week with 10,000 copies distributed in the first two weeks. The book had input from several Gambling Help counsellors with youth experience. It aims to assist parents and carers to create a realistic view of gambling among the young people in their care who are exposed to glamorised images in advertising. It also educates them on the signs of problem gambling and how to raise the issue if they suspect a problem. The *Il Gioco d'azzardo problematico: Guida per la famiglia e gli amici (Italian Problem Gambling Guide for Families and Friends)* resource was launched in conjunction with the Association of Italian Welfare (Co.As.It) at a well-attended community event in Leichhardt. Attendees included Mr John Sidoti MP and Co.As.It President Mr Lorenzo Fazzini.

5.4 Advertising Campaign

A \$1.5 million advertising campaign aimed at male gamblers in their 30s and 40s was launched in October 2014. You're Stronger Than You Think took a positive, aspirational approach to encouraging problem gamblers to seek help. Elements included a strongly-targeted online campaign in video and display; a social media and blogger program; a partnership with the Triple M Grill Team which included interviews and social media; and in-venue promotions on ATM screens and receipts.

The campaign ran in two parts: 17 October to 31 December 2014 and 1 April to 31 May 2015. Results were outstanding, far exceeding targets, and pointing to the value of targeting gamblers capable of change:

Gambling Helpline target calls

Month	Target calls same period previous year	Target calls campaign period	Percentage difference
October 2014	584	681	+16.61%
November 2014	540	662	+22.54%
December 2014	505	522	+3.37%
April-May 2015	1,205	1,351	+12.12%

Gambling Help Online:

	Oct-Dec 2013	Oct-Dec 2014	Difference
Total chat	212	269	+26.98
Total email	86	83	-3.49

	April-June 2014	April-June 2015	Difference
Total chat	310	373	+20.32%
Total email	73	52	-28%

Face-to-face client numbers rose by 12 to 15 per cent across the campaign compared to the same months the previous year. The number of sessions also rose by 12 to 15 per cent.

The campaign resulted in a strong response in people seeking self-help options and information on the Gambling Help website. The number of visitors rose 274 per cent for the first part of the campaign, retained half of that increase during the campaign down-time and hit an increase of 558 per cent during the second stage. More than 70 per cent of visitors accessed one or more self-help options such as ordering self-help books or subscribing to SMS reminders.

Online surveys of heavy and problem gamblers were undertaken after the first phase of the campaign and at its conclusion – a total sample of over 1,000 people. The surveys showed a very positive response. More than half the target group of male problem gamblers recalled the campaign and, of those, 22 per cent said they had sought help as a result. In all, 83 per cent of respondents approved of the campaign and 79 per cent said it should be seen more widely.

5.5 Aboriginal Awareness

The Responsible Gambling Fund's Aboriginal community engagement and awareness program -- Warruwi – commenced in February 2014.

Warruwi includes a small grants program where communities can apply for up to \$5,000 for a project that targets gambling. This has resulted in a range of inventive and effective community-generated ideas. In Tenterfield, for example, where the problem predominantly lies with older women, a sewing and cooking circle has replaced the usual trip to the club. Altogether, seven grants (in Tumut, Kempsey, Broken Hill, Tenterfield, Ballina and Lightning Ridge) were approved during the year.

Some highlights from the 2014/15 financial year include:

- DVD Aboriginal Problem Gambling: Our Stories, a video of four first-hand stories from Aboriginal people who overcame their gambling problems, was produced and has garnered enthusiastic responses. It was launched at the Counsellors' Conference in April 2015. Community screenings have been very successful and National Indigenous Television has scheduled a screening in the second half of 2015.
- The Warruwi web page and Facebook site have been established.
- Across NSW, 21 communities developed their own strategies to manage problem gambling. Ongoing engagement with local services will be an important part of the follow-up activity in each of these communities.

5.6 Justice & Corrections Program

The anecdotal evidence for a strong causal link between problem gambling and crime is consistently strong, although screening and treatment in the sector are rare. This project aims to reduce the level of crime by identifying and assisting problem gamblers and their families at multiple points within the system. It also aims to encourage treatment-based sentencing.

