

RESPONSIBLE

GAMBLING FUND

ANNUAL REPORT

2012/13



# RESPONSIBLE GAMBLING FUND

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The Hon George Souris MP  
Minister for Tourism, Major Events, Hospitality and Racing  
Minister for the Arts  
Governor Macquarie Tower  
Level 30, 1 Farrer Place  
SYDNEY NSW 2000

Dear Minister

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 2013.

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 within the Treasury; and
- has been prepared in accordance with the various requirements of the *Annual Reports (Statutory Bodies) Act 1984*, and the *Annual Reports (Statutory Bodies) Regulation 2010*.

Yours sincerely

Handwritten signature of Christopher Naughton in black ink.

Christopher Naughton  
Chair

Handwritten signature of Ruth Lavery in black ink.

Ruth Lavery  
Trustee

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## FOREWORD

When it comes to problem gambling, statistics can be enlightening. In October 2012, the NSW Government released *The Prevalence of Gambling and Problem Gambling in NSW* from a survey of 10,000 people in the state. Altogether, 65 per cent of adults 18 and over participated in at least one gambling activity in the previous year and 0.8 per cent could be described as problem gamblers. That may seem like a relatively small number until you calculate that it represents more than 58,000 problem gamblers. For each of these people, there are perhaps half a dozen family members, friends and employers who are impacted. Problem gambling is an issue that affects every one of us.

Against this background, the work of the Responsible Gambling Fund has particular importance as it addresses the harms caused by problem gambling, promotes safe gambling practices and through research increases our understanding of gambling and harm minimisation. In my first year as Chair, I am pleased to report there have been a number of significant achievements.

This year it was time for us to renew our commitment to fund counselling and support services throughout the state for an additional four years 2013-2017. Ensuring fair distribution of those services is vital, and we commissioned a *Needs Analysis of the NSW Problem Gambling Counselling and Support* to assist the process. As a result, up to \$48 million has been committed over the four years of the funding round to the delivery of these vital services and we are confident these are situated in the best possible locations. After careful analysis of the State's regional needs, an additional \$213,193 has been provided to Western NSW, specifically to deliver increased financial counselling.

From 1 July 2013, 54 services will be delivering therapeutic and financial counselling in over 100 locations across NSW. This includes specialist services for people from culturally and linguistically diverse (CALD) backgrounds and, as a new initiative from Mission Australia, four Aboriginal specific services (in Western Sydney, Wagga Wagga, Newcastle and Kempsey). In addition, legal services and training for staff in funded services will also be provided across the state.

The financial year 2012/13 has seen some important new initiatives. Our awareness work in languages other than English won national recognition in November when the *What's Gambling Really Costing You?* DVD, won the National Multicultural Marketing Award for the best government marketing campaign of 2012.

The Responsible Gambling Fund Trustees must constantly be across new trends in gambling, particularly among young people. Given the upsurge in online gambling, the Fund has looked for new opportunities to increase our social media presence. You Tube, Facebook, Twitter and our popular Counsellor Sam Blog have all been used to promote the responsible gambling message. Targeted campaigns around specific sports events such as the football grand finals and the Melbourne Cup have proved particularly successful. In September, the Fund will launch its first mobile phone app, *Stay on Track*, an early intervention tool that educates gamblers on staying within a budget and makes them more aware of the amount they are spending and the impact this is having on their lives. We will also be expanding the visibility of people affected by problem gambling on our website with new tools that provide peer-to-peer information and support.

The Aboriginal Awareness strategy, led by Aboriginal problem gambling counsellor and former Rugby League player Ashley Gordon, continued in communities across the State. Altogether, 572 people participated in workshops held in 29 towns and suburbs in 2012/13, with a further 242 contacted during this time and over 50,000 exposed to the responsible gambling message at events such as the NSW Rugby League Knockout in Raymond Terrace and the Tamworth Country Music Festival. Over 90 per cent of workshop participants rated their experience as excellent, with 72 per cent agreeing that it increased their knowledge of gambling in Aboriginal communities. The Fund also continued its support of the Ella 7's, which this year had record crowds of over 600 in Coffs Harbour. Eight women's and 22 men's teams competed, all wearing jerseys with the Gambling Help logo. Our commitment to Aboriginal communities will be even greater in 2013/14, with more than \$4 million invested in awareness activities and cadetships over the next three years.

In 2013, the Trustees were keen to increase the profile of Responsible Gambling Awareness Week. Services were given increased support and encouragement to directly engage with their communities with pleasing results. In the week of 20 to 24 May 2013, some 200,000 people were given the responsible gambling message face-to-face. Over 100 activities were delivered, including talks and presentations, information stands at local clubs and pubs and in shopping centres, and giveaways at local train stations. Gambling Help information was displayed in over 450 sites. For the first time, online gaming providers joined other sectors of the gambling and wagering industry to promote Responsible Gambling Awareness Week. The result was a 40 per cent increase in users of our website.

In May, I was particularly pleased to launch the Chinese booklet, *Problem Gambling Help for Families and Friends*, together with digital resources in Arabic, Chinese and Italian. Extensive media coverage resulted in a remarkable 669 per cent increase in access to the Gambling Help website by non-English speakers.

Together with my fellow Trustees, I look forward to 2013/14 when we will continue to further lessen the impact of problem gambling by finding new, innovative and effective solutions. I am particularly pleased that we will be sponsoring an important new research project: an investigation of the types of harm that can arise from different gambling products and initiatives that could address these harms.

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. I would also like to thank the dedicated Gambling Help staff for their hard work and ongoing commitment. Finally I would like to thank the Minister for Tourism, Major Events, Hospitality and Racing, and Minister for the Arts, the Hon George Souris MP for his ongoing support and encouragement.

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
- 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 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*

- Using available 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

## Enabling arrangements

- Endorse the Strategic Directions Statement
- Review and endorse the Policy Guidelines to reflect the Strategic Directions
- Policy Advice Standing Item on Trustee meeting agenda
- Undertake a gap analysis of current funding allocations against the Strategic Directions
- Better highlighting of research base underpinning papers for Trustee meetings
- Communication strategy

# 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 Independent Liquor & Gaming Authority, and it is re-directed into the Fund established in the Special Deposits Account in the NSW Treasury.

The casino's taxation arrangements were originally entered into in 1994 for a period of 12 years from the commencement of gaming at the casino in 1995. These arrangements expired in September 2007. New arrangements were entered into from October 2007 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 on 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 on their lives;
- ensure a greater 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 the year.

## 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 2012/13, the Trustees held seven meetings including a Special Meeting to consider the recommendations of the Grants Assessment Committee for the Counselling and Support Services Funding Round, 2013-2017.

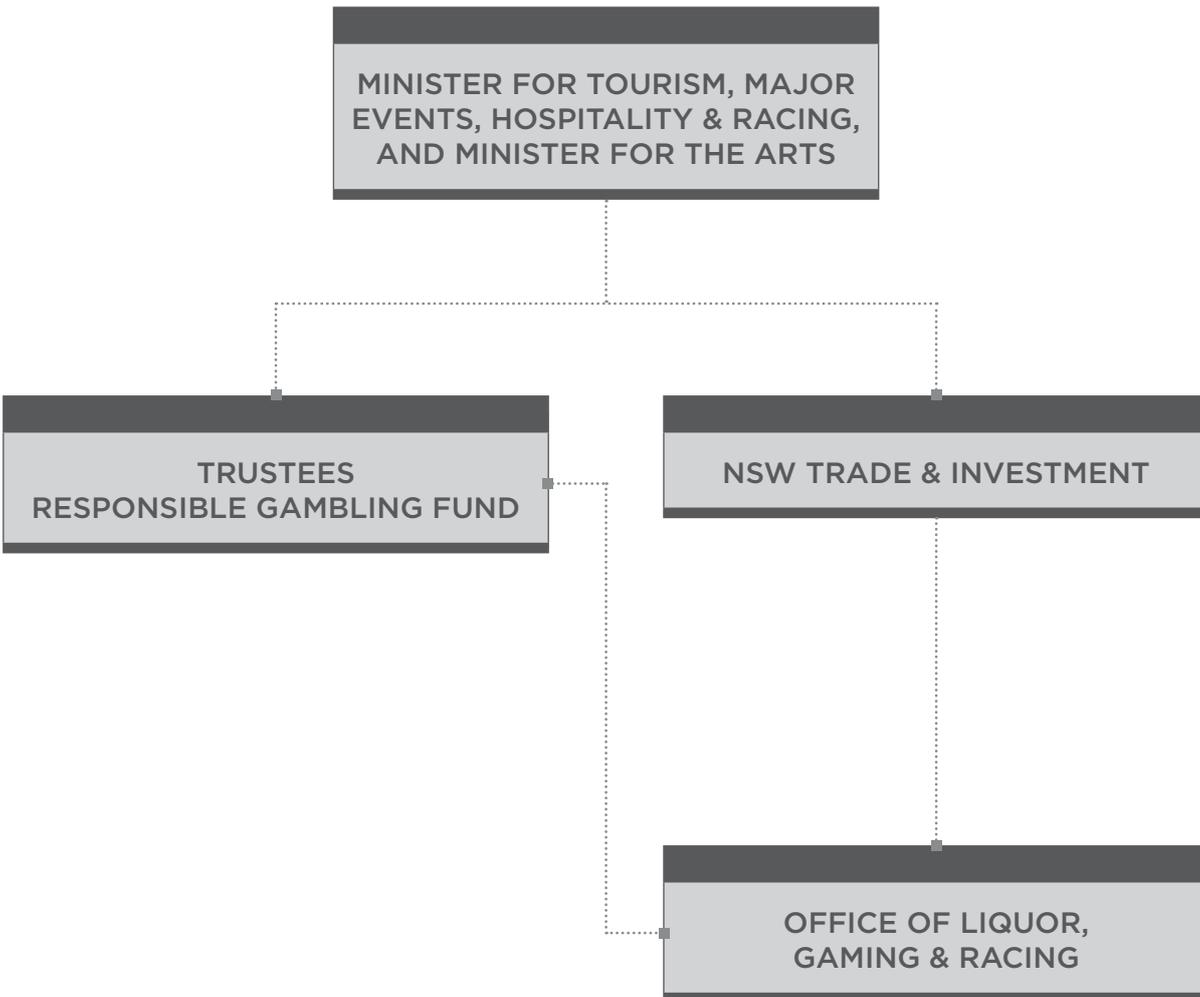
Trustee	Date of First Appointment	Date of Expiry of Current Appointment	Meetings Attended 012/13
Mr Christopher Naughton	1 July 2012	30 June 2017	7/7
Mr Mike Colreavy	1 July 2012	30 June 2017	7/7
Mr Tony DiMauro	1 July 2012	30 June 2017	7/7
Mr David Ella	3 May 2006	30 June 2014	5/7
Ms Ruth Lavery	1 July 2009	30 June 2014	5/7
Mr Alan Melrose	1 July 2012	30 June 2017	7/7
Ms Elizabeth Tydd	1 July 2012	30 June 2017	6/7

