

RESPONSIBLE

GAMBLING FUND

ANNUAL REPORT

2013/14

RESPONSIBLE GAMBLING FUND



The Hon. Troy Grant MP
Deputy Premier
Minister for Hospitality, Gaming and Racing
Minister for the Arts
Governor Macquarie Tower
Level 30, 1 Farrer 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 2014.

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

A blue ink signature of Christopher Naughton.

Christopher Naughton
Chair

A blue ink signature of Tony DiMauro.

Tony DiMauro
Trustee

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FOREWORD

With the commencement of the new four year funding round for our services, 2013/14 has seen some important developments. We now have four Aboriginal specific counselling services delivered by Mission Australia in Kempsey, Newcastle, Wagga Wagga and western Sydney as well as new Chinese and Arabic services.

The Trustees continually look for innovative ways to assist problem gamblers, reduce the stigma that prevents people seeking help and raise awareness in the broader community of available assistance options. We are particularly concerned with the growth of online wagering, where problems are exacerbated by 24 hour, seven day access to gambling opportunities. Whilst we continue to support the provision of traditional, face-to-face counselling, we must also ensure that a range of gambling help options is available to meet this changing demographic. I was therefore particularly pleased to launch the Stay On Track app in December 2013, the first app to be developed by the Fund and just the start of what I hope will become a suite of online Gambling Help tools.

Raising awareness of available Gambling Help services is a priority for the Fund. In 2013/14, the Trustees supported the temporary appointment of a community engagement officer tasked with strengthening services' capacity to engage with local organisations and professional groups, as well as clubs and hotels. Each service was visited, promotional plans were prepared and training in media skills and network building was delivered in Sydney and in the regions. The presentation at this year's Counsellor's Conference clearly demonstrated the success of this initiative and the Trustees are keen to identify further opportunities for such targeted projects.

The Trustees are committed to ensuring that information and resources about problem gambling are widely available. I was therefore particularly pleased during Responsible Gambling Awareness Week to have spoken at the official launch in Cabramatta of the *Vietnamese Guide for Family and Friends* by the Parliamentary Secretary for Small Business and Regional Development, Mr John Barilaro MP.

Interest in, and support for, Responsible Gambling Awareness Week continues to grow. In 2014 our workplace focus struck a chord with services and the community. Funded services engaged with over 558 workplaces across NSW and delivered 80 face-to-face presentations. The results were tangible, with a 40 per cent increase in website visits and 30 per cent increase in calls to the Gambling Helpline.

In 2014/15 we plan to further expand our awareness activities, broadening our communication reach and developing targeted preventative campaigns with special interest groups.

The Trustees believe that research which can be acted upon, and which directly assists the creation of programs to alleviate problem gambling, is to be supported and promoted. In 2014/15, in addition to providing resources for national research through Gambling Research Australia, the Fund supported development of three projects including a longitudinal study of client help seeking and experiences with Gambling Help services. This five year study is being undertaken in collaboration with the Centre for Gambling Research at the Australian National University. The two remaining projects concern alternative treatments and harm minimisation and both will be completed in the second half of this year.

In June 2014, the terms of two long serving Trustees came to an end. On behalf of all the Trustees, I would like to thank David Ella and Ruth Lavery for the significant contribution they have made to the promotion of responsible gambling in NSW. David Ella has ensured that the Fund has worked closely with Aboriginal communities on a range of resilience building initiatives and Ruth Lavery has been an advocate for our services, ensuring they have the necessary resources to support their work.

During the year we have had a change of Minister and I would like to take this opportunity to thank former Minister George Souris for his support of the Fund and to welcome Minister Troy Grant to the portfolio. We look forward to working with him closely in the coming year as we continue to build the profile of the Responsible Gambling Fund in the community and ensure the responsible gambling message is broadcast as widely as possible.

Finally, I thank my fellow Trustees for the enthusiasm and commitment they have displayed over the past year and acknowledge the excellent assistance that we have received from the Office of Liquor, Gaming & Racing.

Christopher Naughton

Chair

RESPONSIBLE GAMBLING FUND TRUSTEES

Strategic Directions 2011-2014

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

The Strategic Direction for the Responsible Gambling Fund is under review. The Trustees are considering changes in the gambling and help seeking environments and future priorities and strategies to address them. Strategic Directions 2015-2019 will be included in the Fund's 2015 Annual Report.

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.

No legislative amendments or significant judicial decisions affecting the governance or operation of the Responsible Gambling Fund were made during 2013/14.

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.

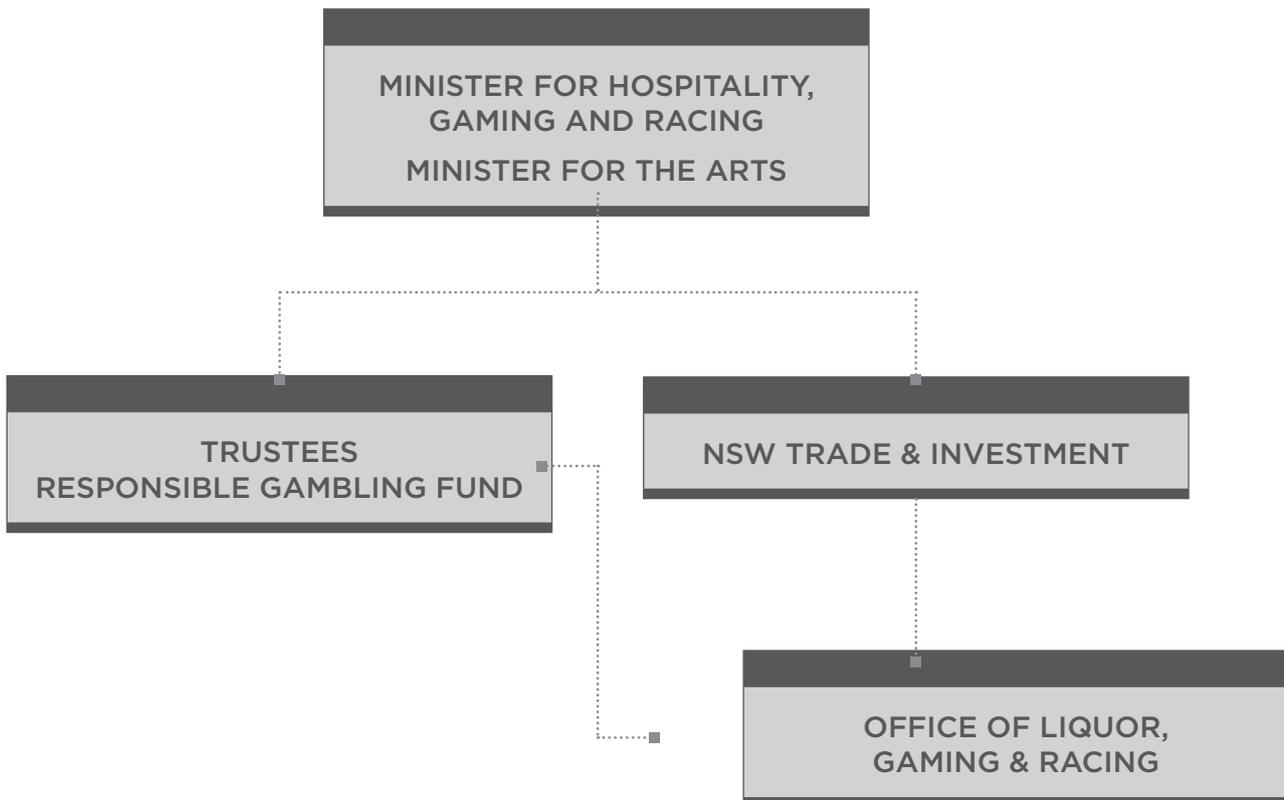
Trustee	Date of First Appointment	Date of Expiry of Current Appointment	Meetings Attended 2013/14
Mr Christopher Naughton	1 July 2012	30 June 2016	6/6
Mr Mike Colreavy	1 July 2012	30 June 2016	6/6
Mr Tony DiMauro	1 July 2012	30 June 2016	5/6
Mr David Ella	3 May 2006	30 June 2014	3/6
Ms Ruth Lavery	1 July 2009	30 June 2014	6/6
Mr Alan Melrose	1 July 2012	30 June 2016	6/6
Ms Elizabeth Tydd	1 July 2012	11 December 2013	2/2 ¹
Mr Paul Newson	11 June 2014	30 June 2018	1/1 ²

There were no occasions during the year where the apologies of Trustees who were unable to attend formal meetings were not accepted.

NSW Office of Liquor, Gaming & Racing

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

Organisation chart



1. Ms Elizabeth Tydd resigned as a Trustee on 11 December 2014 following her resignation as Executive Director of the Office of Liquor, Gaming & Racing.
2. Following his appointment as Executive Director, Office of Liquor, Gaming & Racing, Mr Paul Newson was appointed a Trustee on 11 June 2014.