The first scoping stage of the Justice and Corrections program, undertaken in the second half of 2014, included close consultation with organisations and individuals such as Legal Aid, senior corrections staff, magistrates, juvenile justice authorities, prisoner support groups and community corrections. The result is a comprehensive strategy that aligns with the goals and channels of those organisations to effectively reach and assist those affected. Funding to support the further development and rollout of the strategy was approved by the Minister in May 2015 and the project will commence in July.

6 RESEARCH

The NSW Government, through the Responsible Gambling Fund, provides funding to increase understanding of the impacts of gambling and to inform development of the Government's responsible gambling policies and programs. As well as funding NSW-specific research, funding is also provided to the national gambling research program entitled Gambling Research Australia. The program is a partnership between the Commonwealth and State and Territory Governments to initiate and manage cost-effective and relevant national gambling research.

All published gambling research reports funded through the Responsible Gambling Fund can be found on the Office of Liquor, Gaming and Racing's website at http://www.olgr.nsw.gov.au/gaming_rgf_research.asp

6.1 NSW Research

The Responsible Gambling Fund has commissioned more than 50 NSW-specific gambling research projects since 1995. In 2014/15, one research project was put to tender, two research projects were ongoing and one was completed.

6.1.1 Research Completed in 2014/15

Research into Alternative Treatments for Problem Gambling

In October 2014, research was completed into new treatment models and technologies available to help people to better manage their problems and change problematic behaviours. Conducted by Southern Cross University, the research cost \$30,000. The research is informing the future provision of Gambling Help services in NSW.

6.1.2 Ongoing Research

Research in this section was commissioned prior to 2014/15 and will be completed after 2014/15.

Gambling Harm Minimisation Research

The University of Sydney continued conducting research into the harms that can occur to players of gambling products available in NSW and the level of risk associated with those harms. The research has experienced delays and is now due for completion in the second half of 2015. The final cost of the research is \$263,566.

Longitudinal Study of Clients of Gambling Help Services

In May 2015, a Deed of Collaboration was signed by the State of NSW and the ACT Gambling and Racing Commission for joint funding of longitudinal research into problem gamblers. The research, which commenced in October 2013, is being conducted by the Australian National University's Centre for Gambling Research. Funding of up to \$434,498 will be provided from the Responsible Gambling Fund. The research is due to be completed in 2018.

The aim of the research is to gather information about client help seeking, pathways into help services, clients' experiences of help services and their gambling behaviour after leaving the help service. The research will provide a high-quality evidence base for informing strategies to encourage help-seeking for problem gambling, to assist in the retention of clients in treatment programs, and to determine where and when systematic follow-up of former clients is warranted.

The study will also involve family members of gamblers to capture their insights into living and dealing with the impact of problem gambling as well as their experiences of interacting with counselling treatment services.

6.1.3 New Research

Research in this section was put to tender during 2014/15.

Impact of the Gambling Help Services

In February 2015, researchers were sought to undertake a study into the impact of the Government's Gambling Help services on problem gambling in NSW. The research will assist in improving the effectiveness of the Gambling Help services. The Government has allocated \$100,000 from the Responsible Gambling Fund for the project. The research will commence in the second half of 2015 with an approved researcher.

6.2 Gambling Research Australia

Gambling Research Australia is the name of the national gambling research program funded by all the State, Territory and Australian Governments. Collectively the jurisdictions allocated \$10 million to the program between 2004 and 2014. The NSW Government's contribution of \$2.9 million (\$290,000 per year) was provided from the Responsible Gambling Fund.

The national program has funded important research to help all Governments in Australia to better understand gambling and young people, people at risk of gambling problems, gambling and indigenous and culturally and linguistically diverse communities and gambling and new technologies. Prior to 2014/15, 24 research projects had been completed. In 2014/15, two research reports were published and five projects were ongoing.

In its February 2015 response to the Select Committee on the Impact of Gambling, the NSW Government supported the notion that Gambling Research Australia continue to receive funding support. The funding period under the current Memorandum of Understanding ended on 30 June 2014. Discussions are underway amongst jurisdictions on future options.