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



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**

Level 6  
323 Castlereagh Street  
Haymarket

**Written correspondence to:**

GPO Box 7060  
Sydney NSW 2001

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

Phone: 02 9995 0992

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## 2 COUNSELLING AND SUPPORT SERVICES

### 2.1 Overview

In 2012/13, the Responsible Gambling Fund provided \$11.895 million to a wide range of organisations to deliver problem gambling counselling and support services to NSW residents with gambling problems, and those close to them, including:

- 38 Gambling Help face-to-face counselling services in almost 200 suburbs and towns across NSW
- six multi-region Gambling Help services offering specialist assistance for people from culturally and linguistically diverse backgrounds
- 24-hour Gambling Helpline service (1800 858 858)
- 24-hour national Gambling Help Online counselling service
- two specialist support services providing statewide training programs for problem gambling counsellors and expert legal advice for individuals and services on gambling-related matters.

As the following data on service delivery indicates, client demographics are changing particularly in relation to online services. Trustees are aware of these changes and continually looking at new models and options for delivery.

A list of funded services is included at Appendix 1 of this Report.

### 2.2 Needs Analysis

In 2012, Schottler Consulting was engaged to undertake a needs analysis of the problem gambling and support services provided by the Responsible Gambling Fund. The resulting report put forward a model for the provision of high quality, cost effective problem gambling services across NSW. It also made a number of recommendations to improve Gambling Help services and strengthen their links to other Responsible Gambling Fund funded services.

As a result, a number of projects have been implemented in 2012/13, including:

- Improving the channelling of clients from the Gambling Helpline to Gambling Help services. Non Responsible Gambling Fund funded services have been removed from the Gambling Helpline Directory and a pilot is underway trialling the effectiveness of a 'live' booking system. This enables phone counsellors to access counselling services' schedules and book appointments.
- Evaluating the effectiveness of the Gambling Helpline through a 'secret shopping' exercise.
- Increasing access through encouraging services to provide more after-hours counselling (face-to-face, telephone and online).
- Encouraging Gambling Help services to have stronger linkages with financial counselling services. This will enable counsellors to refer clients affected by problem gambling to financial counselling.
- Building services' skills in community engagement and raising the profile of Responsible Gambling Awareness Week.
- Increasing the availability of advanced training for Gambling Help counsellors. The University of Sydney Gambling Treatment Clinic delivered two courses on 'Advanced Cognitive Therapy for EGM Problem Gambling'.
- Introducing a minimum award rate for Gambling Help counsellors and wage indexation into the 2013-2017 funding round.

## 2.3 Funding Round for Counselling and Support Services

In November 2012, applications for funding were sought from not-for-profit organisations to provide problem gambling counselling and support services in NSW based on the recommendations of the needs analysis.

Applications closed on 30 November 2012 and were assessed by a Grants Assessment Committee (GAC). The GAC was chaired by Mr Mike Colreavy, a Trustee of the Responsible Gambling Fund, and included senior representatives from the NSW Ministry of Health, the NSW Office of Fair Trading, the Community Relations Commission for a Multicultural NSW, the Council of Social Service of NSW, and the Victorian Responsible Gambling Foundation. Draft recommendations from the GAC were considered by the Trustees, who subsequently made recommendations to the Minister.

In April 2013, the Minister announced that 57 services had been successful in gaining funding. These included a statewide training service for problem gambling counsellors, a statewide legal service for problem gamblers and their families, a statewide problem gambling counselling service for CALD communities, six problem gambling counselling services targeting specific CALD communities, four problem gambling counselling services targeting Aboriginal communities and 44 mainstream services. Up to \$48 million will be provided to these services over the four years commencing 1 July 2013.

## 2.4 Gambling Help Services and Their Users

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
- The national Gambling Help Online service provides quarterly reports and summary information about those receiving online counselling.

### 2.4.1 Gambling Help counselling services

In 2012/13, Gambling Help counselling services saw 4,500 clients and delivered 21,000 counselling sessions, a two per cent increase in client numbers and seven per cent increase in sessions on the previous year. In addition to face-to-face counselling, this included over 3,200 telephone counselling sessions, almost 400 family counselling sessions and 200 group sessions. Of the clients seen, approximately 340 were assisted with self-exclusion and 170 with bankruptcy procedures.

In addition, Wesley Mission's Statewide Legal Service saw 123 clients and delivered 501 sessions. This included representing 61 clients in court proceedings, of whom 55 (or 90 per cent) had satisfactory outcomes.

Critical to the delivery of gambling help services is community engagement. All funded services promote awareness of problem gambling, the harms it can cause and the resources available to address it in their communities. In 2012/13, services participated in over 700 events and formed more than 300 partnerships with other community organisations to raise awareness.

Although the majority of our clients are Australian-born, the remainder have diverse backgrounds. Some 45 countries are represented including: China, Korea, Hong Kong, Indonesia, Laos, The Phillipines, Vietnam, Bangladesh, Pakistan, Sri Lanka, India, Nepal, Cameroon, Egypt, South Africa, Ethiopia, Somalia, Togo, Lebanon, Belgium, Italy, Greece, Germany, France, the Netherlands, the United Kingdom, Poland, Portugal, Romania, Cyprus, Papua New Guinea, New Zealand, Cuba and the United States.

*Client Data Set 2011/12*

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. It also assists planning for future service provision and informs harm minimisation strategies.

The online system has significantly improved the efficiency, security, and accuracy of data collection. Subsequent revisions to the types of data collected through the client data set, undertaken in consultation with Gambling Help services, have been implemented periodically since 1 July 2005.

Data for 2012/13 is being analysed and will be reported upon in the 2013/14 Annual Report. Following is a summary of key client information for the previous three financial years:

Indicator	Jul 2009- Jun 2010	Jul 2010- Jun 2011	Jul 2011- Jun 2012
Clients recorded as having received counselling services (no.)	4,495	4,237	4,414
Individual face-to-face counselling sessions (no.)	16,006	15,594	16,143
Telephone counselling sessions (no.)	3,126	3,430	3,658
Group counselling sessions (no.)	569	608	613
Individual face-to-face counselling session duration (minutes - mean)	66.5	67.1	67.2
Telephone counselling session duration (minutes - mean)	30.7	29.8	31.2
Group counselling session duration (minutes - mean)	89.7	83.5	84.7
% of clients who were male	59.5%	60.7%	60.8%
% of clients who were female	40.5%	39.3%	39.2%
Male clients - age (years - mean)	40.2	40.0	40.1
Female clients - age (years - mean)	45.1	45.4	46.1
% of clients born in Australia	71.3%	70.6%	70.4%
% of clients identifying themselves as indigenous	3.4%	4.2%	4.6%
% of clients reported as speaking a language other than English at home	19.6%	21.7%	21.6%
% of clients identifying themselves as a person with a gambling problem	76.3%	76.8%	75.2%
% of clients identifying themselves as the partner/ex-partner of a problem gambler <sup>1</sup>	11.2%	10.9%	10.8%
% of partners/ex-partners/ family members who were female	78.3%	77.3%	74.5%
% of clients reporting Gambling Helpline as the most recent referral source	22.8%	20.5%	19.7%
% of problem gamblers who were male	68.3%	69.4%	69.8%
% of problem gamblers identifying the following as their most common preferred gambling venue:			
• registered club	44.8%	43.6%	46.2%
• hotel/pub	37.3%	37.8%	36.0%
% of problem gamblers identifying gaming machines as the principal form of gambling activity	79.4%	77.7%	78.3%

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

### 2.4.2 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 operated since 1997, with over \$10 million in funding from the Responsible Gambling Fund directed to the service over that time.

The Gambling Helpline telephone number is 1800 858 858.

In February 2011, the Minister approved the allocation of up to \$2.5 million to Medibank Health Solutions for the provision of the Gambling Helpline service for the period 1 July 2011 to 30 June 2014. The table provides information about callers to the Gambling Helpline service over the past three years.

Indicator	2010/11	2011/12	2012/13 <sup>2</sup>
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)	6,700 (68%)	7,425 (65%)	7,724 (65%)
Calls from non-target group callers	3,212 (32%)	3,944 (35%)	4,124 (35%)
Gender of target group callers identifying themselves as gamblers	Males - 73% Females - 27%	Males - 74% Females - 26%	Males - 69% Females - 31%
% of target group callers reporting gambling on gaming machines	67%	60%	75%
Main characteristics of target group callers	Gamblers - 75% First-time callers - 74%	Gamblers - 79% First-time callers - 67%	Gamblers - 81% First-time callers - 60%
% of callers who had not sought any previous help for gambling related issues	32%	32%	32%
Most common means of learning about Gambling Helpline	1. Gambling venue notices/stickers 2. Internet 3. Other service provider	1. Gambling venue notices/stickers 2. Internet 3. Family or friend	1. Gambling venue notices/stickers 2. Internet 3. Family or friend

To assist Gambling Helpline callers to make a successful transition to Gambling Help services, a system of 'warm' transfers and email referrals has been introduced. 'Warm' transfers occur when Gambling Helpline callers are able to speak to a local Gambling Help counsellor who will then arrange to see this client for a face-to-face appointment. In 2012/13, 203 successful warm transfers occurred. Email referrals occur when callers leave email details for local Gambling Help counsellors to contact the Gambling Helpline caller. In 2012/13 there were 268 email referrals.