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

Contacting the Responsible Gambling Fund

Responsible Gambling Fund
Office of Liquor, Gaming & Racing

Street address

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323 Castlereagh Street
Haymarket

Written correspondence to:

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Sydney NSW 2001

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

Phone: 02 9995 0992

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Email: rgf@olgr.nsw.gov.au

2 COUNSELLING AND SUPPORT SERVICES

2.1 Overview

In 2013/14, the Responsible Gambling Fund supported 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 almost 200 suburbs and towns across NSW including
 - Four Aboriginal specific services located in Parramatta, Kempsey, Newcastle and Wagga Wagga
 - Six multi-region Gambling Help services offering specialist assistance for people from multicultural backgrounds
- 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 \$12.14 million was allocated from the Responsible Gambling Fund to fund these counselling and support services in 2013/14. A list of services is included at Appendix 1 of this report.

2.2 New Initiatives

2.2.1 Community Engagement

In 2013/14, the Responsible Gambling Fund had a particular focus on capacity building, contracting a Community Engagement Specialist for nine months to work directly with services to help them develop and implement promotional plans for their regions. The Centre for Community Welfare Training provided training on strategies for effective delivery of community presentations and leveraging of media opportunities to promote the range of counselling and support services available in their region. The use of social media has also been promoted with many Gambling Help services now having Facebook and twitter accounts as well as You Tube video clips introducing their counsellors and explaining the services offered and what clients can expect.

2.2.2 Demonstrating Performance

With the commencement of the 2013-2017 funding round, a new Annual Performance Report has been introduced and work has commenced on an in-house accreditation model. The aim of these developments is to enable services to demonstrate their achievements in four key areas of impact: community, program, client and service delivery. The results can be seen in this annual report which, for the first time, is able to tell a more detailed story about the range of work undertaken by funded services, and the outcomes of funding.

In 2013/14 Schottler Consulting was contracted to develop a new accreditation model that would be less burdensome on services whilst maintaining high standards of service delivery and a focus on continuous improvement. Following wide-ranging consultation with Gambling Help services, a two part model is being introduced in 2014/15:

- Service standards to address risk management in grants administration, and
- Services standards to address risks in problem gambling counselling.

Underpinning the model will be an online 'dashboard' to provide real time outcome data on services' key performance indicators. Not only will this streamline reporting requirements, the 'dashboard' will also enable the Responsible Gambling Fund to more closely monitor service delivery, ensuring any issues can be quickly addressed and training delivered in areas of need.

2.2.3 Encouraging Best Practice

In 2012, Schottler Consulting was engaged to undertake a needs analysis of the problem gambling and support services provided by the Responsible Gambling Fund. Included in the analysis was a range of recommendations to improve Gambling Help services and strengthen links with other funded services, including encouraging services to embrace new technologies and improve their capacity to deliver after-hours counselling.

In August 2013 the Centre for Community Welfare Training delivered courses on phone counselling skills. A video conferencing system has also been trialled with ten services. Of the ten, six engaged their clients in online and after hours counselling and four used the technology for group clinical and peer supervision. The trial will continue in 2014, with participating services using the technology to provide ongoing counselling support to their clients.

The needs analysis also recommended standardising processes and procedures and establishing 'best practice' guidelines. As the first step towards developing a manual for funded services, the Responsible Gambling Fund published *A Guide to Intake and Assessment* in September 2013.

3 2013/14 SERVICE DELIVERY

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

- Face-to-face Gambling Help counselling services submit data through an online client data facility about people using their services
- 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 2013/14, Gambling Help counselling services saw 4,319 clients and delivered over 19,000 counselling sessions. A list of Gambling Help services can be found at Appendix 1 of this report.

The 2013-2017 funding round supports 66 full time equivalent gambling counsellors and 14 full time equivalent financial counsellors, as well as over 35 sessional gambling counsellors, to deliver counselling and support to problem gamblers and their families across NSW. Some services also use volunteers to deliver counselling.

3.1.1 Highlights from Gambling Help Service's Annual Performance Reports

In 2013/14 services completed a new performance report, designed to gather data demonstrating the impact across four key areas of Responsible Gambling Fund investment in counselling services:

Community Impact - service access and awareness of Gambling Help

- 57% of services offer an after-hours service
- 100% of services developed and implemented a community engagement plan
- Gambling Help counsellors spent an average of 3.6 hours a week on community engagement activities
- 917 talks and presentations were delivered to community stakeholders
- Services attended 380 community events, and
- 1,659 Gambling Help news and advertising items appeared across local newspapers, radio and TV.

Program Impact - response to awareness activities

- 31% of clients were sourced as a result of community awareness activities with 17% referred from another health agency, and
- 11% of community engagement activities were evaluated with the majority of participants rating the quality of the talk or presentation as above average.

Client Impact - response to service delivery

- 53% of clients completed their counselling program, and
- 14% of clients were evaluated with the majority rating the service as above average.

Service Capacity - examples of innovations in service delivery

- South West Sydney Area Health developed a 'Diary Card' to allow clients to quickly record the intensity of urges to gamble, gambling thoughts and expenditure, coping skills and confidence levels.

- Anglicare NSW South partnered with local mental health services to deliver education sessions to patients as part of their therapeutic learning program.
- Wesley Mission improved its client follow-up rates by using a text message and email service which allowed for easier and less intrusive communication.
- Centacare New England North-West and Anglicare Northern Inland partnered with Wests Entertainment to deliver in-house promotional activities and counselling at the Wests Leagues Club.
- Mission Australia's Aboriginal specific service in Newcastle partnered with local health providers to establish an Aboriginal Men's Group with over 20 participants attending. Two client referrals were received from the group in its first month.
- The Multicultural Problem Gambling Service enhanced referral pathways for clients within the Turkish community by working collaboratively with Islamic religious leaders to target a male client base that had previously been difficult to reach.

3.1.2 Client Data Set 2012/13 & 2013/14

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 2012/13 and 2013/14 financial years.

Indicator	Jul 2012 - Jun 2013	Jul 2013 - Jun 2014
Clients recorded as having received counselling services	4,522	4,343
Individual face-to-face counselling sessions	15,943	16,477
Telephone counselling sessions	3,672	3,081
Group counselling sessions	552	482
Individual face-to-face counselling session duration (minutes - mean)	68.1	67.0
Telephone counselling session duration (minutes - mean)	31.2	31.1
Group counselling session duration (minutes - mean)	79.4	74.9
% of clients who were male	62.7%	62.3%
% of clients who were female	37.3%	37.7%
Male clients - age (years - mean)	40.1	40.2
Female clients - age (years - mean)	46.3	46.4
% of clients born in Australia	71.7%	71.6%
% of clients identifying themselves as indigenous	5.8%	5.4%
% of clients reported as speaking a language other than English at home	20.8%	20.0%
% of clients identifying themselves as a person with a gambling problem	74.5%	75.5%
% of clients identifying themselves as the partner/ex-partner of a problem gambler	10.8%	8.9%
% of partners/ex-partners/family members who were female	71.7%	74.7%
% of clients reporting Gambling Helpline as the most recent referral source	16.6%	18.9%
% of problem gamblers who were male	71.8%	71.3%

Indicator	Jul 2012 – Jun 2013	Jul 2013 – Jun 2014
% of problem gamblers identifying the following as their most common preferred gambling venue:		
• registered club	46.7%	44.3%
• hotel/pub	34.5%	38.1%
% of problem gamblers identifying gaming machines as the principal form of gambling activity	77.4%	78.1%

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	2011/12	2012/13	2013/14
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)	7,425 (65%)	7,724 (65%)	6,990 (68%)
Calls from non-target group callers	3,944 (35%)	4,124 (35%)	3,347 (32%)
Gender of target group callers identifying themselves as gamblers	Males – 74% Females – 26%	Males – 77% Females – 23%	Males – 74% Females – 26%
% of target group callers reporting gambling on gaming machines	60%	75%	74%
Main characteristics of target group callers	Gamblers – 79% First-time callers – 67%	Gamblers – 81% First-time callers – 60%	Gamblers – 78% First-time callers – 68%
% of callers who had not sought any previous help for gambling related issues	32%	32%	34 %
Most common means of learning about Gambling Helpline	1. Gambling venue notices/ stickers 2. Internet 3. Family or friend	1. Gambling venue notices/ stickers 2. Internet 3. Family or friend	1. Internet 2. Gambling venue notices/ stickers 3. Family or friend
% of target callers referred to Gambling Help services	12%	28%	37%
Number of warm transfers (% of all referrals)	NA	203 (9.4%)	328 (12.9%)
Number of email transfers (% of all referrals)	NA	268 (12.4%)	193 (7.6%)

Over the last decade there has been a steady decline in target caller numbers as potential clients move towards other forms of Gambling Help assistance, particularly the internet. The NSW experience is in line with that of other states, and with phone help services generally. However, although call numbers are down, the percentage of callers being referred to Gambling Help services has tripled in the past three years.