Published reports are available on the Gambling Research Australia website at <http://www.gamblingresearch.org.au/>.

6.2.1 Published Research

Research in this section was published during 2014/15.

Impact of Structural Characteristics of Electronic Gaming Machines

In December 2014, research was published on the impact of gaming machine characteristics on gambling behaviours. Conducted by Schottler Consulting, the research investigated whether such characteristics have a differential impact on problem gamblers and/or exacerbate problem gambling behaviour.

Marketing of Sportsbetting and Racing

In June 2015, research was published on the impact of sportsbetting advertising. Conducted by ORC International, the research explored the effect of the increased marketing activity of the sports and race betting industry. The research looked particularly at the impacts on specific population subgroups: regular bettors, non-regular bettors, problem gamblers and adolescents.

6.2.2 Ongoing Research

Research in this section was commissioned prior to 2014/15 and will be completed after 2014/15.

The Use of Social Media in Gambling

Research is underway into the availability and promotion of gambling and free-to-play gambling-themed games (social casino games) via social media. Conducted by Southern Cross University, the research is looking at whether there has been a transition between social casino game play and gambling; whether social media can exacerbate problems for at-risk gamblers and what potential there is to use social media to promote responsible gambling. The report is due for publication in July 2015.

Gambler Self-Help Strategies

Research is being conducted to assess the self-help strategies used to recover from gambling problems. Conducted by Turning Point Alcohol and Drug Centre, the research will describe the usefulness of a range of self-help strategies and actions across different gambling populations. The report is due for completion in the second half of 2015.

Casinos and Responsible Gambling

Research is being undertaken to understand the impact of Australian casinos on problem gambling. Conducted by the South Australian Centre for Economic Studies, the research considers the 13 casinos in Australia, specifically their impact on local gamblers and responsible gambling measures and community impacts. The report is due for completion in the second half of 2015.

Loyalty Programs

Research is underway into the role that loyalty programs play in gaming machine gambling behaviour and problem gambling. Conducted by Market Solutions, the research is due for completion in the first half of 2016.

Innovations in Traditional Gambling Products

Research is underway into the impacts on gamblers of changes to traditional gambling products. Conducted by Central Queensland University, the research will examine to what extent newer presentations - such as automation of casino table games, interactive bingo and diversity of better products - have on the behavior of gamblers. The research is due for completion in mid-2016.

7.1 Consultants

Consultants equal to or greater than \$30,000

One consultant was engaged to provide professional advice during the 2014/15 financial year at a cost of \$74,000

Consultants less than \$30,000

During the year eight consultants were engaged in the following categories.

Category	Number	Cost
Probity Advice	3	\$8,000
Professional Advice	3	\$34,000
Training	2	\$13,000

7.2 Promotion – publications

The Trustees published the Responsible Gambling Fund Annual Report 2013/14 and other material referred to in this report. All publications funded by the Responsible Gambling Fund are listed on the Office of Liquor, Gaming and Racing's website, www.olgr.nsw.gov.au

7.3 Payment of accounts

All accounts received in relation to matters requiring payments from the Responsible Gambling Fund were paid in accordance with government policy. No interest was paid due to any late payments.

7.4 Controlled entities

There are no controlled entities relevant to the Responsible Gambling Fund.

7.5 Consumer Response

No formal complaints were received by officers from the Office of Liquor, Gaming and Racing in relation to the Responsible Gambling Fund.

7.6 Other statutory reporting requirements

In relation to information on the matters listed below, reference should be made to the NSW Trade & Investment Annual Report 2014/15

- Human Resources
- Equal Employment Opportunity
- Disability Planning
- Land Disposal
- Guarantee of Service
- Risk Management and Insurance Activities
- Ethnic Affairs Priorities Statement
- NSW Government Action Plan for Women
- Occupational Health and Safety
- Waste

7.7 Advisory Committees

Responsible Gambling Fund Communications Reference Group

Jenny Crocker (Convenor), Senior Communications Officer, Office of Liquor, Gaming and Racing

