

A N N U A L R E P O R T 2 0 1 1 / 1 2

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# RESPONSIBLE GAMBLING FUND

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## 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 2012.

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

A handwritten signature in blue ink, appearing to read 'Della'.

Mr David Ella  
Trustee  
20 November 2012

A handwritten signature in blue ink, appearing to read 'Ruth Lavery'.

Ms Ruth Lavery  
Trustee  
20 November 2012

# OVERVIEW

2011/12

2011/12 has been a year when gambling, and problem gambling, have been more broadly discussed in our community as a result of major media coverage and proposed new national legislation governing gambling. During this period, the Trustees of the Responsible Gambling Fund have continued their focus on addressing the harms caused by problem gambling and the promotion of safe gambling practices. To this end, a variety of organisations were funded to deliver counselling and support services to assist people with gambling-related problems, promote community awareness of problem gambling and undertake research to better inform the development and implementation of responsible gambling policy.

The Responsible Gambling Fund further developed its successful social media activities using platforms such as Facebook to promote strategies for controlling gambling, respond to questions about managing gambling problems, provide support, and direct the community to self-help materials and specialist professional services. The Gambling Hangover Facebook page attracted more than 3,000 likes in 2011/12, with the Counsellor Sam blog having over 10,000 unique readers.

Increased media coverage and interest in gambling provided more opportunities for counselling services to highlight the various types of Gambling Help available to support the broader community. These activities reached a high point during Responsible Gambling Awareness Week in May 2012, when many of the services contributed to newspaper, radio and television stories detailing counselling services available in their communities.

Specialist communications campaigns designed to work closely with Aboriginal and multi-cultural communities continued to be well received. These campaigns produced some excellent results, with selected NSW Aboriginal communities developing community action plans to manage gambling and in-language self-help materials being produced for culturally and linguistically diverse communities.

The Responsible Gambling Fund continued to focus on increasing the profile and recall of the Gambling Helpline number, with a range of in-venue initiatives including illuminated billboards, TV screens, coasters and bar mats advertising the Gambling Help website ([www.gamblinghelp.nsw.gov.au](http://www.gamblinghelp.nsw.gov.au)) and helpline number (**1800 858 858**).

These activities contributed to a significant increase in calls to the Gambling Helpline compared to 2010/11. The number of people accessing information and support via the Gambling Help website also increased.

Funding of providers to deliver counselling and support services to problem gamblers and those affected by problem gambling has continued to be a priority with over \$10 million allocated to Gambling Help services in 2011/12.

A major initiative of the Fund over the past year was the engagement of Schottler Consulting to conduct a comprehensive needs analysis of the counselling and support services program. The aim of this project was to determine the most appropriate model for the provision of high quality, cost-effective problem gambling counselling and support services in NSW, and the type, location, and number of services required to adequately meet community need. The outcomes of the needs analysis will help inform government funding and resource allocations for the sector from 1 July 2013, with a call for applications to provide counselling and support services scheduled for late 2012.

It was pleasing to see the completion of the second cycle of the accreditation program for Gambling Help services. Thirty-three have achieved full accreditation under the second accreditation cycle as at 30 June 2012. To reduce the administrative burden of accreditation, seven services have agreed to participate in a trial of the Australian Service Excellence Standards in 2012/13.

Workforce development was another significant focus for the counselling and support services program. The roll out of minimum qualification requirements was completed, ensuring that all NSW Gambling Help counsellors have the requisite knowledge, skills and understanding to be effective in their roles. Other initiatives were implemented to target staff retention, recruitment and retraining. These included training for service managers, an award system to recognise excellence for Gambling Help services' workers, and funding of an Aboriginal cadetship program.

The Responsible Gambling Fund continued to maintain a high level of stakeholder engagement through service visits, regional forums, stakeholder meetings, and another successful counsellors' conference. The Centre for Community Welfare Training is to be congratulated for its organisation of the 2012 NSW Problem Gambling Counsellors Conference, which was well received by the 156 people that attended.