In response to a *Needs Analysis* recommendation, an online appointment booking pilot project commenced in May 2013 with Central Coast and Hunter Gambling Help services and the Gambling Helpline Service. This is another strategy to assist callers to make the transition between the Gambling Helpline and local Gambling Help counselling services. The three month pilot project will allow those calling the Gambling Helpline to book a face-to-face appointment with a local Gambling Help service, avoiding the need for clients to make another difficult phone call.

<sup>2</sup> This data includes a small number of calls undertaken as part of the 'mystery caller' evaluation by Woolcott Research.

### *Gambling Helpline Evaluation*

In 2013, there has been a two stage evaluation of the Gambling Helpline. The first, undertaken by Woolcott Research, took a 'secret shopper' approach, making 60 calls to the service over two months. The callers were spread across the state and represented the demographic of Helpline users in terms of age, gender, type of gambling, and problem gambler versus friends and family. The result was positive, with the majority of callers being dealt with in a professional manner and given details about the most appropriate Responsible Gambling Fund funded service for their needs.

In May 2013, ORC International was commissioned to undertake the second stage of the evaluation, with a report to be submitted in early August 2013. The outcomes of both evaluations will inform the Trustees' decision about future funding for the service beyond 30 June 2014.

#### 2.4.3 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.

In that time there has been significant growth in website visits, which in 2012/13 were 38 per cent greater than the previous year and 289 per cent greater than in 2010/11.

Indicator	2010/11	2011/12	2012/13
Website visits	60,729	171,263	236,738
Online gambling counselling sessions provided	1,491	1,348	1,751
Average counselling session duration	42 minutes, 40 seconds	46 minutes, 46 seconds	33 minutes, 37 seconds
% of online counselling sessions conducted with a client about their own gambling	85%	84%	75%
Gender of online counselling clients	Males - 56% Females - 44%	Males - 60% Females - 40%	Males - 62% Females - 38%
% of online counselling clients aged between 20 and 34 years	58%	60%	64%

## 2.5 Improving service delivery

### 2.5.1 Minimum Qualification for Problem Gambling Counsellors and Financial Counsellors.

Since 2009, problem gambling counsellors working in Gambling Help services have been required to meet minimum qualification standards. This ensures that they have the requisite knowledge, skills and attitudes to be effective problem gambling counsellors. The minimum qualification standard includes obtaining the problem gambling counselling skill set which forms part of the national Community Services Training Package (CHC08).

During 2012/13, problem gambling counsellors working in Gambling Help services continued to undertake training or accreditation to achieve the minimum qualification standards. Most problem gambling counsellors who have been working in the sector for more than a year completed their requirements during this period. Close to 100 per cent of counsellors have now achieved these standards.

Since 1 July 2013, financial counsellors working in Gambling Help services have been required to meet minimum qualification standards. This ensures that they have the requisite knowledge, skills and attitudes to be effective financial counsellors with our services. The minimum qualification standard includes obtaining the Diploma of Community Services (Financial Counselling), part of the national Community Services Training Package (CHC08).

The Centre for Community Welfare Training, the Responsible Gambling Fund state-wide training provider, is contracted to deliver the Minimum Qualification program for Problem Gambling Counsellors and Financial Counsellors.

### 2.5.2 Code of Ethics

The *Code of Ethics* outlines the values and principles that should underpin work in Gambling Help services. It is available for download at: [www.olgr.nsw.gov.au/pdfs/RGF/Gaming-Racing-Code-of-Ethics.pdf](http://www.olgr.nsw.gov.au/pdfs/RGF/Gaming-Racing-Code-of-Ethics.pdf)

The Ethics Panel meets quarterly to consider a range of ethical issues affecting the Gambling Help sector. The Panel is made up of clinical supervisors, managers and problem gambling counsellors from mainstream and culturally and linguistically diverse services, and a legal expert.

The following issues were discussed in 2012/13:

- Self-exclusion timeline considerations for the Gambling Help service counsellor
- Legal standing for a counsellor where clients engage in petty crime
- How much client information should be given to another provider
- Balancing flexibility of service hours with boundaries of Gambling Help services

Newsletters outlining the Panel's discussions and recommendations were regularly distributed to the Gambling Help sector.

A review of the *Code of Ethics* commenced in May 2013 with the aim of identifying any gaps that need to be addressed. A focus will be on ethical considerations likely to arise from current challenges in the Gambling Help sector, such as the impact of new technologies. The St James Ethics Centre has been engaged to oversee the review.

### 2.5.3 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* is available at [www.olgr.nsw.gov.au/pdfs/Guidelines\\_PROOF04.pdf](http://www.olgr.nsw.gov.au/pdfs/Guidelines_PROOF04.pdf).

Clinical supervisors are annually accredited and required to continue to meet various criteria. An expression of interest to retain and recruit accredited clinical supervisors was conducted in November 2012. The 2013 *Directory of Responsible Gambling Fund Accredited Clinical Supervisors for Problem Gambling Counsellors* lists successful applicants and is available at [www.olgr.nsw.gov.au/pdfs/RGF\\_Directory\\_2013.pdf](http://www.olgr.nsw.gov.au/pdfs/RGF_Directory_2013.pdf).

Regional and rural Gambling Help services were able to seek funds for clinical supervision through an expression of interest. In 2012/13, a total of \$19,938 was provided to ten gambling help services across NSW under the access and equity program.

During 2012/13, the Responsible Gambling Fund funded the Centre for Community Welfare Training to conduct two professional forums to provide ongoing support and professional development for accredited clinical supervisors.

#### 2.5.4 Workforce Development Strategies

The effective service delivery of the counselling program depends on the capacity and availability 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 the ageing workforce, increased competition and 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 steering group was established in 2011 and a range of short to long term initiatives identified to meet both ongoing and future challenges facing the Responsible Gambling Fund funded gambling help workforce. In 2012/13, these included:

- Excellence and long service awards - these were presented to Sondra Kalnins, Hopetreet, Sydney; Ashley Gordon, Aboriginal Safe Gambling Program; Professor Alex Blaszczynski, Problem Gambling Treatment Clinic, University of Sydney; and Rowan Cameron of Clubsafe, Clubs NSW. Long service awards for seven and ten years' service were also awarded to six counsellors in the gambling help sector.
- Managers training - two two-day workshops trained 38 managers of Responsible Gambling Fund funded services in Sydney on 9 and 10 August 2012 and in Coffs Harbour on 27 and 28 September 2012. Topics included change management and managing people and performance.
- Orientation Brochure - an orientation brochure for new workers was developed, providing an oversight of the Responsible Gambling Fund's role and function and the work undertaken by our funded services.

#### 2.5.5 The 6<sup>th</sup> Annual NSW Problem Gambling Counsellors Conference

The 6<sup>th</sup> Annual NSW Problem Gambling Counsellors Conference was held on 26 -27 March 2013 at the Citigate Central Hotel in Sydney. The Centre for Community Welfare Training organised the event in conjunction with the Office of Liquor, Gaming & Racing.

Altogether 148 people attended, representing 36 of the Responsible Gambling Fund funded services, all six multicultural services, the statewide legal service, NSW Gambling Helpline, and stakeholder groups including, the AHA, ALH, Clubs NSW, The Star, Tabcorp, Corrective Services, the Mental Health Coordinating Council and Financial Counsellors Association NSW.

With the theme 'Inspiration ... pathways to the future', three keynote addresses were delivered:

- 'Why the internet changes everything: The social impact of technology and how services can respond' by Jonathan Nicholas, Inspire Foundation
- 'Policy and regulatory challenges in a developing gaming world' by Cate Carr, Director of Liquor and Gambling Policy in Victoria, and
- 'Open your mind - Finding valuable solutions to everyday challenges' by Nigel Collin, founder and CEO of 'Thinkativity'.

In addition 13 workshops were held on topics such as 'Considering the family in gambling treatment', 'Introduction to telephone counselling skills', 'Trauma informed care in practice', 'Bankruptcy, crimes and clawback', 'The new Responsible Conduct of Gambling course', 'Cultural protocols for working with Aboriginal communities', 'Why gamblers choose online counselling' and 'Swapping cultural lenses - Engaging clients from Afghani, Assyrian, Korean, Samoan, Sudanese and Turkish backgrounds'.

Evaluation by the Centre for Community Welfare Training indicated that the Conference was rated highly by participants, with the majority of sessions assessed as either good or excellent. Typical of responses are comments such as 'very well organised, good speakers and relevant topics' and 'the practical aspect [meant] ... I could bring new tools directly back into my work'. The 7<sup>th</sup> Annual NSW Problem Gambling Counsellors Conference will be held in April 2014.

### 2.5.6 Statewide training

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

During 2012/13, the Centre for Community Welfare Training provided the following free training services to Gambling Help services:

- Gambling-specific training such as 'Neuroscience and gambling' and 'Somatic and mindfulness-based practice'
- Gambling-specific e-learning modules such as 'Introduction to criminal law and gambling' and 'Work effectively in the problem gambling sector'
- Generalist courses covering mainstream topics relevant to their work, such as 'Alcohol and other drugs', 'Counselling and therapy' and 'Management and governance'
- Customised training to Gambling Help services upon request.