Jordan Harcourt-Hughes, A/Communications Officer, Office of Liquor, Gaming and Racing

Rob Benton, Lifeline Central West

Julie Curnow, Lifeline North Coast

Chris Davidson, Central Coast Gambling Solutions

Marylou Edwards, Multicultural Problem Gambling Service

Greg Isles, Mission Australia Illawarra

Sondra Kalnins, Hopestreet

Michele Zavaglia, St Vincent de Paul

Kirsten Shannon, University of Sydney Gambling Treatment Clinic

Robyn Preston, Family Support Counselling, Wagga Wagga

Responsible Gambling Fund Workforce Development Reference Group

Erica Luiz (Convenor), Project Officer, Responsible Gambling Education, Office of Liquor, Gaming and Racing

Stephen Thomas, Senior Project Officer, Responsible Gambling, Office of Liquor, Gaming and Racing

Rob Benton, Lifeline Central West

Chris Davidson, Central Coast Gambling Solutions

Marylou Edwards, Multicultural Problem Gambling Service

Greg Isles, Mission Australia Illawarra

Sondra Kalnins, Hopestreet

Michele Zavaglia, St Vincent de Paul

Kirsten Shannon, University of Sydney Gambling Treatment Clinic

Ethics Panel

Malcolm Choat, (Chair), UnitingCare Mental Health

Erica Luiz, Project Officer, Responsible Gambling Education, Office of Liquor, Gaming and Racing

Professor Alex Blaszczynski, University of Sydney Gambling Treatment Clinic

Richard Brading, Wesley Mission Community Legal

Marylou Edwards, Multicultural Problem Gambling Service

Sondra Kalnins, Hopestreet

Kathi Pauncz, Lifeline Northern Beaches

Rhonda Woodford, CatholicCare

Warruwi Aboriginal Program Steering Group

David Ella, Australian Catholic Education (Chair)

Jenny Crocker (Convenor) Senior Communications Officer, Office of Liquor, Gaming and Racing

Anne Delaney, Coordinator, Warruwi Gambling Help Program, Office of Liquor, Gaming and Racing

Dr Kimberley Webber, Manager, Industry Engagement & Development,

Roy Ah See, Aboriginal Land Council

Teena Binge, Aboriginal Health

Dixie Lee Gordon, Mudgin-gal Aboriginal Corporation

Adrian Mook Harrington, Health Centre Ballina

Susan Lindsay

Rick Welsh, The Shed, Emerton

7.8 Interagency Committees

NSW Community Services and Health Industry Training Advisory Body - Stephen Thomas, Senior Project Officer, Responsible Gambling (Executive Member and Treasurer).

7.9 National and Interstate Committees

Gambling Research Australia – Jabez Allies, Principal Research Officer

National Association for Gambling Studies – Executive Committee, Jabez Allies, Principal Research Officer

8 FINANCIAL SUMMARY

The accounts of the Responsible Gambling Fund for the year ended 30 June 2015 were audited by The Audit Office of NSW as required under the *Public Finance and Audit Act 1983*. An audit report was prepared and forms part of this annual report.

The Audit Office was also responsible for issuing an Independent Audit Report that expresses an opinion on the Responsible Gambling Fund's annual financial report included in this annual report.

The Audit Office has written to the Acting Executive Director, Office of Liquor, Gaming and Racing advising that the audit resulted in an unmodified Independent Audit Report with no significant matters arising.

The income of the Responsible Gambling Fund substantially comprises an appropriation from the Consolidated Fund, together with interest accruing on bank balances. Funds from the Responsible Gambling Fund were dispersed on approved grants (accounting for the majority of the funding), or were committed to projects in progress.

Expenditure

Total expenditure for the Responsible Gambling Fund in 2014/15 was \$15,950,000



INDEPENDENT AUDITOR'S REPORT

Responsible Gambling Fund

To the Treasury

I have audited the accompanying financial report of the Responsible Gambling Fund (the Fund), which comprises the statement of financial position as at 30 June 2015, the statement of comprehensive income, and statement of cash receipts and payments for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Acting Executive Director's assertion statement.