This year also saw the Responsible Gambling Fund commission the largest dedicated survey into gambling and problem gambling ever conducted in NSW. In total, 10,000 NSW adult residents were interviewed about their gambling behaviour over the previous 12 months. The survey results will inform gambling policy and program activity over the coming years.

The Reverend Harry Herbert retired as Chair on 30 June 2012, having been a Trustee for 17 years and Chair for the past 11 years. During this time, Reverend Herbert had an enormous impact on the formulation and delivery of the Fund's programs. Mr Barry Buffier, Ms Antoinette le Marchant, Mr John Picot and Ms Lynda Summers also completed their terms as Trustees, having made significant contributions to the work of the Responsible Gambling Fund. In this they were ably assisted by the highly professional and dedicated Responsible Gambling Fund team at the Office of Liquor, Gaming & Racing in the Department of Trade & Investment and had the support of the Minister for Tourism, Major Events, Hospitality and Racing, and Minister for the Arts, the Hon. George Souris MP.

## 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

RGF REVENUES & EXPENDITURES	GAMBLING RISKS	POLICY DRIVERS
<ul style="list-style-type: none"> <li>• increasing gap between required expenditure and available funds</li> <li>• increasing focus on demonstrating value for money and results from funded activities</li> </ul>	<ul style="list-style-type: none"> <li>• growth of online gambling</li> <li>• influencing gambling behaviour through sport advertising, endorsement, sponsorship</li> <li>• impact of gambling on young people</li> </ul>	<ul style="list-style-type: none"> <li>• clear evidence base about efficacy of funded activities</li> <li>• building-off research &amp; best practice in other jurisdictions</li> <li>• linking into the national agenda for problem gambling</li> </ul>

## OBJECTIVES

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

## PRINCIPLES

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

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

## PRIORITIES

TREATMENT, COUNSELLING & SUPPORT	RESEARCH AND EVIDENCE-BASED POLICY	COMMUNITY AND INDUSTRY EDUCATION AND AWARENESS
<ul style="list-style-type: none"><li>• State-wide access</li><li>• Range of service options reflecting diverse need</li><li>• Increased emphasis on early intervention</li><li>• Integrated / whole of person solutions</li><li>• Efficacy in translating problem acknowledgement into accessing support</li><li>• Specific funding for Aboriginal, CALD and youth programs</li></ul>	<ul style="list-style-type: none"><li>• Building-off existing evidence base</li><li>• Addressing critical research gaps—particularly in relation to emerging gambling risks</li><li>• Identifying the scope and nature of problem gambling need</li><li>• Identifying proven early intervention and prevention strategies</li></ul>	<ul style="list-style-type: none"><li>• Targeted awareness-raising campaigns (young people, Aboriginal, CALD)</li><li>• Education &amp; tools for relevant service sectors – GPS, mental health, police, schools</li><li>• Better regional campaigns</li></ul>

## ENABLING ARRANGEMENTS

- Endorse the Strategic Directions Statement
- Review and endorse the Policy Guidelines to reflect the Strategic Directions
- Regular meetings with the Minister
- 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

# THE RESPONSIBLE GAMBLING FUND

## 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 2% 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 2%.

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.

## MANAGEMENT AND STRUCTURE

### 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 2011/12, the Trustees held 6 meetings.

The following information relates to the individuals who served as Trustees of the Responsible Gambling Fund during 2011/12.

TRUSTEE	DATE OF FIRST APPOINTMENT	DATE OF EXPIRY OF CURRENT APPOINTMENT	MEETINGS ATTENDED 2011/12
Rev Harry Herbert, Chairperson	28 February 1995 <sup>[1]</sup>	30 June 2012	6
Ms Lynda Summers	3 May 2006	30 June 2012	6 <sup>[2]</sup>
Mr David Ella	3 May 2006	30 June 2012	3
Mr John Picot	21 February 2007	30 June 2012	6
Mr Barry Buffier	22 August 2011	30 June 2012	4 <sup>[3]</sup>
Ms Ruth Lavery	1 July 2009	30 June 2012	6
Ms Antoinette le Marchant	1 July 2009	30 June 2012	5

<sup>[1]</sup> Rev Herbert was first appointed Chairperson of the Trustees on 28 March 2001.