In 2013/14 the Gambling Helpline was funded to undertake a 12 month online appointment-making pilot in the Hunter/Central Coast region and with Wesley Mission Gambling Help services. The aim was to assist callers to successfully transfer to face-to-face counselling by being able to make an appointment with a local counsellor during the phone call.

The Responsible Gambling Fund also worked with the Gambling Helpline provider to identify initiatives with the potential to increase caller retention, assist callers' transfer to local Gambling Help services and demonstrate the effectiveness of the service. From 1 July 2014, the Gambling Helpline will be:

- Sending a SMS with Gambling Help service details to callers
- Providing greater information about Gambling Help services and new motivational messages for callers whilst 'on hold' waiting to speak to a Gambling Helpline counsellor
- Engaging callers more effectively through streamlining data collection, and
- Seeking feedback from callers on the quality of the service provided through a short questionnaire after each phone counselling session.

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.

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

3.3 Gambling Help Online

Gambling Help Online is funded as part of 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 was formally launched on 8 October 2009. A Memorandum of Understanding has been signed by all jurisdictional Ministers to extend funding for the service until 30 June 2015.

The current provider of the Gambling Help Online service, Turning Point Alcohol and Drug Centre, submits regular reports about service usage. This table notes some key information about visits to the Gambling Help Online website, and the characteristics of counselling clients of the Gambling Help Online service.

The website has been redeveloped for optimisation on mobile devices. Key message have been translated into 20 languages to better engage multicultural clients. Increasingly, online gambling has become the primary concern of those who use the online counselling service.

More than 30% of the visits to the website and 33% of online counselling clients originated from NSW.

Indicator	2011/12	2012/13	2013/14
Visits to Gambling Help Online Website	171,263	236,728	103,042
Calls from non-target group callers	3,944 (35%)	4,124 (35%)	3,347 (32%)
Online gambling counselling sessions provided	1,348	1,751	1,141
Average counselling session duration	46 minutes 46 seconds	33 minutes, 37 seconds	36 minutes, 44 seconds
% of online counselling sessions conducted with a client about their own gambling	84%	75%	83%
Gender of online counselling clients	Males - 60% Females - 40%	Males - 62% Females - 38%	Males - 58% Females - 42%
% of online counselling clients aged between 20 and 34 years	60%	64%	62%
Primary method of gambling	Home (15.2%)	PC/Laptop (55%)	PC/Laptop (73.1%)

4 IMPROVING SERVICE DELIVERY

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 2013/14, two financial counsellors completed the Diploma of Community Services (Financial Counselling) with another 31 due to complete by June 2015. 43 new problem gambling counsellors commenced employment in Gambling Help services and are working towards completing the Problem Gambling Counselling skill set program. Eight participants completed their requirements in 2013/14.

4.2 Code of Ethics

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

In 2013/14 a review of the Responsible Gambling Fund's Code of Ethics was completed. This was facilitated by the St James Ethics Centre and assisted by a reference group of six senior practitioners. The review addressed existing gaps in the Code, such as the use of technology to deliver distance services. A revised Code will be made available to all funded Gambling Help services by August 2014.

The Ethics Panel meets periodically to consider ethical issues affecting the Gambling Help sector. Members include clinical supervisors, managers and problem gambling counsellors from mainstream and multicultural services, and a legal expert.

The following issues were discussed in 2013/14:

- Management directed referrals
- Flexible work practices
- Reservations about client honesty
- Couples counselling, and
- Undertaking dual roles - being both a financial and a problem gambling counsellor.

Five newsletters detailing the Panel's discussions and recommendations were distributed to the Gambling Help sector.

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 are available at www.olgr.nsw.gov.au/pdfs/Guidelines_PROOF04.pdf.

In November 2013, an expression of interest was conducted to retain and recruit accredited clinical supervisors for 2014/15 and the following month the Responsible Gambling Fund published the Directory of Accredited Clinical Supervisors for Gambling Help Counsellors. This is available on the Office of Liquor, Gaming & Racing website at: www.olgr.nsw.gov.au/pdfs/ClinicalSupervisionGuidelines.pdf

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 2013/14, funding was provided to four Gambling Help services in the New England/North West, Hunter and North Coast regions. The Centre for Community Welfare Training was also funded to deliver two forums to provide ongoing support and professional development for accredited clinical supervisors. Surveys demonstrate the importance of clinical supervision in ensuring continuous 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 2013/14 were:

- An Innovation Award which in its first year focussed on community engagement and, in April 2014, was presented to St David's Care in recognition of the success of their team-based approach towards managing referrals.
- A mentoring program designed to provide support and encouragement to counsellors. To date 17 experienced counsellors have volunteered as mentors with an online mentoring course available to assist them.
- An annual program of advanced training for counsellors. As 40% of counselling clients attend only one session, Dr Svea van der Hoorn, an internationally recognised 'Brief Therapy' specialist, was engaged to deliver training in maximising the outcomes from a single session. Altogether 22 counsellors attended, evaluating the course very highly with over 90% indicating that lessons learnt will significantly impact on counselling work with clients.

4.5 The 7th Annual NSW Problem Gambling Counsellors Conference

The 7th Annual NSW Problem Gambling Counsellors Conference was held on 8 and 9 April 2014 at the Novotel Central Hotel in Sydney. The Centre for Community Welfare Training organised the event in conjunction with the Office of Liquor, Gaming & Racing.

Altogether 156 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 'Online gambling...climate change', four plenary sessions were delivered:

- 'How the virtual chips stack up: a nationally representative snapshot of Australian interactive gamblers' by Dr Sally Gainsbury
- 'Online gambling: facts, myths and fallacies' chaired by Professor Alex Blaszczynski with panel members Chris Downy (Australian Wagering Council), Rupert Shaw (Sportsbet), Dr Sally Gainsbury (Southern Cross University) and Jo Gal (Gambling Help North Coast)
- 'The effectiveness of e-therapy for problem gambling' by Simone Rodda, and
- 'Building signposts for lost problem gamblers' by the Responsible Gambling Fund's communications team.

In addition, 14 practice forums were held to provide opportunities for counsellors to develop new skills. Conference evaluations rated both plenary sessions and workshops very highly, with the majority scored as either good or excellent. The 8th Annual NSW Problem Gambling Counsellors Conference will be held in Sydney on 31 March and 1 April 2015.

4.6 Statewide Training

The Responsible Gambling Fund supports the Centre for Community Welfare Training to deliver training for workers in Gambling Help counselling and support services. Training topics are selected based on regular needs analyses of workers and the Fund's priorities.

The following table lists the face-to-face training delivered in 2013/14 when the focus was on building services' capacity to deliver the community engagement program.

Date	Course	No of participants	Location
15 Aug 2013	Telephone counselling skills for problem gambling counsellors	17	Sydney
21 Aug 2013	Neuroscience of childhood trauma	14	Sawtell
16 Oct 2013	Neuroscience and gambling	8	Tuggerah
17 Oct 2013	Cultural diversity	9	Bathurst
22 Oct 2013	Media skills	18	Sydney
23 Oct 2013	Public speaking	17	Sydney
25 Oct 2013	Public speaking	7	Newcastle
13 Nov 2013	Couples counselling	13	Sawtell
4 Feb 2014	Media skills/ public speaking	7	Gosford
6 Feb 2014	Media skills/ public speaking	11	Sawtell
20 Mar 2014	Couples counselling	13	Sydney
7 May 2014	Motivation interviewing	11	Sydney
9 May 2014	Loss and grief therapy	16	Parramatta
17 Jun 2014	Couples counselling	8	Newcastle
18 Jun 2014	Mindfulness	16	Wollongong
19 Jun 2014	Media skills/ public speaking	12	Bathurst
26-27 Jun 2014	Counselling the problem gambler	4	Armidale

Three online courses were also offered.

Course	No of participants
Introduction to Criminal Law	13
Work effectively in the problem gambling sector	65
A shared approach to child wellbeing	1

In addition, the Centre for Community and Welfare Training provided 117 free training sessions to funded services, enabling them to attend mainstream courses relevant to their work, such as 'Personality disorders', 'Counselling and therapy' and 'Management and governance'.

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
24 July 2013	Work effectively in the problem gambling sector	17	Sydney
16 Sept 2014	Beyond smoke and mirrors: dealing with problem gambling	12	Sydney
18 Oct 2013	Engaging people to talk about problem gambling	18	Sydney
13 Feb 2014	Work effectively in the problem gambling sector	23	Sydney
17 Mar 2014	Beyond smoke and mirrors: dealing with problem gambling	17	Sydney
7 April 2014	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 2013/14 seven 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, undertake training, share experiences and network.