The financial report has been prepared by the Acting Executive Director using the basis of accounting described in Note 2 within the financial report to assist the Acting Executive Director in fulfilling annual reporting obligations.

Opinion

In my opinion, the financial report presents fairly in all material respects, the financial position of the Fund as at 30 June 2015, and of its financial performance and its cash receipts and payments for the year then ended in accordance with the basis of accounting, described in Note 2 within the financial report.

My opinion should be read in conjunction with the rest of this report.

Basis of Accounting and Restriction on Distribution

Without modifying my opinion, I draw attention to Note 2, within the financial report, which describes the basis of accounting. The financial report is prepared to assist the Acting Executive Director, in fulfilling annual reporting obligations. As a result, the financial report may not be suitable for another purpose. My report is intended solely for the Fund and the Treasury and should not be distributed to or used by parties other than the Fund or the Treasury.

The Acting Executive Directors' Responsibility for the Financial Report

The Acting Executive Director is responsible for preparing financial report in accordance with the basis of accounting described in Note 2, and for such internal control as the Acting Executive Director determines is necessary to enable the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error. The Acting Executive Director has determined that the basis of accounting meets the needs of the Treasury for the purpose of meeting the Fund's annual financial reporting obligations.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. I conducted my audit in accordance with Australian Auditing Standards. Those Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including an assessment of the risks of material misstatement of the financial report, whether due to fraud or error.

In making those risk assessments, the auditor considers internal control relevant to the Fund's preparation of the financial report in order to design audit procedures appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Fund's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by Acting Executive Director, as well as evaluating the overall presentation of the financial report.

I believe the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

My opinion does *not* provide assurance:

- about the future viability of the Fund
- that it carried out its activities effectively, efficiently and economically
- about the effectiveness of the internal control
- about the security and controls over the electronic publication of the audited financial report on any website where they may be presented
- about other information which may have been hyperlinked to/from the financial report.

Independence

In conducting my audit, I have complied with the independence requirements of the Australian Auditing Standards and other relevant ethical pronouncements. The *Public Finance and Audit Act 1983* further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General
- mandating the Auditor-General as auditor of public sector agencies, but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their roles by the possibility of losing clients or income.



Chris Giumelli
Director, Financial Audit Services

16 October 2015
SYDNEY

Responsible Gambling Fund

Financial Report

30 June 2015

Responsible Gambling Fund

**Financial Report
for the year ended 30 June 2015**

STATEMENT BY ACTING EXECUTIVE DIRECTOR

I declare that in my opinion:

- a) The accompanying financial report provides details of the transactions of the Responsible Gambling Fund for the year ended 30 June 2015;
- b) The financial report has been prepared as a special purpose financial report in accordance with the basis of accounting described in Note 2; and
- c) The accompanying financial report exhibits a true and fair view of the Responsible Gambling Fund's financial position as at 30 June 2015 and of its income and expenditure for the year ended on that date.

Further, I am not aware of any circumstances which would render any particulars included in the financial report to be misleading or inaccurate.



Rosemary Caruana
Acting Executive Director
Office of Liquor Gaming & Racing

Date:

14/10/15

Beginning of the Financial Report

**RESPONSIBLE GAMBLING FUND
STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2015**

	2015	2014
	\$000	\$000
Revenue		
Responsible gambling levy	17,509	15,251
Interest revenue	775	922
Other revenue	13	24
Total Revenue	18,297	16,197
Expenses		
Advertising and promotion	1,773	450
Auditor's remuneration – audit of financial reports	28	32
Board members remuneration	36	71
Consultancy	670	94
Contractors	389	758
Courier and freight	-	2
Depreciation	5	7
Grants and subsidies		
Grants to Gambling Help Services	10,175	11,006
Gambling Help Line	871	828
Grants outside funding rounds	599	668
Personnel services expenses	1,349	1,353
Printing	-	37
Operating lease rental expense - minimum lease payments	1	2
Telecommunication	10	6
Training and education	3	58
Travel	36	30
Other	5	26
Total expenses	15,950	15,428
Net Result	2,347	769

The accompanying notes form part of the financial report.