In addition, the Centre for Community Welfare Training subsidised training fees and travel and accommodation costs to enable Responsible Gambling Fund funded staff to undertake relevant courses not provided through the Centre and to attend conferences.

The Centre for Community Welfare Training also offers free gambling-specific courses for the general community and health sector in Sydney and in regional locations.

### 2.5.7 Counsellor forums

All Responsible Gambling Fund funded services are encouraged to attend regular forums with other providers in their region. In 2012/13 there were five regional forums that met regularly to discuss ideas and strategies, share experiences and network with other counsellors in their region. The Centre for Community Welfare Training provides tailored training for these forums according to needs identified by members.

Staff from the Office of Liquor, Gaming & Racing speak at most forums and in 2012/13 attended three in the Western NSW/Riverina-Murray, Central Coast and Sydney and four in Northern NSW, and the Hunter. Issues discussed related to funding and reporting, service accreditation, education and training, data collection, research, and general gambling policy and community awareness matters.

### 2.5.8 Service visits

In 2012/13, the program of annual visits to Gambling Help counselling services saw Office of Liquor, Gaming & Racing staff visit all 44 services. In addition to updating providers about Responsible Gambling Fund initiatives, structured questions were asked about networks and referral arrangements, waiting lists, accreditation progress, reporting, and a range of other issues. These visits also provided an opportunity for services to share their experiences and give feedback to Office staff. The visits were positively received.

### 2.5.9 Accreditation

In 2012/13, Quality Management Services (QMS) delivered the Quality Improvement and Accreditation Program to Responsible Gambling Fund funded services. During this period, QMS trialled the Australian Services Excellence Standards (ASES) with six services. One service later withdrew due to resource issues and of the five services involved, two achieved ASES accreditation.

The table below outlines the results achieved.

Framework	Number of services
QIC Health and Community Services Standards Accreditation	27 services
PGTS Certification	8 services
QIC Service Development	8 services
ASES Accreditation	2 services achieved accreditation

## 3 MEET OUR COUNSELLORS

### Counsellor stories

#### Sondra Kalnins

*Manager & Counsellor for HopeStreet's Inner City Gambling Counselling Service*

Working as a counsellor has been a meaningful, creative and enriching experience. In any week we see such an incredible variety of people who take the brave step of asking for help and placing their trust in us. Our goal is to assist them in an effective, meaningful and lasting way.

We provide evidence-based cognitive behavioural treatment in a structured program of between six to eight sessions. Some clients will require much more time to achieve their objectives and we continue to work with people who need a variety of additional supports. We advocate on the client's behalf with numerous other organisations. On one occasion a client expressed he was planning to kill himself that night. He could not be deterred from this plan but, after listening and talking to him for some time, he willingly walked with me to the emergency department of our local hospital. He was assessed there by a psychiatrist, kept overnight and provided with a care plan and medication to be reviewed regularly by his doctor. Gambling was still a problem he needed to continue treatment for, but his immediate safety was the first priority.

Since 2000 we have run outreach groups at inner city homeless refuges. Problem gamblers who are homeless are far less likely to access treatment by contacting traditional referral centres, particularly for many who also experience mental health conditions or some other type of medical disability. Providing a regular weekly presence at a refuge and building trust with the residents provides an opportunity for informal discussion about problem gambling in a group. A shared problem discussed becomes less isolating and as a result homeless problem gamblers are provided greater access to information and ultimately a possible pathway to individual treatment.

We have always had a special focus on the marginalised and disadvantaged problem gamblers who congregate in the heart of the city for access to food and services. We also see a wide variety of 'not so' disadvantaged clients. Being based in the inner city our service attracts people from all walks of life. We treat professional business people who work in the CBD, new property owners and dwellers in the now fashionable inner city areas, casino high flyers, people from CALD backgrounds and residents from the Woolloomooloo Housing Estate.

Gambling is a significant contributor and can be the main cause of homelessness. For many of our clients the fast lane of inner city life has led to a downward slide to living on the streets because of a gambling problem, usually because of a mistaken belief and hope that gambling was a way to make money. To address the concerns and struggles of family members affected by problem gambling we run family workshops. These meetings help break down the feelings of isolation family members have, give and provide effective strategies to assist the gambler and to protect oneself, emotionally and practically.

### **Greg Pearce**

*Problem Gambling Counsellor, Lifeline Broken Hill*

Hi, my name is Greg Pearce and in December 2012 I became the Problem Gambling Counsellor for Lifeline Broken Hill, covering the largest and least-populated area of any of the Responsible Gambling Fund funded services. I have worked most of my adult life as a community service worker in several positions over a 25 year period, and prior to that like most young men in this great town I worked in the mines.

As a gambling counsellor living in the far west region of NSW there are many challenges that I face each week, the biggest of them all is the distance that I need to travel to engage with communities and to promote the Problem Gambling Counselling Service. Each week I travel on average 945 kilometres and that's only visiting Wilcannia and Menindee. Once a month I try to engage the communities of Tibooburra (extra 600kms), Ivanhoe (extra 624kms) and White Cliffs (extra 700kms). As you can see that's a fair bit of time away from my office and my amazing wife and family.

One of the main challenges that I have faced is being accepted in those communities as they are mostly Aboriginal people. But over time I have been accepted and I am known as *NOT* the Gambling Counsellor but the *Gambling Man* as most Aboriginal people fear speaking to a counsellor and a lot of shame is attached to seeing one.

I am building a good client base in most of the towns that I visit and also a good client base in Broken Hill. As a gambling counsellor I find it very rewarding when I can make just the slightest change to a person's life, assisting them to change their habits and also being someone that that they can turn to when they need to talk.

Most of the clients that I service have several issues apart from gambling, like financial, housing and mental health issues. Thank goodness I have a great network of services that I can refer on to if needed, we are so lucky to have so many community service providers in the far west.

I have really enjoyed the time (be it only a short time) that I have been in this position as Gambling Counsellor for Lifeline and hope that I have made some difference to people's lives and changed their habits and thinking patterns on the pit falls of gambling.

I know that the road ahead is going to be a long and tiring one, getting the message out there about Responsible Gambling, but I have been set a challenge and I love a challenge.

## 4 EDUCATION AND AWARENESS

### 4.1 Overview

During 2012/13, a new three-year Responsible Gambling Communications Framework was developed, identifying the Responsible Gambling Fund's communications priorities. These are:

- Develop high visibility for and trust in the Gambling Help brand
- Increase capacity by developing strong partnerships in the professional community
- Increase capacity and visibility through community and industry partnerships
- Engage with Indigenous communities in NSW to raise awareness of the harms of problem gambling and to increase help-seeking behaviour
- Reduce the impact of problem gambling on at-risk CALD Communities, and
- Increase compassionate understanding of the issue of problem gambling among the general community in NSW.

An annual Communications Workplan linked to the framework outlines a series of activities that contribute to those overall goals. Activities and achievements for 2012/13 are outlined below. Additionally, the workplan indicated a number of important new directions for education and awareness that will roll out over the coming three years. One is a renewed focus on the visibility of problem gamblers and affected others. Related projects will include the development of peer support forums on the Gambling Help website and a front-page showcase of personal stories in written and video form, and in English and other languages.

A re-working of the Gambling Help website to provide a more dynamic user experience is also a short-term goal. Part of this project will be 'Club RGF' which provides a password protected online space for counselling services to meet and share ideas and information with each other and with Responsible Gambling Fund staff. The framing of services on the new site will have a focus on approachability. Short videos by staff from each service will be linked to their listing on the site's search engine so potential clients can 'meet' them before deciding whether to make contact.

The development of more self-help options for problem gamblers is also a priority. These will include mobile phone apps, consumer-focussed print materials and web tools.

### 4.2 Communicating to people affected by problem gambling

#### 4.2.1 Materials and tools

A new self-help booklet for the families of problem gamblers was launched in October 2012. Over 10,000 have been distributed, through service outreach activities, requests via the Gambling Help website and promotions to professional groups.

A mobile phone application, *Stay on Track*, was developed. This provides an early-intervention tool for people who are in the process of developing a gambling problem. The device allows gamblers to set and adhere to gambling budgets, and offers support and information if those budgets are exceeded.

The Responsible Gambling Fund continues to distribute its broad range of existing materials which either help make problem gamblers aware of services or can be used as self-help tools. More than 8,000 *Gambling Help Self-Help Workbooks* have been distributed across NSW through the Gambling Helpline and face-to-face services. Over 7,000 English-language *Gaming Machines: Facts and Myths* DVDs have been sent out. In addition, more than 100,000 Gambling Help flyers and 4,500 Gambling Help posters have been displayed across communities.

#### 4.2.2 Gambling Help website

The Responsible Gambling Fund's Gambling Help website and social media platforms are an increasingly important way for us not only to educate, but also to provide self-help for problem gamblers and affected others.

- In 2012/13 the Gambling Help website attracted 35,825 unique visitors (an increase on the previous year's figure of 34,682)
- Visitors spent an average of 4.12 minutes on the site
- Approximately 73.4 per cent of visitors to the Gambling Help website were first time viewers
- The Gambling Quiz and Gambling Calculator continued to be popular assessment tools with, respectively, 4,569 and 4,484 users
- 2,316 people viewed 'information for family and friends', 31 per cent more than the previous year
- The stories submitted by problem gamblers proved the most popular section of the website with 33,274 visitors, 31 per cent more than in 2011/12. There are now over 400 stories which reveal the experiences of a wide range of problem gamblers and their families, and represent both sexes, all ages and most stages of the problem gambling journey. The increasing popularity of these stories validates the Responsible Gambling Fund's new focus on peer-based communication and support.
- The gaming machines DVD was viewed 1,169 times online. Increasing requests to receive a hard copy of the DVD show this continues to be a valuable resource
- More than 600 individuals ordered the *Self-Help Guide*.