5 EDUCATION AND AWARENESS

Effective communication is a foundation stone in the Responsible Gambling Fund's mission to reduce the impact of problem gambling on NSW communities. Gambling Help materials, programs and messages must appear in as many places as possible, as often as possible, in order to encourage responsible gambling and ensure that problem gamblers and their families find the help they need.

5.1 Online

The Responsible Gambling Fund's website, social media and online tools are often the first point of contact that individuals have with Gambling Help. This year the focus was on extending the reach and appeal of these channels. In May 2014 a new, interactive Gambling Help website was launched with several innovative features including peer support forums for problem gamblers and families, a free text-subscription service and video introductions to funded counselling services. The website showcases video, audio and written first-hand stories and in 2013/14 had 31,883 unique visitors, of which 70.4% were first-timers. The most popular section is the cache of almost 500 first-hand stories, which attracted 45,007 unique pageviews. Also popular were the Gambling Quiz and Gambling Calculator.

Meanwhile, the Gambling Help YouTube channel proliferated with 5,626 views (a 197% increase on 2012/13) and 10,233 minutes viewed (a 216% increase on 2012/13), while the Facebook community more than doubled from 3,000 likes to 6,890. Resident blogger, Counsellor Sam, responded to numerous problem gamblers on the page and posted dozens of interesting and educational blog posts, attracting more than 25,000 visits.

This year the Responsible Gambling Fund also launched Stay on Track, a mobile phone application that teaches gamblers who have not yet developed a problem to set and stick to a budget. Around 1,000 users have downloaded the app and it has been replicated by the South Australian and Singaporean Governments.

5.2 Events

The results for Responsible Gambling Awareness Week reflect the greater role that counselling services are taking in promoting themselves. In 2014 the theme was Problem Gambling and the Workplace and over 558 workplaces from across NSW took part, with 80 face-to-face presentations delivered by services. Along with excellent media coverage, the activity resulted in 110 new referrals. The new Problem Gambling and the Workplace booklet is now in the hands of more than 5,000 HR professionals and employers and should result in many more problem gamblers finding help.

5.3 Aboriginal Awareness

The Responsible Gambling Fund's new Aboriginal community engagement and awareness program -- Warruwi -- started rolling out at the beginning of the financial year. Warruwi means pathway in the Bundjalung language. Over the next three years two funded services -- Aboriginal Safe Gambling and Northern Rivers Community Gateway -- will deliver the program in 60 communities throughout NSW.

Each engagement involves a community social event followed by a workshop involving interested community members and local service providers. This produces a community action plan in which all participants take part. To ensure the longevity of the program, small community grants are available. Regular follow-ups will continue with all communities taking part to ensure positive outcomes. To date, 12 communities have had workshops and program co-ordinators have promoted Warruwi at more than 40 events state-wide. The program is supported by an Aboriginal-specific phone counselling service.

5.4 Partnerships

This year, with the assistance of the Australian Hotels Association NSW (AHA) and ClubsNSW, new localised partnerships were forged across NSW between the Responsible Gambling Fund and clubs and pubs.

The AHA wrote to members introducing the Responsible Gambling Fund's free Gambling Help services in their area. The letter recommended publicans work with the local counselling services on staff education and promotional activities to patrons, including the use of new Gambling Help coasters in gaming areas.

The Responsible Gambling Fund and ClubsNSW developed a Memorandum of Understanding to encourage closer working relationships between Gambling Help services and their local clubs. The first of 15 MOUs was signed on 28 May at Armidale, and clubs and services were presented with a range of proactive ideas for future collaboration, including staff training and Responsible Gambling Awareness Week activities.

5.5 Multicultural Awareness

Every culture in Australia's vibrant multicultural mix has its own beliefs about gambling, and problem gambling, and its own attitudes to help-seeking. Communicating from within communities is therefore a key part of the Responsible Gambling Fund's work.

The Responsible Gambling Fund's Arabic, Chinese, Italian and Vietnamese counselling services delivered over 100 in-language awareness activities in schools, libraries, neighbourhood centres and cultural venues across NSW, tailored to suit the beliefs and traditions of each community.

Following the success of the *Problem Gambling: Help for Family and Friends* booklet in the Chinese language, this has been replicated in Arabic and Vietnamese, and launched in Multicultural Health Week 2013 and Responsible Gambling Awareness Week 2014 respectively.

Visits to the 'Other Languages' section on the Gambling Help website remain high, with Cantonese, Arabic, Italian and Vietnamese content on the Gambling Hangover YouTube channel attracting 1,986 views in 2013/14 (a 45 per cent increase on 2012/13).

Responsible Gambling Awareness Week snapshot: Lifeline Central West Dubbo

The Hon. Troy Grant MP, the Minister for Hospitality, Gaming and Racing, joined Councillor Matthew Dickerson, the Mayor of Dubbo, to launch Responsible Gambling Awareness Week at Dubbo's Fastlane Drive-Thru Coffee. Customers received their takeaway coffee in Gambling Help branded disposable cups and the Drive-Thru also displayed Gambling Help posters and merchandise. Lifeline Central West made contact with 17 local businesses where over 1,700 employees attended presentations. Gambling Help materials were also displayed in Dubbo taxis and buses.

Responsible Gambling Awareness Week snapshot: Wesley Mission Sydney

The service worked with The Star to provide gambling counselling information to Casino employees in the staff area for three days during the week.

Responsible Gambling Awareness Week snapshot: HopeStreet

Presentations were delivered to staff in seven workplaces, including Kings Cross Police Local Area Command, with other businesses displaying posters and merchandise in employee break areas. The coffee house, Third Village, agreed to promote Gambling Help to customers at their two inner-city cafes.

Responsible Gambling Awareness Week snapshot: Co.As.It

With the assistance of the Italian Chamber of Commerce and Industry, Co.As.It targeted the Italian-speaking community at their National Ball, a corporate charity event, where gift bags - including Gambling Help brochures and promotional items - were distributed to 450 guests.

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 & Racing's website at 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 2013/14, three new research projects were commissioned.

6.1.1 Gambling Harm Minimisation Research

In November 2013, the University of Sydney was awarded a contract worth \$263,566 to provide the NSW Government with a comprehensive and up-to-date understanding of the harms that can occur to players of gambling products available in NSW and the level of risk associated with those harms. The research will also identify the range of strategies that may be effective in preventing the development of those harms. This is the first time such research will be undertaken in Australia. The research is due for completion in the first half of 2015.

6.1.2 Longitudinal Study of Clients of Gambling Help Services

In October 2013, the then Minister for Tourism, Major Events, Hospitality and Racing approved funding of up to \$434,498 to be provided from the Responsible Gambling Fund to conduct, in conjunction with the ACT Gambling and Racing Commission, a longitudinal study of problem gamblers.

The study is being conducted by the Australian National University's Centre for Gambling Research. Work commenced in October 2013. 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 longitudinal study 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.

The NSW Government's media release about the research is available at the following link.

www.olgr.nsw.gov.au/pdfs/media_releases/rel_souris_20131115-nsw-act-problem-gambling-research-project.pdf

6.1.3 Research into Alternative Treatments for Problem Gambling

In June 2014, Southern Cross University was awarded a contract worth \$30,000 to determine what cost-effective treatment models and technologies are available to help people to better manage their problems and change problematic behaviours. The research is due to be completed by the end of 2014.

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 they 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 2013/14, 21 research projects had been completed. In 2013/14, three research reports were published, two projects were ongoing, five projects were commissioned and two were discontinued after a failed tender.

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 2013/14.

Electronic Gaming Machine Jackpots

In January 2014, research was published on gaming machine jackpots. Conducted by Central Queensland University, the research investigated the impact of electronic gaming machine jackpots on player behaviour.

Validation of In-Venue Problem Gambling Indicators

In March 2014, research was published on in-venue problem gambler indicators. Conducted by Swinburne University, the aim of the research was to validate a set of problem gambling behavioural indicators and develop a Gambling Behaviour Checklist to be used by gaming machine venue staff as a tool for identifying and assisting at-risk customers.

Interactive Gambling

In March 2014, research was published on interactive gambling. Conducted by the Centre for Gambling Education and Research at Southern Cross University, the research investigated how Australians are using interactive gambling services and the impact of interactive gambling on land-based gambling and gambling-related problems.

6.2.2 Ongoing Research

Research in this section was commissioned prior to 2013/14 and will be completed after 2013/14.

Gambler Self-Help Strategies

Turning Point Alcohol and Drug Centre is conducting research to identify gambler self-help strategies used in the recovery process from a gambling problem. The study will also identify the motivations for using such strategies and how self-recovered gamblers differ from those who are still addressing their problems. It is due for completion in 2015.

Electronic Gaming Machine Structural Characteristics

Schottler Consulting is conducting research to determine the impact of gaming machine characteristics on gambling behaviours and whether such characteristics have a

differential impact on problem gamblers and/or exacerbate problem gambling behaviour. It is due for completion by late 2014.

6.2.3 Commissioned Research

Research in this section was commissioned during 2013/14.