**RESPONSIBLE GAMBLING FUND
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2015**

	2015 \$000	2014 \$000
ASSETS		
Current Assets		
Cash and cash equivalents	26,199	47,228
Receivables		
Accrued income	3,071	1,566
Interest receivable	410	498
Net GST receivable	56	178
Prepayments	11	-
Total Current Assets	29,747	49,470
Non-Current Assets		
Property plant and equipment		
Plant and equipment	-	15
Less: Accumulated depreciation and impairment	-	(10)
Total Non-Current Assets	-	5
Total Assets	29,747	49,475
LIABILITIES		
Current Liabilities		
Creditors	134	1,958
NSW Department of Trade & Investment, Regional Infrastructure & Services (DTIRIS)	729	20,980
Total Current Liabilities	863	22,938
Total Liabilities	863	22,938
Net Assets	28,884	26,537
EQUITY		
Accumulated funds	28,884	26,537
Total Equity	28,884	26,537

The accompanying notes form part of the financial report.

RESPONSIBLE GAMBLING FUND
STATEMENT OF CASH RECEIPTS AND PAYMENTS FOR THE YEAR ENDED 30 JUNE 2015

	Notes	2015 \$000	2014 \$000
Receipts			
Bank interest	3	863	815
Responsible gambling levy	3	16,005	14,403
Other		-	25
Total receipts		<u>16,868</u>	<u>15,243</u>
Payments			
Funds paid for the purposes of responsible gambling	4	14,589	-
Fees and allowances	4	47	-
Administration and secretarial	4	1,073	-
Transfer to DTIRIS	4	22,188	-
Total payments		<u>37,897</u>	<u>-</u>
Net receipts		<u>(21,029)</u>	<u>15,243</u>
Opening balance of Special Deposit Account		47,228	31,985
Closing balance of Special Deposit Account		<u>26,199</u>	<u>47,228</u>

The accompanying notes form part of the financial report.

Responsible Gambling Fund
Notes to the Financial Report
for the year ended 30 June 2015

1. RESPONSIBLE GAMBLING FUND INFORMATION

Entity

The Responsible Gambling Fund (the Fund) is a not-for-profit entity (as profit is not its principal objective) and the Fund does not have a cash generating unit.

The Fund was established under the *Casino Control Act 1992* (the Act). Part 8 Section 115 (4) of the Act establishes the Fund as a Special Deposit Account.

The financial report has been prepared on the basis that the Fund is a non-reporting entity under the Australian Accounting standards. The financial report for the Fund is therefore a Special Purpose Financial Report with the financial year being from 1 July 2014 to 30 June 2015.

The financial report for the year ended 30 June 2015 has been authorised for issue by the Acting Executive Director on the date the accompanying Statement of Acting Executive Director was signed.

Key activities

Part 8 Section 115 of the Act states the function of the Board of Trustees is to make recommendations to the Minister as to the application of money for purposes relating to responsible gambling and the Minister may pay money out of the Fund in accordance with any such recommendations.

The Board of Trustees for the year were;

- Mr Christopher Naughton, Chairperson
- Mr Mike Colreavy
- Mr Tony DiMauro
- Ms Arabella Douglas (appointed 1 May 2015)
- Dr Greg Hugh (appointed 1 May 2015)
- Mr Alan Melrose
- Mr Paul Newson

Funding sources for Responsible Gambling Fund

Part 8 Section 115 of the Act states the amounts payable to the Fund are:

- (1) A responsible gambling levy is to be paid to the Authority in respect of each casino licence.
- (2) The amount of the levy is to be:
 - (a) as agreed from time to time by the Treasurer and the casino operator concerned, or
 - (b) in the absence of an agreement, as determined by the Treasurer from time to time
- (3) The levy is due and payable at the times and in the manner required by the agreement or Treasurer's determination.

Payments out of the Fund

Part 8 Section 115 of the Act prescribes the payment from the Fund. This is:

- (5) The money derived from the payment of those levies in respect of a casino licence is to be the subject of the creation and operation of a trust deed appointing trustees and containing provisions approved by the Minister relating to the expenditure of that money for purposes relating to responsible gambling.