<sup>[2]</sup> Includes meetings attended by teleconference.

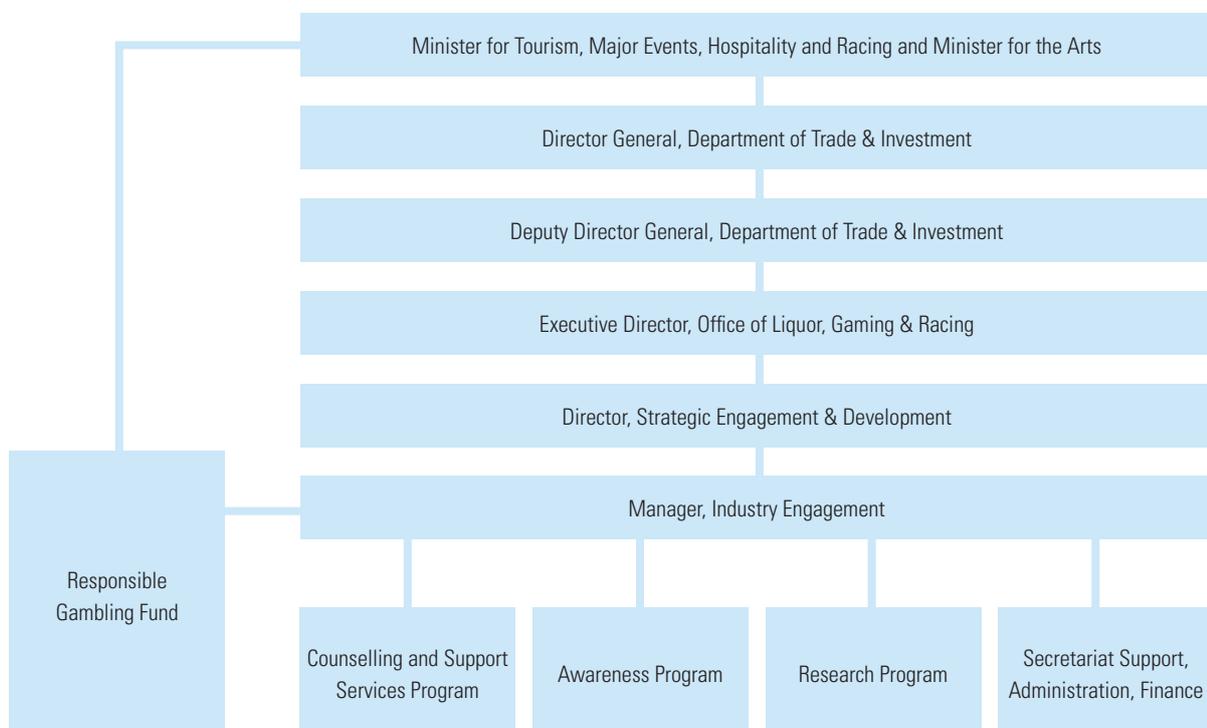
<sup>[3]</sup> Attended all meetings held during appointment.

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 2011/12 by officers located with the NSW Office of Liquor, Gaming & Racing in the Department of Trade and Investment, Regional Infrastructure and Services.