The Use of Social Media in Gambling

Southern Cross University was commissioned to undertake research into the nature of gambling services being offered by industry providers using social media and whether social media acts as an impetus to exacerbate gambling problems in high-risk segments. The research will also determine factors that could promote safer gambling habits when using new media forms. It is due for completion in 2015.

Marketing of Sportsbetting and Racing

ORC International was commissioned to undertake research to determine the relationship between sportsbetting marketing, gambler product preferences and risk, and the influence of such marketing on young people. It is due for completion in 2015.

Loyalty Programs

Market Solutions was commissioned to undertake research to understand the role that loyalty programs play in gaming machine gambling behaviour and problem gambling. It is due for completion in 2016.

Innovations in Traditional Gambling Products

Central Queensland University was commissioned to undertake research into the impacts on gamblers attitudes and behaviour that result from the newer presentations of traditional products such as automation of casino table games, interactive bingo and diversity of better products. The research will look at to what extent (if at all) current changes in traditional products encourage riskier play. It is due for completion in 2016.

Casinos and Responsible Gambling

The South Australian Centre for Economic Studies was commissioned to undertake research to understand the impact of Australian casinos on problem gambling. It is due for completion in 2015.

6.2.4 Failed Tenders

Research in this section was tendered but failed to find a suitable researcher and was discontinued in 2013/14.

In-Venue Responsible Gambling Promotional Material and Player Information

Tenders were sought for research to examine the impact of in-venue responsible gambling player information on gambler play behaviour. The research was also to determine if non-gamblers identify either directly or indirectly with the responsible gambling messages being promoted. The procurement process failed to find a suitable researcher and the project was discontinued.

Problem Gambling Harm - Its Measurement for Policy Analysis Purposes

Tenders were sought for research to develop a concept of harm in problem gambling from a policy-development perspective and to develop a practical tool to identify potential levels of gambling-related harm to inform policy processes. The tender failed to find a satisfactory proposal and the project was discontinued.

7 SUPPLEMENTARY INFORMATION

7.1 Consultants

Consultants equal to or greater than \$30,000

Nil.

Consultants less than \$30,000

During the year five consultancies were engaged in the following categories.

Category	Number	Cost \$
Training	2	19,580
Healthcare	3	58,372

7.2 Promotion – publications

The Trustees published the *Responsible Gambling Fund Annual Report 2012/13* and other material referred to in this report. All publications funded by the Responsible Gambling Fund are listed on the Office of Liquor, Gaming & Racing's website, www.olgr.nsw.gov.au

7.3 Overseas visits

Ms Jenny Crocker attended the 5th International Gambling Conference in Auckland from 18 to 22 February, 2014. She gave a paper to the conference about the development of the Office of Liquor Gaming & Racing's early intervention mobile phone application 'Stay on Track'. As a result of the presentation, the Singapore Government has picked up and translated the application for its own citizens. Trustee Mr Alan Melrose was also supported to attend the conference.

7.4 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.

7.5 Controlled entities

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

7.6 Consumer Response

No formal complaints were received by officers from the Office of Liquor, Gaming & Racing in relation to the Responsible Gambling Fund. In 2013/14, funded services received four complaints which were addressed in line with the organisations' complaints framework.

7.7 Other statutory reporting requirements

In relation to information on the matters listed below, reference should be made to the NSW Trade & Investment Annual Report 2013/14.

- Human Resources
- Workforce Diversity
- 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

7.8 Advisory Committees

Responsible Gambling Fund Communications Reference Group

Jenny Crocker (convenor), Senior Communications Officer,
Office of Liquor, Gaming & Racing

Kahlee Rose, Communications Officer, Office of Liquor, Gaming & Racing

Linda Iacopetta, Community Engagement Specialist, Office of Liquor, Gaming & Racing

Lee Holmes, Communications Officer, Office of Liquor, Gaming & Racing

Rob Benton, Lifeline Central West

Adam Child, First-hand representative

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

Lesley Kidson, CatholicCare Social Services (Western Sydney)

Albert Ng, First-hand representative

Greg Pearce, Lifeline Broken Hill

Barry Prater, Wagga Wagga Family Support

Kirsten Shannon, University of Sydney Gambling Treatment Clinic

Responsible Gambling Fund Workforce Development Reference Group

Erica Luiz (convenor), Project Officer, Responsible Gambling Education, Office of Liquor,
Gaming & Racing

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

Lesley Kidson, CatholicCare Social Services (Western Sydney)

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 & 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 & Racing

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

Dr Kimberley Webber, A/Manager, Industry Engagement & Development,

Jenni Beetson-Mortimer, Northern Rivers Community Gateway

Noelene Binge Hickling, Northern Rivers Community Gateway

Amanda Sulter, Northern Rivers Community Gateway

Ashley Gordon, NSW Aboriginal Safe Gambling

Roy Ah See, Aboriginal Land Council

Teena Binge, Aboriginal Health

Owen Craigie, Mission Australia

Dixie Lee Gordon, Mudgin-gal Aboriginal Corporation

Adrian Mook Harrington, Health Centre Ballina

Susan Lindsay, Office of Communities

Shane Reid, Anglicare Northern Inland

Rick Welsh, The Shed Emerton

7.9 Interagency Committees

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

7.10 National and Interstate Committees

Gambling Research Australia - Jabez Allies, Principal Research Officer

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

9 FINANCIAL SUMMARY

The accounts of the Responsible Gambling Fund for the year ended 30 June 2014 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 Executive Director, Office of Liquor, Gaming & Racing advising that the audit resulted in an unmodified Independent Audit Report with one significant matter arising. The significant matter relates to funds owing to NSW Trade & Investment. The Responsible Gambling Fund is working with NSW Trade & Investment to rectify the matter.

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 2013/14 was \$15,428,000

8 FINANCIAL STATEMENTS



INDEPENDENT AUDITOR'S REPORT

Responsible Gambling Fund

To Members of the New South Wales Parliament

I have audited the accompanying financial statements of the Responsible Gambling Fund (the Fund), which comprise the statement of financial position as at 30 June 2014, the statement of comprehensive income, statement of changes in equity and statement of cash flows, for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information.

Opinion

In my opinion, the financial statements:

- give a true and fair view of the financial position of the Fund as at 30 June 2014, and of its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards
- are in accordance with section 41B of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2010.

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

The Executive Director's Responsibility for the Financial Statements

The Executive Director is responsible for the preparation of the financial statements that give a true and fair view in accordance with Australian Accounting Standards and the PF&A Act, and for such internal control as the Executive Director determines is necessary to enable the preparation of financial statements that give a true and fair view and that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements 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 statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial statements that give a true and fair view in order to design audit procedures appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Executive Director, as well as evaluating the overall presentation of the financial statements.

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

Independence

In conducting my audit, I have complied with the independence requirements of the Australian Auditing Standards and other relevant ethical pronouncements. The PF&A Act 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.



Peter Barnes
Director, Financial Audit Services

17 October 2014
SYDNEY

RESPONSIBLE GAMBLING FUND

STATEMENT IN ACCORDANCE WITH SECTION 41C(1C) OF THE PUBLIC FINANCE AND AUDIT ACT 1983

Pursuant to section 41C(1C) of the *Public Finance and Audit Act 1983*, I state that:

- a) the accompanying financial statements have been prepared in accordance with applicable Australian Accounting Standards (which include Australian Accounting Interpretations), the provisions of the *Public Finance and Audit Act 1983*, the applicable clauses of the *Public Finance and Audit Regulation 2010*, and the Financial Reporting Directions published in the Financial Reporting Code for NSW General Government Sector Entities or issued by the Treasurer;
- b) the accompanying financial statements exhibit a true and fair view of the financial position and the financial performance of the Responsible Gambling Fund for the year ended 30 June 2014;
- c) at the date of signing I am not aware of any circumstances that would render the financial statements misleading or inaccurate.