Responsible Gambling Fund
Notes to the Financial Report
for the year ended 30 June 2015

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of preparation

This financial report is a special purpose financial report that has been prepared in order to account for the transactions of the Fund under the Act.

The financial report has been prepared in accordance with the significant accounting policies disclosed below. Such accounting policies are consistent with the previous period unless stated otherwise.

The Statement of Financial Position and the Statement of Comprehensive Income have been prepared on an accruals basis and based on historic costs and do not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

Statement of Cash Receipts and Payments reflect the movement in the Fund's bank account (cash basis). Transactions and events are recognised only when cash is received or paid via the Fund. Receipts are realised when cash is received and expenditures are recorded when cash is actually paid.

All amounts are rounded to the nearest thousand (\$'000) dollars and are expressed in Australian dollars.

(a) Accounting for Goods and Services Tax (GST)

Income, expenses and assets are recognised net of the amount of GST, except that:

- (a) the amount of GST incurred by the Fund as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense and
- (b) receivables and payables are stated with the amount of GST included

Cash flows are included in the Statement of Cash Receipts and Payment on a gross basis.

(b) Income recognition

Income is measured at the fair value of the consideration or contribution received or receivable. Additional comments regarding the accounting policies for the recognition of income are discussed below

(a) Responsible gambling levy

A Casino Duty and Responsible Gambling (formerly Community Benefit) Levy Agreement was originally entered into between the State and the casino operator - Star City Pty Limited (formerly known as Sydney Harbour Casino Pty Limited) - on 14 December 1994. The current agreement was announced by the NSW Treasurer on 30 October 2007; the term being for an additional twelve years.

Under this Agreement, Star City Pty Limited is required to pay a 2% community benefit levy annually on casino gaming revenue to Treasury so that Treasury pays grants to the Fund via DTIRIS.

(b) Interest revenue

Interest revenue is recognised using the effective interest method as set out in AASB 139 Financial Instruments: Recognition and Measurement

(c) Receivables

Receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. These financial assets are recognised initially at fair value, usually based on the transaction cost or face value less an allowance for any impairment. Any changes are recognised in the net result for the year when impaired or derecognised.

(d) Payables

These amounts represent liabilities for goods and services provided to the Fund and other amounts. Payables are recognised initially at fair value, usually based on the transaction cost or face value.

(e) Personnel services

The Fund does not have any employees and receives administrative, secretarial support and operational assistance from DTIRIS. The Fund has an arrangement with DTIRIS to reimburse them for personnel services expenses.

Responsible Gambling Fund
Notes to the Financial Report
for the year ended 30 June 2015

3. RECEIPTS	2015	2014
	\$000	\$000
Amounts received into the bank account are as follows:		
Bank interest	863	815
Other	-	25
Part 8 Section 115 paragraphs 1 to 4 of the Act states the amounts payable to the Fund are:		
The responsible gambling levies	<u>16,005</u>	<u>14,403</u>
Total receipts	<u>16,868</u>	<u>15,243</u>
4. PAYMENTS		
Amounts paid out of the bank account are as follows:		
Transfer to DTIRIS	22,188	-
Part 8 Section 115 paragraphs 5 to 8 of the Act sets out that the Trust Deed prescribes the payments from the Fund.		
The relevant sections from the Trust Deed are :		
(3.3) The Fund is to be used for any purpose relating to responsible gambling	14,589	-
(9.1) Fees and allowances - Trustees paid out of pocket expenses	47	-
(10.1) Administration and secretarial	<u>1,073</u>	<u>-</u>
Total payments	<u>37,897</u>	<u>-</u>

5. EVENTS AFTER THE REPORTING DATE

Other than the disclosed below, there are no events subsequent to the balance date that affect the financial information disclosed in this financial report.

On 1 July 2015 the Department of Industry, Skills & Regional Development was established as a continuation of the abolished DTIRIS. All the payables to DTIRIS are payable to the new department.

Responsible Gambling Fund will be transferred to the Department of Justice on 1 July 2015.