### Organisation Chart - Responsible Gambling Fund Branch – as at 30 June 2012



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 NSW 2000

### **Written correspondence to:**

GPO Box 7060  
Sydney NSW 2001  
Hours of operation: 8:30am to 5:00pm Monday to Friday  
Phone: 02 9995 0992  
Fax: 02 9995 0374  
Email: [rgf@olgr.nsw.gov.au](mailto:rgf@olgr.nsw.gov.au)

# COUNSELLING

## COUNSELLING AND SUPPORT SERVICES

### 1. OVERVIEW

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In 2011/12, the Responsible Gambling Fund provided funding to a wide range of organisations to deliver problem gambling counselling and support services to NSW residents with gambling problems, and for those close to them. These 'Gambling Help' services comprised:

- 24-hour Gambling Helpline service (1800 858 858)
- 24-hour national Gambling Help Online counselling service
- six multi-region Gambling Help services offering specialist assistance for people from culturally and linguistically diverse backgrounds
- two specialist support services providing, respectively, training programs for problem gambling counsellors and expert legal advice for individuals and services on gambling-related matters, and
- 38 individual Gambling Help face-to-face counselling services throughout the 11 regions of the Department of Premier & Cabinet's Regional Coordination Program.

A total of \$11.895 million was allocated from the Responsible Gambling Fund to fund these counselling and support services in 2011/12. A list of services is included at Appendix 1 of this report, with updated contact details available on the Office of Liquor Gaming & Racing website at [http://www.olgr.nsw.gov.au/gaming\\_rgf\\_counselling\\_support\\_services.asp](http://www.olgr.nsw.gov.au/gaming_rgf_counselling_support_services.asp)

### 2. GAMBLING HELP SERVICES AND THEIR USERS

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

- The 24-hour Gambling Helpline service periodically provides summary information about callers
- The national Gambling Help Online service periodically reports summary information about those receiving online counselling, and
- Face-to-face Gambling Help counselling services submit data through an online client data facility about people using their services.

#### 2.1 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 service delivers a 24/7 crisis counselling, information and referral service and Medibank Health Solutions submits regular reports about service usage. This table notes some key information about the characteristics of callers to the Gambling Helpline service over the past three years:

INDICATOR	2009/10	2010/11	2011/12
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)	6,266 (62%)	6,700 (68%)	7,425 (65%)
Calls from non-target group callers	3,739 (38%)	3,212 (32%)	3,944 (35%)
Gender of target group callers identifying themselves as gamblers	Males – 72% Females – 28%	Males – 73% Females – 27%	Males – 74% Females – 26%
% of target group callers reporting gambling on gaming machines	65%	67%	60%
Main characteristics of target group callers	Gamblers – 73% First-time callers – 70%	Gamblers – 75% First-time callers – 74%	Gamblers – 79% First-time callers – 67%
% of callers who had not sought any previous help for gambling related issues	29%	32%	32%
Most common means of learning about Gambling Helpline	1. Gambling venue notices/stickers 2. Internet 3. Brochure/pamphlet	1. Gambling venue notices/stickers 2. Internet 3. Other service provider	1. Gambling venue notices/stickers 2. Internet 3. Family or friend

## 2.2 GAMBLING HELP ONLINE

Gambling Help Online is funded as part of an agreement between all State and Territory Governments and the Australian Government. The service provides online counselling, information and support, 24 hours a day, seven days a week.

The service commenced operation 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, over the past three years:

INDICATOR	2009/10	2010/11	2011/12
Website visits	12,853	60,729	255,684
Online gambling counselling sessions provided	600	1,491	1,348
Average counselling session duration	42 minutes 51 seconds	42 minutes 40 seconds	46 minutes 46 seconds
% of online counselling sessions conducted with a client about their own gambling	84%	85%	84%
Gender of online counselling clients	Males – 51% Females – 49%	Males – 56% Females – 44%	Males – 60% Females – 40%
% of online counselling clients aged between 20 and 34 years	53%	58%	60%
Most common primary gambling venue for online counselling clients	Hotel/pub (54%)	Hotel/pub (54%)	Hotel/pub (47%)

## 2.3 CLIENT DATA SET

An internet-based client data facility was introduced across Gambling Help counselling and support services with effect from 1 January 2004 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 2011/12 are being analysed with full details to be reported in the 2012/13 Annual Report.