PAUL NEWSON
EXECUTIVE DIRECTOR, THE OFFICE OF LIQUOR, GAMING AND RACING



Date: 17 October 2014

Responsible Gambling Fund
Financial Statements

30 June 2014

Beginning of the Financial Statements

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2014

	Notes	2014 \$000	2013 \$000
Expenses excluding losses			
Operating expenses			
Personnel Services	2a	1,353	1,010
Other operating expenses	2b	1,566	864
Depreciation and amortisation	2c	7	2
Grants & subsidies	2d	12,502	12,348
Total expenses excluding losses		15,428	14,224
Revenue			
Investment revenue	3a	922	825
Grants and contributions	3b	15,251	14,204
Other revenue	3c	24	72
Total Revenue		16,197	15,101
Other Gains / (Losses)		-	-
Net Result		769	877
Other comprehensive income		-	-
Total other comprehensive income		-	-
TOTAL COMPREHENSIVE INCOME		769	877

The accompanying notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2014

	Notes	2014 \$000	2013 \$000
ASSETS			
Current Assets			
Cash and cash equivalents	4	47,228	31,985
Receivables	5	2,242	1,150
Total Current Assets		49,470	33,135
Non-Current Assets			
Plant and equipment			
- Plant and equipment	6	5	12
Total Non-Current Assets		5	12
Total Assets		49,475	33,147
LIABILITIES			
Current Liabilities			
Payables	7	22,938	7,313
Provisions	8	-	66
Total Current Liabilities		22,938	7,379
Total Liabilities		22,938	7,379
Net Assets		26,537	25,768
EQUITY			
Accumulated funds		26,537	25,768
Total Equity		26,537	25,768

The accompanying notes form part of these financial statements

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2014

	Accumulated Funds \$000	Total Equity \$000
Balance at 1 July 2013	25,768	25,768
Net result for the year	769	769
Total other comprehensive income	-	-
Total comprehensive income for the year	769	769
Balance at 30 June 2014	26,537	26,537
Balance at 1 July 2012	24,891	24,891
Net result for the year	877	877
Total other comprehensive income	-	-
Total comprehensive income for the year	877	877
Balance at 30 June 2013	25,768	25,768

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2014

	Notes	2014 \$000	2013 \$000
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments*			
Personnel Services		-	(1,017)
Grants and subsidies		-	(5,228)
Other		-	(1,181)
Total Payments		-	(7,426)
Receipts			
Grants and Contributions		14,403	13,484
Interest received		815	1,387
Other		25	114
Total Receipts		15,243	14,985
NET CASH FLOWS FROM OPERATING ACTIVITIES	9	15,243	7,559
NET INCREASE/(DECREASE) IN CASH			
		15,243	7,559
Opening cash and cash equivalents		31,985	24,426
CLOSING CASH AND CASH EQUIVALENTS	4	47,228	31,985

The accompanying notes form part of these financial statements

* Payments for RGF are Nil since all payments were made through DTIRIS bank account. These transactions are recorded as payable to DTIRIS in RGF's financial statements.

Notes to and forming part of the financial statements**1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES****(a) Reporting entity**

The Responsible Gambling Fund (RGF) was established under the Casino Control Act 1992. The Fund is a reporting entity with no entities under its control, it is a not-for-profit entity (as profit is not its principle objective) and it has no cash generating units. The RGF is responsible for the administration of funds collected by the State of New South Wales.

Distribution of funds is overseen by seven (7) trustees who make recommendations to the Minister on the appropriate allocation of monies for purposes relating to responsible gambling. They were:

- Mr Christopher Naughton, Chairperson
- Mr Mike Colreavy
- Mr Tony DiMauro
- Mr David Ella
- Ms Ruth Lavery
- Mr Alan Melrose
- Mr Paul Newson (appointed 11 June 2014)
- Ms Liz Tydd (resigned 11 December 2013)

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 RGF via Department of Trade and Investment, Regional Infrastructure and Services (DTIRIS).

These financial statements for the year ended 30 June 2014 have been authorised for issue by the Executive Director, Office of Liquor, Gaming and Racing on 17 October 2014.

(b) Basis of preparation

RGF's financial statements are general purpose financial statements which, subject to note 1(a), have been prepared on accrual basis and in accordance with:

- applicable Australian Accounting Standards (which include Australian Accounting Interpretations)
- the requirements of the *Public Finance and Audit Act 1983* and Regulation 2010 and
- the Financial Reporting Directions published in the Financial Reporting Code for NSW General Government Sector Entities or issued by the Treasurer.

Property, plant and equipment, assets (or disposal groups) held for sale and financial assets at 'fair value through profit and loss' and available for sale are measured at fair value. Other financial statement items are prepared in accordance with the historical cost convention.

Judgements, key report assumptions and estimations management has made are disclosed in the relevant notes to the financial statements.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

(c) Statement of compliance

The financial statements and notes comply with Australian Accounting Standards, which include Australian Accounting Interpretations.

(d) Insurance

RGF's insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self-insurance for Government entities. The expense (premium) is determined by the Fund Manager based on past claim experience.

(e) Accounting for the Goods and Services Tax (GST)

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

- the amount of GST incurred by RGF 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
- receivables and payables are stated with the amount of GST included.

Cash flows are included in the Statement of Cash Flows on a gross basis. However, the GST components of cash flows arising from investing and financing activities which are recoverable from, or payable to, the Australian Tax Office are classified as operating cash flows.

(f) 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.

(i) Parliamentary Appropriations and Contributions

Parliamentary appropriations and contributions from other bodies (including grants and donations) are generally recognised as income when RGF obtains control over the assets comprising the appropriations / contributions. Control over appropriations and contributions are normally obtained upon the receipt of cash.

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)**(ii) Investment Revenue**

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

(g) Assets**(i) Acquisition of assets**

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by RGF. Cost is the amount of cash or cash equivalents paid or the fair value of the other consideration given to acquire the asset at the time of its acquisition or construction or, where applicable, the amount attributed to that asset when initially recognised in accordance with the specific requirements of other Australian Accounting Standards.

Assets acquired at no cost, or for nominal consideration, are initially recognised at their fair value at the date of acquisition

Fair value is the amount for which an asset could be exchanged between knowledgeable, willing parties in an arms length transaction.

Where payment for an asset is deferred beyond normal credit terms, its cost is the cash price equivalent, i.e. the deferred payment amount is effectively discounted at an asset-specific rate.

(ii) Capitalisation thresholds

Property, plant and equipment and intangible assets costing \$5,000 and above individually (or forming part of a network costing more than \$5,000) are capitalised.

(iii) Revaluation of plant and equipment

Physical non-current assets are valued in accordance with the "Valuation of Physical Non-Current Assets at Fair Value" Policy and Guidelines Paper (TPP 14-01). This policy adopts fair value in accordance with AASB 13 *Fair Value Measurement*, AASB 116 *Property, Plant and Equipment* and AASB 140 *Investment Property*.

Non-specialised assets with short useful lives are measured at depreciated historical cost, as a surrogate for fair value.

(iv) Depreciation of plant and equipment

Depreciation is provided for on a straight-line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the Fund.

All material separately identifiable components of assets are depreciated over their shorter useful lives.

Each class of asset has a default life which may be varied as a result of management review either at acquisition or at any time during the asset life.

Default asset class lives are:

Photocopier	3 years
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(v) 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. Subsequent measurement is at amortised cost using the effective interest method, less an allowance for any impairment of receivables. Any changes are recognised in the net result for the year when impaired, derecognised or through the amortisation process.

Short-term receivables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

(vi) Impairment of financial assets

All financial assets, except those measured at fair value through profit and loss, are subject to an annual review for impairment. An allowance for impairment is established when there is objective evidence that the entity will not be able to collect all amounts due.

For financial assets carried at amortised cost, the amount of the allowance is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the effective interest rate. The amount of the impairment loss is recognised in the net result for the year.

When an available for sale financial asset is impaired, the amount of the revaluation is removed from equity and a loss recognised in the net result for the year, based on the difference between the acquisition cost (net of any principal repayment and amortisation) and current fair value, less any impairment loss previously recognised in the net result for the year.

Any reversals of impairment losses are reversed through the net result for the year, where there is objective evidence; however impairment losses on an investment in an equity instrument classified as "available for sale" must be made through the revaluation surplus. Reversals of impairment losses of financial assets carried at amortised cost cannot result in a carrying amount that exceeds what the carrying amount would have been had there not been an impairment loss.

(vii) De-recognition of financial assets and financial liabilities

A financial asset is derecognised when the contractual rights to the cash flows from the financial assets expire; or if RGF transfers the financial asset:

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

- where substantially all the risks and rewards have been transferred; or
- where RGF has not transferred substantially all the risks and rewards, if the entity has not retained control

Where the entity has neither transferred nor retained substantially all the risks and rewards or transferred control, the asset is recognised to the extent of the entity's continuing involvement in the asset.

A financial liability is derecognised when the obligation specified in the contract is discharged or cancelled or expires.

(h) Liabilities**(i) Payables**

These amounts represent liabilities for goods and services provided to RGF and other amounts. Payables are recognised initially at fair value, usually based on the transaction cost or face value. Subsequent measurement is at amortised cost using the effective interest method. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

(ii) Financial Guarantees

A financial guarantee contract is a contract that requires the issuer to make specified payments to reimburse the holder for a loss it incurs because a specified debtor fails to make payment when due in accordance with the original or modified terms of a debt instrument.

Financial guarantee contracts are recognised as a liability at the time the guarantee is issued and initially measured at fair value, where material. After initial recognition, the liability is measured at the higher of the amount determined in accordance with AASB 137 *Provisions, Contingent Liabilities and Contingent Assets* and the amount initially recognised, less accumulated amortisation, where appropriate.

RGF has reviewed its financial guarantees and determined that there is no material liability to be recognised for financial guarantee contracts at 30 June 2014 and 30 June 2013.