#### 4.2.3 Social media

Throughout the reporting period, the Responsible Gambling Fund continued to manage its successful social media platforms including a Facebook page, Twitter, a blog and youtube channel. The aim of the social media strategy is to provide additional points of contact, information and referral for younger gamblers – particularly young males aged 18-35. Research identifies this group as at high-risk of developing gambling problems yet less likely to engage with traditional help-seeking channels.

Launched in September 2010, the Gambling Hangover Facebook page now has 3,987 'likes' and interacts daily with people about problem gambling. Regular Facebook posts provide information on recognising problem gambling behaviours, the odds of various gambling activities, and advice on managing money and controlling urges. The page actively promotes various responsible gambling measures and options for help-seeking.

The Responsible Gambling Fund uses a generic identity, 'Counsellor Sam', to respond to questions and personal stories on Facebook. Over the year, 'Counsellor Sam' provided in-depth advice and support on Facebook to more than 150 individuals impacted by problem gambling. By sharing solutions as well as problems with our readership, we maintain confidence in the ability of Gambling Help counsellors to effectively assist people through all the mediums we offer. In 2012/13 there were 22,215 unique visitors to the blog. Since May 2012, the Gambling Clinic at Sydney University has provided the 'Counsellor Sam' counselling service.

The Gambling Hangover youtube channel - a source of video material related to problem gambling including television commercials, video stories posted by problem gamblers and news pieces - has attracted 3,248 views since its launch in September 2010.

### 4.3 Communicating to non-English speaking communities

Culturally and Linguistically Different (CALD) communities can be at particular risk for problem gambling given that the known risk factors include migration, unemployment,

socio-economic disadvantage, limited social networks and a lack of alternative recreational activities.

In 2012/13 the Responsible Gambling Fund implemented a communications strategy targeting affected individuals and community members in Mandarin, Cantonese, Arabic, Vietnamese, Greek and Italian. The style and approach were shaped to fit the unique beliefs and traditions of each culture.

Initiatives included:

- The roll-out of the *What's Gambling Really Costing You?* campaign, involving videos in each language as well as extensive advertising and in-language media coverage. The campaign won the National Multicultural Marketing Award for the best government marketing campaign for 2012 and resulted in a 15 per cent increase in the number of clients attending CALD services.
- The production and launch of a range of resources during Responsible Gambling Awareness Week in May 2013. These included first-hand video stories by problem gamblers in Chinese and Italian and a Chinese-language version of the *Help for Families and Friends* booklet. The launch attracted major media coverage. These resources will be replicated in other languages in the coming year.
- The delivery of more than 100 in-language community engagement activities in schools, libraries, community centres and cultural venues across NSW. These consisted of either a talk or a video viewing followed by a discussion of the issues.
- An upgrade of the Gambling Help website with additional CALD resources including video content, information and tools further increased online reach to problem gamblers. Visits to the 'Other Languages' section of the Gambling Help website increased by 45.9 per cent in 2012/13 compared to the previous year.

#### 4.4 Communicating to Aboriginal communities

2012/13 saw the launch of a new \$1.8 million three-year Gambling and Aboriginal People Community Engagement Program. This will target 60 communities over the next three years and went to tender in May 2013.

Aboriginal Safe Gambling (ASG) led by Ashley Gordon delivered 27 community engagements and workshops across NSW between July 2012 and March 2013. ASG staff also attended 46 Aboriginal-oriented community events, promoted safe gambling materials and messages and provided a free telephone counselling service for Aboriginal problem gamblers.

The Responsible Gambling Fund sponsored the Ella 7s, which brought together 46 teams from communities across NSW to a weekend of competitive rugby at Coffs Harbour. The Gambling Help brand and the Aboriginal phone counselling number featured on players jerseys, advertising on the field, signage and giveaways, giving our services a high profile on the games' NITV broadcast.

#### 4.5 Promotional activities

In 2012/13 several bursts of paid advertising and community service announcement, featuring the real-life stories of problem gamblers and their families, were created and broadcast on regional and metropolitan radio and television. The advertisements emphasised the issues commonly faced by problem gamblers and promoted the 24 hour 1800 858 858 Gambling Help number.

The Responsible Gambling Fund also undertook New Years Resolution advertising in gambling venues throughout Western Sydney, encouraging players to turn over a new leaf and contact Gambling Help. These were viewed by an estimated 97,000 people across more than 50 venues over the period.

Responsible Gambling Awareness Week (RGAW) was held nationally from 20 to 26 May 2013 and a total of 103 activities were delivered across NSW including:

- Gambling Help information displays in 450 venues and promotional stands at

community service centres, libraries, education facilities (TAFE and universities), funded services and community events

- 50,000 Gambling Help promotional fortune cookies (containing contact information) distributed throughout venues, shopping centres and train stations
- Gambling Help presentations and workshops for problem gambling and associated clients, community leaders, students, families and multicultural groups
- Seven responsible gambling messages were developed and rolled out during the week through the Responsible Gambling Fund's Facebook and Twitter social media channels and through partners such as members of the Australian Wagering Council and Tabcorp
- The Star hosted an employee-focused event over three days in the Eat Street Café (accessed by 4,000 permanent staff and up to 6,000 contractors). Research indicates that casino employees have a higher than average rate of problem gambling.
- As a new initiative, Tabcorp supported RGAW by displaying Gambling Help posters and brochures in 350 TAB agencies across NSW.

The combined effect of all these activities was to deliver a sustained increase of 40 per cent in the number of visits to the Gambling Help website, with many services also reporting an increase in the number of clients seeking help.

## 4.6 Partnerships

Working with health and welfare professionals is an important part of the Communications Strategy. Doctors, social workers, psychologists, workplace counsellors, and those in the legal and correctional fields frequently encounter clients who are affected by problem gambling. Partnerships with these groups enhance their ability to identify and refer problem gambling clients. They also offer another channel to distribute Gambling Help materials to reach broad sections of the community.

During 2012/13, promotional materials were sent out to professionals through the general practitioner conference and directories and legal aid offices, as well as through libraries and local councils. Response levels indicate that general practitioners in particular are accepting that problem gambling is an issue for their patients.

In addition, the Responsible Gambling Fund had a presence with the Regional Network of General Practitioners and during Mental Health Awareness Week events.

## 4.7 General awareness activities

The Responsible Gambling Fund funds the advertising of Gambling Help in the White Pages and listings under counselling in the Yellow Pages. Enhanced listings online provided by the White Pages also allow for live links to the Gambling Help website and social media pages.

## 5 RESEARCH

### 5.1 Overview

The NSW Government, through the Responsible Gambling Fund, provides funding to increase understanding of the impacts of gambling and to provide important input into the Government's responsible gambling policies and programs. As well as supporting NSW-specific research, funding is also provided to the national gambling research program called 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](http://www.olgr.nsw.gov.au/gaming_rgf_research.asp)

### 5.2 NSW Research

The Responsible Gambling Fund has commissioned more than 50 NSW-specific gambling research projects since 1995. In 2012/13, one research project was published, one was completed and one was advertised for tender.

#### 5.2.1 Published Research

##### *The Prevalence of Gambling and Problem Gambling in NSW*

In October 2012, the NSW Government released its comprehensive research into gambling and problem gambling in NSW. The research estimated that 0.8% of the NSW adult population were problem gamblers. Problem gamblers were significantly more likely to be male, single, unemployed, have low educational attainment and be a regular gambler on gaming machines, on horse or greyhound races and on sports or non-sports events. The results of the research have been used to inform gambling policy and regulation as well as problem gambling treatment and awareness programs.

#### 5.2.2 Completed Research

##### *Needs Analysis - Gambling Counselling and Support Services*

In July 2012, a needs analysis of the Government's problem gambling counselling and support services was completed by Schottler Consulting. The aim was to determine the most appropriate model for the delivery of cost-efficient, high quality problem gambling counselling and support services in NSW. As a result, in October 2012, the NSW Government called for tenders valued at more than \$48 million for counselling and support services for problem gamblers and their families across NSW for the next four years.

#### 5.2.3 Research Tenders

##### *Gambling Harm Minimisation Research*

In May 2013, tenders opened for research into gambling harm minimisation. The aim of the research is 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.

### 5.3 Gambling Research Australia

Gambling Research Australia is the name of the national gambling research program funded by State, Territory and Commonwealth Governments. They have collectively

allocated approximately \$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 2012/13, 19 research projects had been completed. In 2012/13, one research project was published, three projects were ongoing, two projects were commissioned and five were advertised for tender.

Published reports are available on the Gambling Research Australia website at [www.gamblingresearch.org.au/](http://www.gamblingresearch.org.au/)

### 5.3.1 Published Research

#### *Gambling and Co-Morbid Disorders*

In February 2013, Gambling Research Australia published research undertaken by the Centre for Gambling Education and Research at Southern Cross University that looked at co-morbid predictors of problem gambling. The research found that the main predictor of problem gambling was the tendency to act impulsively when experiencing negative emotions. The research also found that men tended to first experience gambling problems in their late twenties and women in their late thirties. Men tended to first experience depression and anxiety after the onset of gambling problems and women tended to first experience depression and anxiety before the onset of gambling problems.

### 5.3.2 Ongoing Research

Research in this section was commissioned prior to 2012/13 and will be completed after 2012/13.

#### *Electronic Gaming Machine Jackpots*

Central Queensland University is investigating if gaming machine jackpots and linked jackpots increase the likelihood of risky gambling behaviour and gambling related harm. Due for completion in 2014.

#### *Responsible Gambling Environments - Validation of in-venue problem gambling indicators*

Swinburne University is validating the problem gambling indicators outlined in the 2007 Gambling Research Australia report, *Identifying Problem Gambling in Gambling Venues*. The indicators are being reviewed from a national perspective and a rating of the indicators is being undertaken in terms of their strength in contributing to the identification of problem gamblers in the venue. Due for completion in 2014.

#### *Interactive Gambling*

The Centre for Gambling Education and Research at Southern Cross University is undertaking research into who, what, when and how people in Australia are gambling using interactive technology. Due for completion in 2014.