Following is a summary of key client information for the past three financial years:

INDICATOR	JUL 2008– JUN 2009	JUL 2009– JUN 2010	JUL 2010– JUN 2011
Clients recorded as having received counselling services (no.)	4,382	4,495	4,237
Individual face-to-face counselling sessions (no.)	14,630	16,006	15,594
Telephone counselling sessions (no.)	2,746	3,126	3,430
Group counselling sessions (no.)	672	569	608
Individual face-to-face counselling session duration (minutes – mean)	66.7	66.5	67.1
Telephone counselling session duration (minutes – mean)	25.3	30.7	29.8
Group counselling session duration (minutes – mean)	90.3	89.7	83.5
% of clients who were male	58.1%	59.5%	60.7%
% of clients who were female	41.9%	40.5%	39.3%
Male clients – age (years – mean)	40.5	40.2	40.0
Female clients – age (years – mean)	45.1	45.1	45.4
% of clients born in Australia	69.5%	71.3%	70.6%
% of clients identifying themselves as indigenous	3.6%	3.4%	4.2%
% of clients reported as speaking a language other than English at home	20.2%	19.6%	21.7%
% of clients identifying themselves as a person with a gambling problem	73.9%	76.3%	76.8%
% of clients identifying themselves as the partner/ex-partner of a problem gambler <sup>[1]</sup>	12.1%	11.2%	10.9%
% of partners/ex-partners/ family members who were female	78.6%	78.3%	77.3%
% of clients reporting Gambling Helpline as the most commonly reported most recent referral source	22.9%	22.8%	20.5%
% of problem gamblers who were male	67.6%	68.3%	69.4%
% of problem gamblers identifying the following as their most common preferred gambling venue:			
– registered club	44.8%	44.8%	43.6%
– hotel/pub	36.4%	37.3%	37.8%
% of problem gamblers identifying gaming machines as the principal form of gambling activity	78.5%	79.4%	77.7%

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

# IMPROVING SERVICE DELIVERY

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## 3.1 MINIMUM QUALIFICATION FOR PROBLEM GAMBLING COUNSELLORS

Problem gambling counsellors working in the NSW Government funded Gambling Help services are required to meet minimum qualification standards. This ensures that all problem gambling counsellors have the requisite knowledge, skills and attitudes to be effective problem gambling counsellors.

The minimum qualification standards outline the pathways to meet the requirements, taking into account a problem gambling counsellor's qualifications against the accredited Diploma of Problem Gambling Counselling.

During 2011/12, problem gambling counsellors working in the Gambling Help services continued to undertake training or be recognised against 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.

Training resources to support the delivery of the Diploma of Problem Gambling Counselling and the Problem Gambling Counselling skill set (which forms part of the national Community Services Training Package CHC08) are almost complete and will be made available to registered training organisations in the near future. The resources include a DVD addressing gambling counselling therapeutic practices and the choice of completing one competency through an online platform.

## 3.2 CODE OF ETHICS

The Code of Ethics sets out to identify the values and principles of those working within Gambling Help services. An Ethics Panel meets quarterly to consider a range of ethical issues brought before it. The Panel is made up of clinical supervisors, problem gambling counsellors in mainstream and culturally and linguistically diverse services, and a legal expert.

The following issues were discussed in 2011/12:

- referring clients internally
- self exclusion letters
- ensuring new work initiatives are ethical
- self exclusion processes and
- social media
- knowledge of client criminal behaviour
- media issues

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

## 3.3 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.

Two expressions of interest relating to clinical supervision were undertaken during the year. The first sought to retain and recruit accredited clinical supervisors for Gambling Help counsellors. Clinical supervisors are accredited on an annual basis and are required to continue to meet various criteria. Successful applicants were listed in the 2012 Directory of Responsible Gambling Fund Accredited Clinical Supervisors for Problem Gambling Counsellors at [http://www.olgr.nsw.gov.au/pdfs/directory2012\\_rgf\\_acred\\_CS.pdf](http://www.olgr.nsw.gov.au/pdfs/directory2012_rgf_acred_CS.pdf).

The second expression of interest was undertaken to distribute funds allocated for the improvement of access to clinical supervision by regional and rural services.

During 2011/12, 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.