(iii) Personnel Services Benefits

RGF does not have any employees and receives administrative, secretarial support and operational assistance from the Office of Liquor, Gaming and Racing (OLGR). RGF has an arrangement with OLGR to reimburse them for personnel services expense on annual basis.

(i) Fair Value hierarchy

A number of RGF's accounting policies and disclosures require the measurement of fair values, for both financial and non-financial assets and liabilities. When measuring fair value, the valuation technique used maximises the use of relevant observable inputs and minimises the use of unobservable inputs. Under AASB 13, the entity categorises, for disclosure purposes, the valuation techniques based on the inputs used in the valuation techniques as follows:

- Level 1 - quoted prices in active markets for identical assets / liabilities that the entity can access at the measurement date.
- Level 2 - inputs other than quoted prices included within Level 1 that are observable, either directly or indirectly.
- Level 3 - inputs that are not based on observable market data (unobservable inputs).

RGF recognises transfers between levels of the fair value hierarchy at the end of the reporting period during which the change has occurred.

(j) Equity and reserves**(i) Accumulated Funds**

The category accumulated funds included all current and prior period retained funds.

(k) Comparative information

Except when an Australian Accounting Standard permits or requires otherwise, comparative information is disclosed in respect of the previous period for all amounts reported in the financial statements.

(l) New Australian Accounting Standards issued but not effective

NSW Public sector entities are not permitted to early adopt new Australian Accounting Standards, unless Treasury determines otherwise. These are listed as follows:

- AASB 9, AASB 2010-7 and AASB 2012-6 regarding financial instruments
- AASB 1031 Materiality
- AASB 1055 and AASB 2013-1 regarding budgetary reporting
- AASB 2012-3 regarding offsetting financial assets and financial liabilities
- AASB 2013-3 Amendments to AASB 136 – Recoverable Amount Disclosures for Non-Financial Assets
- AASB 2013-5 regarding accounting for Investment Entities
- AASB 2013-8 regarding Australian Implementation Guidance for Not-for-Profit Entities – Control and Structured Entities
- AASB 2013-9 regarding the Conceptual Framework, Materiality and Financial Instruments (Parts B and C).
- AASB 2014-1 regarding amendments to Australian Accounting Standards

RGF has reviewed the new accounting standards and at this stage does not anticipate any material impact on the figures reported in these financial statements.

2. EXPENSES EXCLUDING LOSSES

	2014 \$000	2013 \$000
(a) Personnel services expenses		
Personnel services expense	1,353	1,010
	<u>1,353</u>	<u>1,010</u>
(b) Other operating expenses include the following:		
Auditor's remuneration – audit of financial reports	32	43
Operating lease rental expense – minimum lease payments	2	-
Advertising and promotion	450	84
Consultancy	94	177
Telecommunication	6	85
Training and education	58	48
Travel	30	12
Legal other	-	7
Printing	37	32
Other contractors	829	355
Courier and freight	2	-
Other operating	26	21
	<u>1,566</u>	<u>864</u>
(c) Depreciation and amortisation expense		
Plant and equipment	7	2
	<u>7</u>	<u>2</u>
(d) Grants and subsidies		
Responsible Gambling Grants Community Benefits	11,006	10,632
Gambling help G-Line	828	481
Grants outside funding rounds	668	1,235
	<u>12,502</u>	<u>12,348</u>

3. REVENUES

	2014 \$000	2013 \$000
(a) Investment revenue		
Interest	922	825
	<u>922</u>	<u>825</u>
(b) Grants and Contributions		
Grants – NSW Government	15,251	14,204
	<u>15,251</u>	<u>14,204</u>
(c) Other revenue		
Other Revenue	24	72
	<u>24</u>	<u>72</u>

4. CURRENT ASSETS – CASH AND CASH EQUIVALENTS

	2014 \$000	2013 \$000
Cash at bank and on hand	47,228	31,985
	<u>47,228</u>	<u>31,985</u>

For the purpose of the Statement of Cash Flows, cash and cash equivalents include cash at bank, cash on hand and short term deposits.

Cash and cash equivalent assets recognised in the Statement of Financial Position are reconciled at the end of the financial year to the Statement of Cash Flows as follows:

Cash and cash equivalents (per Statement of Financial Position)	47,228	31,985
Closing cash and cash equivalents (per Statement of Cash Flows)	<u>47,228</u>	<u>31,985</u>

Refer Note 10 for details regarding credit risk, liquidity risk and market risk arising from financial instruments.

5. CURRENT / NON-CURRENT ASSETS-RECEIVABLES

	2014 \$000	2013 \$000
CURRENT		
Accrued Income	1,566	720
Interest receivable	498	392
GST	178	39
Miscellaneous	-	(1)
	<u>2,242</u>	<u>1,150</u>

6. NON-CURRENT ASSETS – PLANT AND EQUIPMENT

	Plant and Equipment \$000	Total \$000
At 1 July 2013 – Fair Value		
Gross Carrying Amount	15	15
Accumulated depreciation	(3)	(3)
Net Carrying Amount	<u>12</u>	<u>12</u>
At 30 June 2014 – Fair Value		
Gross Carrying Amount	15	15
Accumulated depreciation	(10)	(10)
Net Carrying Amount	<u>5</u>	<u>5</u>

Reconciliation

A reconciliation of the carrying of plant and equipment at the beginning and end of the current reporting period is set out below.

	Plant and Equipment \$'000	Total \$'000
Period ended 30 June 2014		
Net carrying amount at start of year	12	12
Depreciation expense	(7)	(7)
Net Carrying amount at end of year	<u>5</u>	<u>5</u>

	Plant and Equipment \$000	Total \$000
At 1 July 2012 – Fair Value		
Gross Carrying Amount	15	15
Accumulated Depreciation	(1)	(1)
Net Carrying Amount	<u>14</u>	<u>14</u>
At 30 June 2013 – Fair Value		
Gross Carrying Amount	15	15
Accumulated Depreciation	(3)	(3)
Net Carrying Amount	<u>12</u>	<u>12</u>

Reconciliation

A reconciliation of the carrying of plant and equipment at the beginning and end of the current reporting period is set out below.

	Plant and Equipment \$'000	Total \$'000
Period ended 30 June 2013		
Net carrying amount at start of year	14	14
Depreciation expense	(2)	(2)
Net Carrying amount at end of year	<u>12</u>	<u>12</u>

7. CURRENT LIABILITIES - PAYABLES

	2014 \$000	2013 \$000
CURRENT		
Goods & Services Tax Payable	-	7
Creditors	1,958	186
Other liability – DTIRIS	20,980	7,120
	<u>22,938</u>	<u>7,313</u>

Details regarding credit risk, liquidity risk and market risk, including a maturity analysis of the above payables are disclosed in Note 10.

8. CURRENT LIABILITIES – PROVISIONS

	2014 \$000	2013 \$000
CURRENT		
Personnel services		
Personnel services provision	-	6
Personnel services liability	-	60
	<u>-</u>	<u>66</u>

9. RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES TO NET RESULT

	2014 \$000	2013 \$000
Net cash used on operating activities	15,243	7,559
Depreciation and amortisation	(7)	(2)
Decrease / (Increase) in provisions	66	11
Increase / (Decrease) in receivables	1,092	116
Decrease / (Increase) in creditors	(15,625)	(6,807)
Net result	<u>769</u>	<u>877</u>

10. FINANCIAL INSTRUMENTS

RGF's principal financial instruments are outlined below. These financial instruments arise directly from RGF's operations or are required to finance RGF's operations. RGF does not enter into or trade financial instruments, including derivative financial instruments, for speculative purposes.

RGF's main risks arising from financial instruments are outlined below, together with RGF's objectives, policies and processes for measuring and managing risk. Further quantitative and qualitative disclosures are included throughout these financial statements.

The Secretary has overall responsibility for the establishment and oversight of risk management and reviews and agrees policies for managing each of these risks. Risk management policies are established to identify and analyse the risks faced by RGF, to set risk limits and controls and to monitor risks.

(a) Financial instrument categories

Financial Assets	Note	Category	Carrying Amount 2014 \$'000	Carrying Amount 2013 \$'000
Class:				
Cash and cash equivalents	4	N/A	47,228	31,985
Receivables ¹	5	Receivables (at amortised cost)	2,064	1,111
			<u>49,292</u>	<u>33,096</u>
Financial Liabilities	Note	Category	Carrying Amount 2014 \$'000	Carrying Amount 2013 \$'000
Class:				
Payables ²	7	Financial liabilities measured at amortised cost	22,938	7,306
			<u>22,938</u>	<u>7,306</u>

Notes

1. Excludes statutory receivables and prepayments (i.e. not within scope of AASB 7).
2. Excludes statutory payables and unearned revenue (i.e. not within scope of AASB 7).