### 5.3.3 Commissioned Research

Research in this section was commissioned during 2012/13.

#### *Gambler Self-Help Strategies*

Turning Point Alcohol and Drug Centre was commissioned 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. Due for completion in 2015/16.

#### *Electronic Gaming Machine Structural Characteristics*

Schottler Consulting was commissioned 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. Due for completion in 2014/15.

#### 5.3.4 Research Tenders

Research in this section was advertised for tender during 2012/13 and was yet to be awarded at 30 June 2013.

##### *In-venue Responsible Gambling Promotional Material and Player Information*

In September 2012, 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. As the procurement process failed to find a suitable researcher, this research project has been deferred.

##### *The Use of Social Media in Gambling*

In October 2012, tenders were sought for 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.

##### *Marketing of Sportsbetting and Racing*

In January 2013, tenders were sought for research to determine the relationship between sportsbetting marketing, gambler product preferences and risk, and the influence of such marketing on young people.

##### *Loyalty Programs*

In April 2013, tenders were sought for research to understand the role that loyalty programs play in gaming machine gambling behaviour and problem gambling.

##### *Innovations in Traditional Gambling Products*

In April 2013, tenders were sought for 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 the extent (if at all) to which current changes in traditional products encourage riskier play.

## 6 SUPPLEMENTARY INFORMATION

### 6.1 Consultants

No consultants were engaged by or on behalf of the Trustees of the Responsible Gambling Fund during the year.

### 6.2 Promotion – publications

The Trustees published the Responsible Gambling Fund Annual Report 2011/12 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](http://www.olgr.nsw.gov.au).

### 6.3 Overseas visits

Neither the Trustees, nor officers from the Office of Liquor, Gaming & Racing responsible for the program, undertook any overseas visits in the course of their duties during the year.

### 6.4 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.

### 6.5 Controlled entities

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

### 6.6 Other statutory reporting requirements

In relation to information on the matters listed below, reference should be made to the *NSW Trade & Investment Annual Report, 2012/13*.

- Human resources
- Equal employment opportunity
- Disability planning
- Land disposal
- Guarantee of service
- Risk management and insurance activities
- Ethnic affairs priorities statement
- NSW Government Action Plan for Women
- Occupational health and safety
- Waste

## 6.7 Advisory committees

- Responsible Gambling Fund Communications Reference Group – Jenny Crocker (chair), Senior Communications Officer, Lee Holmes, Communications Officer (member)
- CALD (Culturally and Linguistically Diverse) Communications Working Group – Lee Holmes, Communications Officer (member)
- Workforce Development Reference Group – Stephen Thomas, Senior Project Officer and Erica Luiz, Project Officer (members)
- Ethics Panel – Erica Luiz, Project Officer (member)
- Grants Assessment Committee, Counselling and Support Services Funding Round, 2013-17 – Mike Colreavy (Chair)

## 6.8 Inter-agency committees

NSW Community Services and Health Industry Training Advisory Body – Stephen Thomas, Senior Project Officer

## 6.9 National and interstate committees

- Aboriginal and Torres Strait Islander Communications Working Group – Jenny Crocker, Communications Officer (member)
- Gambling Research Australia – Jabez Allies, Principal Research Officer
- National Association for Gambling Studies – Executive Committee, Jabez Allies, Principal Research Officer

# 7 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 2013, the statement of comprehensive income, statement of changes in equity, 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 2013, 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.

### Trustee's Responsibility for the Financial Statements

The Trustees are 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 Trustees determine is necessary to enable the preparation of the 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 Fund's preparation of the financial statements that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Fund's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Trustees, 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 assumptions used in formulating the budget figures disclosed in the financial statements
- 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 that 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 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

19 March 2014  
SYDNEY

**RESPONSIBLE GAMBLING FUND**  
**FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013**

**CERTIFICATE OF ACCOUNTS**

Pursuant to Section 41C (1B) of the *Public Finance and Audit Act 1983*, I declare on behalf of the Responsible Gambling Fund that:

- (i) the financial statements of the Responsible Gambling Fund for the year ended 30 June 2013 have been prepared in accordance with applicable Australian Accounting Standards (which includes Australian Accounting Interpretations), the requirements of the *Public Finance and Audit Act 1983* and the Public Finance and Audit Regulation 2010 and Treasurer's Directions.
- (ii) the financial statements exhibit a true and fair view of the financial position as at 30 June 2013 and financial performance for the year ended 30 June 2013.
- (iii) there are not circumstances which would render any particulars in the financial statements to be misleading or inaccurate.



Mr Christopher Naughton  
Chairperson

13 March 2014



Ms Ruth Lavery  
Trustee

13 March 2014

**Responsible Gambling Fund**  
**Financial Statements**  
**2013**

**STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2013**

	Notes	Actual 2013 \$000	Actual 2012 \$000
<b>Expenses excluding losses</b>			
Operating expenses			
Personnel services	2(a)	1,010	533
Other operating expenses	2(d)	864	441
Depreciation and amortisation	2(b)	2	2
Grants & subsidies	2(c)	12,348	13,717
<b>Total expenses excluding losses</b>		<u>14,224</u>	<u>14,693</u>
<b>Revenue</b>			
Investment revenue	3(a)	825	954
Grants and contributions	3(b)	14,204	13,774
Acceptance by the Crown Entity of employee benefits and other liabilities		-	16
Other revenue	3(c)	72	4
<b>Total Revenue</b>		<u>15,101</u>	<u>14,748</u>
<b>Other Gains / (losses)</b>		-	-
<b>Net Result</b>	9	<u>877</u>	<u>55</u>
<b>Other comprehensive income</b>			
<b>Total other comprehensive income</b>		-	-
<b>TOTAL COMPREHENSIVE INCOME</b>		<u>877</u>	<u>55</u>

The accompanying notes form part of these financial statements

**STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2013**

	Notes	Actual 2013 \$000	Actual 2012 \$000
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and cash equivalents	4	31,985	24,426
Receivables	5	1,150	1,034
<b>Total Current Assets</b>		<b>33,135</b>	<b>24,460</b>
<b>Non-Current Assets</b>			
Property Plant and Equipment - Plant and Equipment	6	12	14
<b>Total Non-Current Assets</b>		<b>12</b>	<b>14</b>
<b>Total Assets</b>		<b>33,147</b>	<b>25,474</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Payables	7	7,313	506
Provisions	8	66	76
<b>Total Current Liabilities</b>		<b>7,379</b>	<b>582</b>
<b>Non-Current Liabilities</b>			
Provisions	8	-	1
<b>Total Non-Current Liabilities</b>		<b>-</b>	<b>1</b>
<b>Total Liabilities</b>		<b>7,379</b>	<b>583</b>
<b>Net Assets</b>		<b>25,768</b>	<b>24,891</b>
<b>EQUITY</b>			
Accumulated funds		25,768	24,891
<b>Total Equity</b>		<b>25,768</b>	<b>24,891</b>

The accompanying notes form part of these financial statements

**STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2013**

	Notes	Accumulated Funds \$'000	Total Equity \$'000
<b>Balance at 1 July 2012</b>		<b>24,891</b>	<b>24,891</b>
<b>Net result for the year</b>		<b>877</b>	<b>877</b>
<b>Other comprehensive income:</b>			
<b>Total other comprehensive income</b>		<b>-</b>	<b>-</b>
<b>Total comprehensive income for the year</b>		<b>877</b>	<b>877</b>
<b>Balance at 30 June 2013</b>		<b>25,768</b>	<b>25,768</b>
<b>Balance at 1 July 2011</b>		<b>24,836</b>	<b>24,836</b>
<b>Net result for the year</b>		<b>55</b>	<b>55</b>
<b>Other comprehensive income:</b>			
<b>Total other comprehensive income</b>		<b>55</b>	<b>55</b>
<b>Total comprehensive income for the year</b>			
<b>Balance at 30 June 2012</b>		<b>24,891</b>	<b>24,891</b>

The accompanying notes form part of these financial statements

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2013

	Notes	Actual 2013 \$000	Actual 2012 \$000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Payments</b>			
Employee related		(1,017)	(515)
Grants and subsidies		(5,228)	(13,717)
Other		(1,181)	(1,425)
<b>Total Payments</b>		<b>(7,246)</b>	<b>(15,657)</b>
<b>Receipts</b>			
Grants and Contributions		13,484	13,774
Interest received		1,387	525
Other		114	1,306
<b>Total Receipts</b>		<b>14,985</b>	<b>15,605</b>
<b>NET CASH FLOWS FROM OPERATING ACTIVITIES</b>	10	<b>7,559</b>	<b>(52)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchase of plant and equipment		-	(15)
<b>NET CASH FLOWS FROM INVESTING ACTIVITIES</b>		<b>-</b>	<b>(15)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Proceeds from borrowings and advances		-	-
Repayment of borrowings and advances		-	-
<b>NET CASH FLOWS FROM FINANCING ACTIVITIES</b>		<b>-</b>	<b>-</b>
<b>NET INCREASE/(DECREASE) IN CASH</b>		<b>7,559</b>	<b>(66)</b>
Opening cash and cash equivalents		24,426	24,492
Cash transferred in / (out) as a result of administrative restructuring		-	-
<b>CLOSING CASH AND CASH EQUIVALENTS</b>		<b>31,985</b>	<b>24,426</b>

The accompanying notes form part of these 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.

The Fund was administered by seven (7) trustees for the year ended 30 June 2013. They were:

- Christopher Naughton, Chairperson
- Mr David Ella
- Mr Alan Melrose
- Mr Michael Colreavy
- Mr Tony DiMauro
- Ms Elizabeth Tydd
- Ms Ruth Lavery

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% casino community benefit levy annually on casino gaming revenue.

These financial statements for the year ended 30 June 2013 have been authorized by the Chairperson on XXXXXX 2013.