### 3.4 WORKFORCE DEVELOPMENT STRATEGIES

The effective service delivery of the counselling program depends on the capacity and availability of a skilled and qualified workforce. A range of issues, including the average age of workers, a growing health and community services sector and continuous change, have brought about challenges in retention, recruitment and retraining in the problem gambling counselling sector. A Workforce Development Strategy was created to address these challenges.

In 2011/12, the following initiatives were implemented as part of this Strategy:

- excellence and long service awards
- development of an orientation guide for new workers.
- training for managers of RGF funded services, and

### 3.5 THE 5<sup>TH</sup> ANNUAL NSW PROBLEM GAMBLING COUNSELLORS CONFERENCE

The 5<sup>th</sup> Annual NSW Problem Gambling Counsellors Conference was held on 3-4 April 2012 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.

A total of 156 people attended, with participants representing:

- the Office of Liquor, Gaming & Racing
- the NSW Gambling Helpline
- Responsible Gambling Fund Trustees
- RGF-funded contractors (e.g. Quality Management Services, Ashley Gordon), and
- all 38 local counselling services funded by the RGF
- other relevant stakeholder groups (e.g. ClubsNSW, Tabcorp, RGF accredited clinical supervisors).
- all six multicultural services funded by the RGF
- the statewide legal and training services funded by the RGF

A total of 46 participants from regional services were supported to attend the conference.

An evaluation report prepared by the Centre for Community Welfare Training indicated that the conference was rated highly by participants. The 6<sup>th</sup> Annual NSW Problem Gambling Counsellors Conference is expected to be held in March 2013.

### 3.6 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. This training reflects the frequent needs analyses undertaken by the Centre. The workshops are made available at no cost to workers. The Centre provides gambling-specific training such as 'Couples counselling for problem gambling' and 'Counselling clients with problem gambling issues'. It also provides generalist courses dealing with mainstream topics relevant to the work undertaken in gambling counselling services, such as 'Alcohol and other drugs', 'Counselling and therapy' and 'Management and governance'. These courses are also available – at cost – to non-Gambling Help workers. In addition, the Centre provides customised training to Gambling Help services upon request, and subsidises training fees for relevant courses and conferences not provided through the Centre.

### **3.7 COUNSELLOR FORUMS**

Staff from the Office of Liquor, Gaming & Racing continued to attend regional Gambling Help counsellors' forums during 2011/12. The forums provide an excellent opportunity for counsellors to discuss ideas and strategies, share experiences and network with other counsellors in their region. Participants receive updates from Office of Liquor, Gaming & Racing staff, provide feedback and undertake structured training. In 2011/12, staff attended four Western NSW/Riverina-Murray forums, four Northern NSW forums, five Hunter forums, three Central Coast forums, one Illawarra forum and four Sydney forums. Issues discussed related to funding and reporting, service accreditation, education and training, data collection, research, and general gambling policy and community awareness matters.

### **3.8 SERVICE VISITS**

In 2011/12, 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 and will be conducted again in 2012/13.

# EDUCATION AND AWARENESS

## 1. OVERVIEW

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During 2011/12, the Responsible Gambling Fund continued to build awareness in the community on the harms associated with problem gambling and focused on promoting the various forms of Gambling Help available including free information and counselling.

The \$2.4 million Early Intervention, Prevention and Community Engagement Strategy for Problem Gambling in NSW ([www.olgr.nsw.gov.au/rgf\\_early\\_intervention.asp](http://www.olgr.nsw.gov.au/rgf_early_intervention.asp)) continued to build connections across identified target audiences including young people, culturally and linguistically diverse communities and Aboriginal communities.

Communication activities targeting people with gambling problems, their families, and key members of the community, including health and support services, were implemented throughout the year to increase identification of problem gambling behaviours and encourage help-seeking through face-to-face, telephone or online counselling.

Data from 2011/12 indicates that the community continues to respond to Gambling Help messages and increasingly is interacting with help-seeking channels. Social media access grew as did calls by target group to the 1800 858 858 Gambling Helpline. The following section outlines the outcomes achieved in Education and Awareness activities between 1 July 2011 and 30 June 2012.