(b) Credit Risk

Credit risk arises when there is the possibility of RGF's debtors defaulting on their contractual obligations, resulting in a financial loss to RGF. The maximum exposure to credit risk is generally represented by the carrying amount of the financial assets (net of any allowance for impairment).

Credit risk arises from the financial assets of RGF, including cash, receivables, authority deposits and advances receivable. No collateral is held by RGF. RGF has not granted any financial guarantees.

Credit risk associated with RGF's financial assets, other than receivables, is managed through the selection of counterparties and establishment of minimum credit rating standards.

Cash

Cash comprises cash on hand and bank balances within the NSW Treasury Banking System. Interest is earned on daily bank balances at the monthly average NSW Treasury Corporation (TCorp) 11am unofficial cash rate, adjusted for a management fee to NSW Treasury.

Receivables – trade debtors

RGF does not have trade debtors as at 30 June 2014

Authority Deposits

RGF has no funds placed on deposit with TCorp.

(c) Liquidity risk

Liquidity risk is the risk that RGF will be unable to meet its payment obligations when they fall due. RGF continuously manages risk through monitoring future cash flows and maturities planning to ensure adequate holding of high quality liquid assets. The objective is to maintain a balance between continuity of funding and flexibility through the use of loans and other advances.

During the current year and prior year, there were no defaults or breaches on any loans payable. No assets have been pledged as collateral. RGF's exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in NSW TC 11/12. For small business suppliers, where terms are not specified, payment is made not later than 30 days from date of receipt of a correctly rendered invoice. For other suppliers, if trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice or a statement is received. For small business suppliers, where payment is not made within the specified time period, simple interest must be paid automatically unless an existing contract specifies otherwise. For payments to other suppliers, the Secretary may automatically pay the supplier simple interest.

The table below summarises the maturity profile of RGF's financial liabilities, together with the interest rate exposure.

Maturity analysis and interest rate exposure of financial liabilities

	Weighted Average Effective Int. Rate	Nominal Amount ¹ \$'000	Interest Rate Exposure			Maturity Dates		
			Fixed Int. Rate \$'000	Variable Int. Rate \$'000	Non-interest bearing \$'000	< 1 yr	1 – 5 yrs	> 5 yrs
2014								
<i>Payables</i>	0.0%	22,938	-	-	22,938	22,938	-	-
		22,938	-	-	22,938	22,938	-	-
2013								
<i>Payables</i>	0.0%	7,306	-	-	7,306	7,306	-	-
		7,306	-	-	7,306	7,306	-	-

Notes:

- The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities based on the earliest date on which RGF can be required to pay. The tables include both interest and principal cash flows and therefore will not reconcile to the statement of financial position.

(d) Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. RGF has no exposure to foreign currency risk and does not enter into commodity contracts.

The effect on profit and equity due to a reasonably possible change in risk variable is outlined in the information below, for interest rate risk. A reasonably possible change in risk variable has been determined after taking into account the economic environment in which RGF operates and the time frame for the assessment (i.e. until the end of the next annual reporting period). The sensitivity analysis is based on risk exposure in existence at the Financial Position date. The analysis assumes that all other variables remain constant.

Interest rate risk

RGF's exposure to interest rate risk is set out below.

	Carrying Amount \$'000	-1% Result \$'000	Equity \$'000	+1% Result \$'000	Equity \$'000
2014					
Financial assets					
Cash and cash equivalents	47,228	(472)	(472)	472	472
Receivables	2,064	(21)	(21)	21	21
Financial liabilities					
Payables	22,938	(229)	(229)	229	229
2013		-1%		+1%	
Financial assets					
Cash and cash equivalents	31,985	(320)	(320)	320	320
Receivables	1,111	(11)	(11)	11	11
Financial liabilities					
Payables	7,306	(73)	(73)	73	73

(e) Fair value compared to carrying amount

Financial instruments are generally recognised at cost. The amortized cost of financial instruments recognised in the statement of financial position approximates the fair value, because of the short term nature of the financial instruments.

11. COMMITMENTS FOR EXPENDITURE

There are no commitments for capital or other expenditure or commitments for leases at balance date.

12. CONTINGENT LIABILITIES AND CONTINGENT ASSETS

As at 30 June 2014 RGF had no contingent assets or contingent liabilities.

13. EVENTS AFTER REPORTING DATE

There are no events subsequent to the balance date which affect the financial information disclosed in these financial statements.

End of the financial statements.

10 APPENDIX

Grants allocated in 2013/14

Counselling and Treatment

Agency	Purpose	Amount
Anglicare Canberra & Goulburn	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$223,633.00
Anglican Northern Inland	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$140,078.00
Arab Council Australia	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$265,344.00
CatholicCare Social Services	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$406,048.00
Centacare New England North West	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$76,000.00
Centre for Community Welfare Training	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$446,031.00
Co-As-It Italian Association of Assistance	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$95,716.00
Hopetstreet Urban Compassion	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$270,000.00
Lifeline Broken Hill	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$100,000.00
Lifeline Central West	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$340,600.00
Lifeline Harbour to Hawkesbury	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$78,165.00
Lifeline North Coast	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$172,677.00
Mission Australia - Coastal Sydney	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$240,060.00
Mission Australia - Hunter	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$133,414.00

Agency	Purpose	Amount
Mission Australia - Illawarra	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$349,992.00
Mission Australia - Riverina	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$158,889.00
Mission Australia - South West Sydney	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$132,735.00
Mission Australia Hunter - Aboriginal Service	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$100,000.00
Mission Australia North Coast - Aboriginal	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$73,800.00
Mission Australia Western Sydney - Aboriginal	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$119,742.00
Northern Sydney Local Health District	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$351,011.00
Peninsula Community Centre Inc	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$189,188.00
Samaritans Foundation - Hunter	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$100,000.00
Samaritans Foundation - North Coast	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$114,030.00
South Western Sydney Local Health District	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$125,249.00
St Vincient De Paul Society	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$140,050.00
St Vincients Hospital	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$541,992.00
Sydney Women's Centre	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$91,954.00
The Buttery (Northern River Gambling Service)	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$290,000.00
UnitingCare Mental Health - Central Coast	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$93,632.00
UnitingCare Mental Health - Coastal Sydney	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$97,124.00

Agency	Purpose	Amount
UnitingCare Mental Health - South West Sydney	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$156,267.00
UnitingCare Mental Health - Western Sydney	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$191,792.00
University of Sydney - Western Sydney	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$357,851.00
University of Sydney - Coastal Sydney	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$437,253.00
University of Sydney - South Western Sydney	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$204,903.00
UnitingCare Goulburn - St David's Care	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$179,177.00
UnitingCare Unifam - Central Coast	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$138,339.00
UnitingCare Unifam - Illawarra	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$95,995.00
UnitingCare Unifam - South West Sydney	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$136,670.00
Vietnamese Community in Australia	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$150,252.00
Wagga Family Support Service Inc	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$175,000.00
Wesley Mission - Hunter	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$220,000.00
Wesley Mission - Central Coast	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$138,912.00
Wesley Mission - Coastal Sydney	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$613,770.00
Wesley Mission - Illawarra	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$135,949.00
Wesley Mission - South West Sydney	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$45,540.00
Wesley Mission - Western Sydney	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$297,829.00

Agency	Purpose	Amount
Western Sydney Local Health District - Multicultural Problem Gambling Sservice	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$518,394.00
Woodrising Neighbourhood Centre Inc	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them	\$96,478.00

Research and other projects

Agency	Purpose	Amount
Association of Children's Welfare Agencies - Centre for Community Welfare Training	To provision advanced training for experienced counsellors	\$49,250
Ashley Gordon Consultancy	To provide Warruwi Aboriginal problem gambling awareness and community engagement activities in the Hunter, Central Coast, Coastal Sydney, Western Sydney, South-West Sydney, Illawarra, South East NSW, Western NSW and Riverina/Murray regions	\$286,354.32
Department of Justice - Victoria	NSW Contribution to Gambling Research Australia program	\$290,000
Department of Justice - Victoria	NSW Contribution to National online problem gambling counselling program	\$250,269
Lismore Neighbourhood Centre (Now Northern Rivers Community Gateway)	Delivery of Warruwi Aboriginal problem gambling awareness and community engagement activities in the Northern Rivers, North Coast and Northern Inland regions.	\$135,000
Medibank Health Solutions Telehealth Pty Ltd	To provide a 24 hour telephone crisis counselling, information and referral service to problem gamblers, their families and others	\$831,890
Medibank Health Solutions Telehealth Pty Ltd	A pilot project in the Hunter and Central Coast regions to deliver a pilot appointment making functionality for callers referred to Responsible Gambling Fund funded face-to-face gambling counselling services	\$48,070
Sydney University Gambling Treatment Clinic	To provide information online via social media outlets	\$30,000
Wesley Mission Legal Service	To provide legal advice, information and assistance to problem gamblers, family members and others affected by problem gambling, together with promotion and community engagement	\$259,838.00