**(b) Basis of preparation**

RGF's financial statements are general purpose financial statements which, subject to note 1(a), have been prepared 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**

The 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) Rendering of Services**

Revenue is recognised when the service is provided or by reference to the stage of completion (based on labour hours incurred to date).

**(ii) Investment Revenue**

Interest revenue is recognised using the effective interest method as set out in AASB 139 *Financial Instruments: Recognition and Measurement*. Rental revenue is recognised in accordance with AASB 117 *Leases* on a straight-line basis over the lease term. Royalty revenue is recognised in accordance with AASB 118 *Revenue* on an accrual basis in accordance with the substance of the relevant agreement. Dividend revenue is recognised in accordance with AASB 118 when RGF's right to receive payment is established.

**1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)****(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 07-1). This policy adopts fair value in accordance with AASB 116 Property, Plant and Equipment.

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.

The useful life of the various categories of non-current assets is as follows:

Asset Category	Useful life in years
Computer Hardware	4
Photocopier	4

**(v) Intangible Assets**

The Fund recognizes intangible assets only if it is probable that future economic benefits will flow to the Fund and the cost of the asset can be measured reliably. Intangible assets are measured initially at cost. Where an asset is acquired at no or nominal cost, the cost is its fair value as at the date of acquisition.

The useful lives of intangible assets are assessed to be finite.

Intangible assets are subsequently measured at fair value only if there is an active market. As there is no active market for the Fund's intangible assets, the assets are carried at cost less any accumulated amortisation.

The Fund's intangible assets are amortised using the straight line method over a period of five years.

Intangible assets are tested for impairment where an indicator of impairment exists. If the recoverable amount is less than its carrying amount the carrying amount is reduced to recoverable amount and the reduction is recognized as an impairment loss.

**(vi) 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.

**1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)****(vii) Investments**

Investments are initially recognised at fair value plus, in the case of investments not at fair value through profit or loss, transaction costs. RGF determines the classification of its financial assets after initial recognition and, when allowed and appropriate, re-evaluates this at each financial year end.

- *Held to maturity investments* – Non-derivative financial assets with fixed or determinable payments and fixed maturity that RGF has the positive intention and ability to hold to maturity are classified as "held-to-maturity". These investments are measured at amortised cost using the effective interest method. Changes are recognised in the net result for the year when impaired, derecognised or through the amortisation process.

Purchases or sales of investments under contract that require delivery of the asset within the timeframe established by convention or regulation are recognised on the trade date i.e. the date the entity commits itself to purchase or sell the asset.

The fair value of investments that are traded at fair value in an active market is determined by reference to quoted current bid prices at the close of business on the statement of financial position date. The value investments are monitored regularly.

**(viii) 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.

**(ix) 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:

- 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.

**(vii) Other assets**

Other assets are recognised on a cost basis.

**(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 2013 and 30 June 2012.

**2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)****(iii) Personnel services and Other Provisions****Salaries and Wages, Annual Leave, Sick Leave and On-Costs**

Liabilities for salaries and wages (including non-monetary benefits), annual leave and paid sick leave that are due to be settled within 12 months after the end of the period in which the employees render the service are recognized and measured in respect of employees' services up to the reporting date at undiscounted amounts based on the amounts expected to be paid when the liabilities are settled.

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment, are recognized as liabilities and expenses where the employee benefits to which they relate have been recognized.

**Long Service Leave and Superannuation**

The Fund's liability for long service leave is assumed by the Crown Entity. The Fund accounts for the liability as having been extinguished, resulting in the amount assumed being shown as part of the non-monetary revenue item described as "Acceptance by the Crown Entity of employee benefits and other liabilities".

Long service leave is measured at present value in accordance with AASB 119 Employee Benefits. This is based on the application of certain factors (specified in NSWTC 12/06) to employees with five or more years of service, using current rates of pay. These factors were determined based on an actuarial review to approximate present value.

**(i) 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**

At reporting date all the new and revised Standards and Interpretations issued by the Australian Accounting Standards Board (The AASB) that are relevant to RGF's operations and effective for the current annual reporting period have been adopted.

Australian Accounting Standards and Interpretations that have recently been issued or amended but are not yet effective have not been adopted for the financial reporting period ended 30 June 2013. These are listed as follows:

- AASB 9, AASB 2010-7 and AASB 2012-6 regarding financial instruments
- AASB 10 *Consolidated Financial Statements*
- AASB 11 *Joint Arrangements*
- AASB 12 *Disclosure of Interests in Other Entities*
- AASB 13, AASB 2011-8 and AASB 2012-1 regarding fair value measurement
- AASB 119, AASB 2011-10 and AASB 2011-11 regarding employee benefits
- AASB 127 *Separate Financial Statements*
- AASB 128 *Investments in Associates and Joint Ventures*
- AASB 1053 and AASB 2010-2 regarding differential reporting
- AASB 2010-10 regarding removal of fixed dates for first time adopters
- AASB 2011-2 regarding Trans-Tasman Convergence – RDR
- AASB 2011-4 removing individual KMP disclosure requirements
- AASB 2011-6 regarding RDR and relief from consolidation
- AASB 2011-7 regarding consolidation and joint arrangements
- AASB 2011-12 regarding Interpretation 20
- AASB 2012-1 regarding fair value measurement – RDR requirements
- AASB 2012-2 regarding disclosures – offsetting financial assets and financial liabilities
- AASB 2012-3 regarding offsetting financial assets and financial liabilities
- AASB 2012-4 regarding government loans – first time adoption
- AASB 2012-5 regarding annual improvements 2009-2-11 cycle
- AASB 2012-7 regarding RDR
- AASB 2012-9 regarding withdrawal of Interpretation 1039
- AASB 2012-10 regarding transition guidance and other amendments
- AASB 2012-11 regarding RDR requirements and other amendments
- 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**

	2013 \$000	2012 \$000
<b>(a)</b>		
Personnel services		
Salaries and wages (including recreation leave)	858	509
Workers compensation insurance	-	2
Payroll tax and fringe benefits tax	51	22
Other - Miscellaneous	101	-
	<u>1,010</u>	<u>533</u>
<b>(b) Depreciation and amortisation expense</b>		
Plant and Equipment	2	2
	<u>2</u>	<u>2</u>
<b>(c) Grants and subsidies</b>		
Gambling Help G-Line	481	887
Responsible Gambling Grants Community Benefits	10,632	9,931
Grants outside funding rounds	1,235	2,899
	<u>12,348</u>	<u>13,717</u>
<b>(d) Other operating expenses</b>		
Advertising	39	-
Audit Fees	6	16
Computer	7	-
Consultancy Fees	177	-
Contractors	381	353
Education & Training	48	-
Events	11	-
Legal Fees	7	-
Printing	32	-
Telephone	78	-
Travel and Vehicle	12	15
Marketing	45	-
Other	21	57
	<u>864</u>	<u>441</u>

**3. REVENUES**

	2013 \$000	2012 \$000
<b>(a) Investment revenue</b>		
Interest	825	954
	<u>825</u>	<u>954</u>
<b>(b) Grants and contributions</b>		
NSW Government	14,204	13,774
	<u>14,204</u>	<u>13,774</u>
<b>(c) Other revenue</b>		
Other Revenue	72	4
	<u>72</u>	<u>4</u>

**4. CURRENT ASSETS – CASH AND CASH EQUIVALENTS**

	2013 \$000	2012 \$000
Cash at bank and on hand*	31,985	24,426
	<u>31,985</u>	<u>24,426</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)	31,985	24,426
Closing cash and cash equivalents (per Statement of Cash Flows)	<u>31,985</u>	<u>24,426</u>

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

**5. CURRENT / NON-CURRENT ASSETS-RECEIVABLES**

	2013 \$000	2012 \$000
<b>CURRENT</b>		
Accrued Income	720	-
Interest Receivable	392	954
GST	39	80
Miscellaneous	(1)	-
	<u>1,150</u>	<u>1,034</u>

**6. NON-CURRENT ASSETS - PLANT AND EQUIPMENT**

	2013 \$000	2012 \$000
Gross carrying amount	15	15
Accumulated depreciation	(3)	(1)
Net Carrying Amount	<u>12</u>	<u>14</u>

**Reconciliation**

	2013 \$000	2012 \$000
A reconciliation of the carrying amount of plant and equipment at the beginning and end of the current reporting period is set out below:		
Net carrying amount at start of year	14	1
Additions	-	15
Disposal	-	(17)
Depreciation expense	(2)	(2)
Writeback of accumulated depreciation	-	17
Net carrying amount at end of year	<u>12</u>	<u>14</u>

**7. CURRENT LIABILITIES - PAYABLES**

	2013	2012
	\$000	\$000
<b>CURRENT</b>		
Accrued Salaries, wages and on-costs	-	7
Goods & Services Tax Payable	7	-
Creditors	186	499
Other liability	7,120	-
	<u>7,313</u>	<u>506</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/NON-CURRENT LIABILITIES – PROVISIONS**

	2013	2012
	\$000	\$000
<b>CURRENT</b>		
<b>Personnel services</b>		
Personnel services provision	6	73
Personnel services liability	<u>60</u>	<u>3</u>
	<u>66</u>	<u>76</u>
	2013	2012
	\$000	\$000
<b>NON-CURRENT</b>		
<b>Personnel services</b>		
Personnel services provision	-	1
	<u>-</u>	<u>1</u>

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

	2013	2012
	\$000	\$000
<b>Net cash used on operating activities</b>	<b>7,559</b>	<b>(52)</b>
Depreciation and amortisation	(2)	(2)
Non cash expenses	-	-
Non cash revenues	-	-
Impact of administrative restructures	-	-
Decrease / (Increase) in provisions	11	(4)
Increase / (Decrease) in receivables	116	480
Increase / (Decrease) in other financial assets	-	-
Increase / (Decrease) in inventories	-	-
Decrease / (Increase) in creditors	(6,807)	(367)
Decrease / (Increase) in other liabilities	-	-
Net gain / (loss) in sale of plant and equipment	-	-
<b>Net result</b>	<u><b>877</b></u>	<u><b>55</b></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 Director General 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. Compliance with policies is reviewed by the audit committee on a continuous basis.