## 2. SELF-HELP

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The aim of the Gambling Help self-help strategy is to provide information and resources to help people overcome gambling problems. Most of this activity is provided through the Gambling Help website at [www.gamblinghelp.nsw.gov.au](http://www.gamblinghelp.nsw.gov.au).

- In 2011/12 the Gambling Help website attracted 34,682 visitors (a decrease on previous year's figure of 36,456 unique visitors).
- Visitors spent an average of 4.10 minutes on the site (an increase on the 2010/2011 figure of 3.40 minutes).
- Approximately 73 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 4,458 and 4,196 (respectively) interacting with these screening tools during the reporting period.
- 1,755 people viewed information for family and friends, compared with 1,877 in the previous year.
- The most popular section of the website was the stories submitted by problem gamblers. A total of 25,233 visitors viewed multiple stories on this part of the site. This is a significant increase on the previous year's viewing figures of 13,588.
- The gaming machines DVD was viewed 1,169 times online (a decrease from 1,690 the previous year). However, increasing requests to receive a copy of the DVD show this continues to be a valuable resource.
- More than 600 individuals ordered the self-help guide.
- More than 800 individuals viewed the workbook.

### 3. SOCIAL MEDIA

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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 – all accessible via the Gambling Help website at [www.gamblinghelp.nsw.gov.au](http://www.gamblinghelp.nsw.gov.au). 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 years. Research identifies this group is 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 3,279 ‘likes’ and interacts daily with people about problem gambling. Daily Facebook posts provide information on recognising problem gambling behaviours and 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 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 2,729 views since its launch in September 2010.

Created in October 2010, the Counsellor Sam blog provides readers with more detailed responses to questions on problem gambling (submitted by members of the public to the Gambling Help website or posted on the Gambling Hangover Facebook page) and offers information on controlling gambling and counselling. In the reporting period, there were 10,925 unique visitors to the blog.

### 4. HELP-SEEKING

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Gambling Help counselling services report they have attracted new clients as a direct result of increased Gambling Help marketing activity including social media, advertising and promotional materials.

- Call numbers to the Gambling Helpline by target callers (gamblers or people affected by problem gambling – family, partners etc) increased by 10.8 per cent from 6,700 in 2010/11 to 7,425 in 2011/12.
- First-time callers (66.5 per cent of calls), continue to be the most significant users of the Gambling Helpline.
- Gaming machines continue to be the source of the problem for the majority of callers (60.2 per cent). TAB and casino are respectively the next most commonly reported type of problem gambling.
- The internet-based Gambling Help Online counselling service results for 2011/12 show that the NSW Gambling Help site was the second highest source of referral after the Victorian Government’s problem gambling website.

### 5. CULTURALLY AND LINGUISTICALLY DIVERSE (CALD) COMMUNITIES

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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.

The shame and stigma sometimes associated with problem gambling in some communities can be a barrier to seeking help, especially if it is not perceived to be culturally relevant.

Since March 2010, the Responsible Gambling Fund has consulted community groups and developed specific marketing activities including in-language self-help materials to promote confidential in-language counselling services.

Targeting communities identified in the 2008 Needs Analysis of Problem Gambling Counselling Services for NSW CALD Communities, the Responsible Gambling Fund has developed effective working relationships with:

- Arab Council Australia
- Auburn Asian Welfare Centre
- Co.As.It Italian Community Service
- Greek Welfare Centre
- Vietnamese Community in Australia NSW Chapter Inc., and
- The Multicultural Problem Gambling Service.

A two-year 2011/2013 Prevention, Early Intervention and Community Engagement Strategy for CALD communities was developed with \$475,200 being allocated from the Responsible Gambling Fund. In-language communication campaigns were tailored to meet the needs, issues and understandings of each targeted community group.

In addition to the production of brochures, posters, web-based materials and advertisements (print and broadcast), a highlight of 2011/12 was the creation of six new in-language DVDs and self-help guides.