End of financial report

10 APPENDIX

Grants allocated in 2014/15

Counselling and Treatment

Agency	Purpose	Amount
Anglicare Canberra & Goulburn	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$229,559
Anglican Northern Inland	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$143,790
Arab Council Australia	To provide therapeutic and financial counselling and support services to problem gamblers from the Arabic speaking Community and those close to them.	\$272,375
BaptistCare NSW & ACT	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$272,536
CatholicCare Social Services	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$416,808
Centacare New England North West	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$78,014
Centre for Community Welfare Training	To provide comprehensive state-wide training services for RGF funded service workers and health/welfare workers.	\$457,851
Co-As-It Italian Association of Assistance	To provide therapeutic counselling and support services to problem gamblers from the Italian speaking community and those close to them.	\$96,015
Lifeline Broken Hill	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$127,663
Lifeline Central West	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$374,639
Lifeline Harbour to Hawkesbury	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$80,236
Lifeline North Coast	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$177,253
Mission Australia - Coastal Sydney	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$246,422
Mission Australia - Hunter	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$136,949
Mission Australia - Illawarra	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$359,267
Mission Australia - Riverina	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$163,100
Mission Australia - South West Sydney	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$136,252
Mission Australia Hunter - Aboriginal Service	To provide therapeutic counselling and support services to problem gamblers from the Aboriginal community and those close to them.	\$102,650
Mission Australia North Coast - Aboriginal	To provide therapeutic counselling and support services to problem gamblers from the Aboriginal community and those close to them.	\$75,756

Agency	Purpose	Amount
Mission Australia Western Sydney - Aboriginal	To provide therapeutic counselling and support services to problem gamblers from the Aboriginal community and those close to them.	\$122,915
Mission Australia Riverina - Aboriginal	To provide therapeutic counselling and support services to problem gamblers from the Aboriginal community and those close to them.	\$124,039
Northern Sydney Local Health District	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$275,102
Northern Sydney Local Health District - Chinese	To provide therapeutic counselling and support services to problem gamblers from the Chinese speaking community and those close to them.	\$80,078
Peninsula Community Centre Inc	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$194,201
Samaritans Foundation - Hunter	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$102,650
Samaritans Foundation - North Coast	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$117,052
South Western Sydney Local Health District	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$128,568
St Vincent De Paul Society	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$143,761
St Vincent's Hospital	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$556,355
Sydney Women's Centre	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$94,391
The Buttery (Northern River Gambling Service)	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$297,685
UnitingCare Mental Health - Central Coast	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$91,802
UnitingCare Mental Health - Coastal Sydney	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$94,360
UnitingCare Mental Health - South West Sydney	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$156,097
UnitingCare Mental Health - Western Sydney	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$192,563
University of Sydney - Western Sydney	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$368,229
University of Sydney - Coastal Sydney	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$449,933
University of Sydney - South Western Sydney	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$210,845
UnitingCare Goulburn - St David's Care	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$183,925
UnitingCare Unifam - Central Coast	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$142,005
UnitingCare Unifam - Illawarra	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$98,539
UnitingCare Unifam - South West Sydney	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$140,292

Agency	Purpose	Amount
Vietnamese Community in Australia	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$154,234
Wagga Family Support Service Inc	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$179,638
Wesley Mission - Hunter	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$225,830
Wesley Mission - Central Coast	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$142,593
Wesley Mission - Coastal Sydney	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$630,035
Wesley Mission - Illawarra	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$139,552
Wesley Mission - Legal Service	To provide legal advice, information and assistance to problem gamblers and those close to them.	\$266,724
Wesley Mission - South West Sydney	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$46,747
Wesley Mission - Western Sydney	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$305,721
Western Sydney Local Health District - Multicultural Problem Gambling Service	To provide therapeutic and financial counselling and support services to problem gamblers from the non-English speaking community and those close to them.	\$532,131
Western Sydney Local Health District - Chinese Program	To provide therapeutic counselling and support services to problem gamblers from the Chinese speaking community and those close to them.	\$205,300
Woodrising Neighbourhood Centre Inc	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$99,035