### (a) Financial instrument categories

Financial Assets	Note	Category	Carrying Amount 2013 \$'000	Carrying Amount 2012 \$'000
<b>Class:</b>				
Cash and cash equivalents	4	N/A	31,985	24,426
Receivables <sup>1</sup>	5	Loans and receivables (at amortised cost)	1,111	954
Other Financial Assets		Loans and receivables (at amortised cost)	-	-
			<b>33,096</b>	<b>25,380</b>

Financial Liabilities	Note	Category	Carrying Amount 2013 \$'000	Carrying Amount 2012 \$'000
<b>Class:</b>				
Payables <sup>2</sup>	7	Financial liabilities measured at amortised cost	7,306	506
Borrowings		Financial liabilities measured at amortised cost	-	-
Other <sup>3</sup>		Financial liabilities measured at amortised cost	-	-
			<b>7,306</b>	<b>506</b>

#### 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).
3. Excludes Liability to Consolidated Fund.

### (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

All trade debtors are recognised as amounts at balance date. Collectability of trade debtors is reviewed on an ongoing basis. Procedures as established in the Treasurer's Directions are followed to recover outstanding amounts, including letters of demand. Debts which are known to be uncollectible are written off. An allowance for impairment is raised when there is objective evidence that the entity will not be able to collect all amounts due. This evidence includes past experience, and current and expected changes in economic conditions and debtor credit ratings. No interest is earned on trade debtors. Sales are made on 30 day terms.

RGF is not materially exposed to concentrations of credit risk to a single trade debtor or group of debtors. Based on past experience, debtors that are not past due \$1,554 (2012: \$0) and past due \$0 (2012: \$954) but not considered impaired together represent 100% (2012: 100%) of the total trade debtors. There are no debtors which are currently not past due or impaired whose terms have been renegotiated.

The only financial assets that are past due or impaired are 'sales of goods and services' in the 'receivables' category of the balance sheet.

**10. FINANCIAL INSTRUMENTS (continued)**

	Total <sup>1,2</sup>	Past due but not impaired <sup>1,2</sup>	Considered impaired <sup>1,2</sup>
	\$'000	\$'000	\$'000
<b>2013</b>			
< 3 months overdue	1,111	-	-
3 months – 6 months overdue	-	-	-
> 6 months overdue	-	-	-
<b>2012</b>			
< 3 months overdue	285	285	-
3 months – 6 months overdue	229	229	-
> 6 months overdue	440	440	-

**Notes**

- Each column in the table reports "gross receivables".
- The ageing analysis excludes statutory receivables, as these are not within the scope of AASB 7 and excludes receivables that are not past due and not impaired. Therefore, the "total" does not reconcile to the receivables total recognised in the statement of financial position.

**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 no 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 Director-General 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 <sup>1</sup> \$'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
<b>2013</b>								
Payables	0.0%	7,306	-	-	7,306	7,306	-	-
Borrowings:								
		<b>7,306</b>	<b>-</b>	<b>-</b>	<b>7,306</b>	<b>7,306</b>	<b>-</b>	<b>-</b>
<b>2012</b>								
Payables	0.0%	506	-	-	506	506	-	-
Borrowings:								
		<b>506</b>	<b>-</b>	<b>-</b>	<b>506</b>	<b>506</b>	<b>-</b>	<b>-</b>

**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.

**10. FINANCIAL INSTRUMENTS (continued)****(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's exposures to market risk are primarily through interest rate risk on RGF's new borrowings. 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 and other price 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*

Exposure to interest rate risk arises primarily through RGF's interest bearing liabilities. This risk is minimised by undertaking mainly fixed rate borrowings, primarily with NSW TCorp. RGF does not account for any fixed rate financial instruments at fair value through profit or loss or as available-for-sale. Therefore, for these financial instruments, a change in interest rates would not affect profit or loss or equity. A reasonably possible change of + / - 1% is used, consistent with current trends in interest rates. The basis will be reviewed annually and amended where there is a structural change in the level of interest rate volatility. RGF's exposure to interest rate risk is set out below.

	Carrying Amount \$'000	1% Result \$'000	Equity \$'000	1% Result \$'000	Equity \$'000
<b>2013</b>					
<i>Financial assets</i>					
Cash and cash equivalents	31,985	(320)	(320)	320	320
Receivables	1,111	(11)	(11)	11	11
Other Financial Assets	-	-	-	-	-
<i>Financial liabilities</i>					
Payables	7,306	(73)	(73)	73	73
<b>2012</b>					
<i>Financial assets</i>					
Cash and cash equivalents	24426	(244)	(244)	244	244
Receivables	954	(10)	(10)	10	10
Other Financial Assets	-	-	-	-	-
<i>Financial liabilities</i>					
Payables	506	(5)	(5)	5	5
Borrowings	-	-	-	-	-

*Other price risk – TCorp Hour Glass Investment facilities*

RGF holds no units in Hour-Glass investment trusts.

**(e) Fair value compared to carrying amount**

The carrying value of receivables less any impairment provision and payables is a reasonable approximation of their fair value due to their short term nature.

**11. CONTINGENT LIABILITIES**

The Board is unaware of the existence of any contingent liabilities at balance sheet date (2012:Nil)

**12. EVENTS AFTER REPORTING DATE**

No significant events to report.

End of the financial statements.

## APPENDIX

### Grants allocated in 2012/13

#### 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.	\$209,344
Anglicare Northern Inland	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$107,577
Arab Council Australia	To provide therapeutic and financial counselling and support services to problem gamblers from the Arabic speaking community and those close to them.	\$197,321
Auburn Asian Welfare Centre	To provide therapeutic counselling and support services to problem gamblers from the Chinese speaking community and those close to them.	\$295,032
CatholicCare Social Services	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$95,293
Centacare New England / North West	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$91,296
Co. As. It. Italian Association of Assistance	To provide therapeutic counselling and support services to problem gamblers from the Italian speaking community and those close to them.	\$90,298
Greek Welfare Centre	To provide therapeutic counselling and support services to problem gamblers from the Greek speaking community and those close to them.	\$104,181
Hopestreet Urban Compassion	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$188,087
Lifeline- Broken Hill	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$109,798
Lifeline Central West	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$386,203
Lifeline Harbour to Hawkesbury	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$61,958
Lifeline North Coast	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$171,877
UnitingCare Mental Health - Parramatta	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$210,045

Agency	Purpose	Amount
UnitingCare Mental Health - Fairfield	To provide therapeutic and support services to problem gamblers and those close to them in the Fairfield LGA.	\$90,370
Mission Australia - Coastal Sydney	To provide therapeutic and financial counselling to problem gamblers and those close to them.	\$281,899
Mission Australia - Hunter	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$319,348
Mission Australia - Illawarra	To provide therapeutic and financial counselling to problem gamblers and those close to them.	\$565,156
Mission Australia - North Coast	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$136,852
Mission Australia - Riverina	To provide therapeutic and financial counselling to problem gamblers and those close to them.	\$245,829
Mission Australia - South West Sydney	To provide youth therapeutic and financial counselling to problem gamblers and those close to them.	\$175,310
Northern Sydney Local Health Network	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$333,286
Peninsula Community Centre	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$184,460
South Western Sydney Local Health District	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$325,670
St David's Uniting Care, Albury	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$218,673
St Vincent's de Paul Society NSW	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$154,783
St Vincent's Hospital	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$508,430
Sydney Women's Counselling Centre	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$119,221
The Buttery	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$258,960
UnitingCare Unifam Counselling & Mediation Service	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$104,465
The Samaritans Foundation	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$73,187

Agency	Purpose	Amount
University of Sydney - South West Sydney	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$303,424
University of Sydney - Coastal Sydney	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$478,003
University of Sydney - Western Sydney	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$298,575
Vietnamese Community in Australia - NSW Chapter	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$147,190
Wagga Wagga Family Support Service	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$164,093
Wesley Mission - Central Coast	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$139,137
Wesley Mission - Newcastle	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$178,101
Wesley Mission - Penrith	To provide therapeutic financial counselling and support services to problem gamblers and those close to them.	\$263,448
Wesley Mission - St George	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$178,536
Wesley Mission - Surry Hills	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$436,721
Western Sydney Local Health Network - Mt Druitt	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$200,676
Western Sydney Local Health Network - Multicultural Problem Gambling Service	To provide state-wide therapeutic counselling and support services to problem gamblers from NSW CALD communities and those close to them.	\$591,184
Woodrising Neighbourhood Centre	To provide for therapeutic counselling and support services to problem gamblers and those close to them.	\$70,231

## Research and other projects

Agency	Purpose	Amount
Association of Children's Welfare Agencies (Centre for Community Welfare Training)	To provide comprehensive state-wide training services for RGF funded service workers and health/welfare workers.	\$420,784
Association of Children's Welfare Agencies (Centre for Community Welfare Training)	To provide training and assessment services to enable financial counsellors funded from the Responsible Gambling Fund to attain their qualification requirements.	\$130,000
Ashley Gordon Consultancy	Six-month extension to conduct community engagement and training programs within Aboriginal communities in New South Wales.	\$212,234
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.	\$204,063
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.	\$808,446
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
Quality Management Services	2-year quality improvement program for problem gambling counselling services funded by the Responsible Gambling Fund.	\$150,000
The University of Sydney	To pilot an advanced cognitive therapy training workshops for Electronic Gaming Machine (EGM) problem gambling.	\$70,000
Wesley Mission - Wesley Legal Services	To provide legal advice, information and assistance to problem gamblers, family members and others affected by problem gambling, together with promotion and community education.	\$245,133



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