The DVD, *What's Gambling Really Costing You?*, addresses problem gambling from a community perspective and provides culturally appropriate information on recognising problem gambling behaviours, explains gambling counselling and encourages help-seeking. Including interviews with community leaders such as doctors and religious advisers, the DVD also features gambling counsellors from Responsible Gambling Fund supported CALD counselling services. The DVD highlights the fact that many people in CALD communities struggle with gambling and provides information about the free counselling services and support materials available in-language.

Successful promotional and marketing activities in 2011/12 included advertising, media relations, online activities and community events designed to raise awareness of problem gambling and promote the availability of in-language confidential counselling services. They have resulted in increased help-seeking within CALD communities.

In 2011/12, Gambling Help CALD counselling services provided 2,672 counselling sessions to 572 clients, compared to 544 clients and 2,516 counselling sessions in 2010/11. This represents a 5.1 per cent increase in clients and a 6.2 per cent increase in counselling sessions.

## 6. ABORIGINAL COMMUNITIES

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Office of Liquor, Gaming & Racing continues to work towards effective engagement with Aboriginal communities on the issue of problem gambling and associated harms including financial hardship and family discord. Over the reporting period, two 12-month pilot programs launched in 2010/11 were finalised with a modified best-practice program created for the 2012 calendar year.

In 2010/11, community engagement and training for health and community workers commenced, focussing on 20 Aboriginal communities in NSW, with Ashley Gordon Consulting awarded the contract to roll out the Aboriginal Problem Gambling Community Engagement project and Mission Australia awarded the contract to implement the Aboriginal Problem Gambling Community and Health Workers Training project.

From February 2012, Ashley Gordon Consulting continued programs designed to raise awareness of problem gambling as a complex health and cultural issue for Aboriginal people. The program extended beyond the initial 20 communities to meet requests for assistance from other NSW Aboriginal communities.

In addition to community workshops and presentations which delivered information on problem gambling and specialist assistance for Aboriginal people, training was also provided for community and health workers to support local Aboriginal communities to address problem gambling. Provision and promotion of the dedicated Aboriginal problem gambling helpline service continued.

NSW Aboriginal Safe Gambling Ambassadors recruited as part of the program have continued to support problem gamblers in the community and assist with education and awareness. Ambassadors provide key support and manage promotional activity at a variety of local community events including NAIDOC Week.

Community action plans capturing the type of gambling problems in each community, identifying barriers to help seeking and strategies for going forward are significant achievements of the program.

In addition, the Responsible Gambling Fund allocated \$40,000 to its ongoing sponsorship of the Ella 7s Aboriginal Rugby Competition and related activities and partnered with key Aboriginal community and sporting events including the NRL Indigenous All Stars and NSW Knockout.

Marketing activities including the production of branded merchandise, advertisements, signage and the extensive media coverage generated through public relations activities, has led to broad community participation in workshops and events with more than 35,000 in NSW communities engaging with the program.

## 7. MATERIALS DISTRIBUTION

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The Responsible Gambling Fund's Early Intervention, Prevention and Community Engagement Strategy includes the creation of Gambling Help materials and their distribution. The materials aim to raise awareness of problem gambling, provide information and resources and promote the range of Gambling Help services.

More than 8,000 Gambling Help self-help workbooks have been distributed throughout NSW communities via the Gambling Helpline and face to face services. Over 4,000 English-language *How do the Pokies Really Work* DVDs have been distributed. In addition, more than 95,000 Gambling Help flyers and 4,500 Gambling Help posters have been distributed at events, through partnerships and by counselling services. A new print run of 10,000 Gambling Help business cards, with tips to control gambling, was also produced. Brochures detailing how to report suspected illegal and irresponsible conduct of gambling were produced and distributed to Gambling Help counselling services.

## 8. PROMOTIONAL BANNERS AND GIVEAWAYS

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In order to assist Gambling Help counselling services attract visitors to their stand at community events, a range of promotional banners and giveaways was developed. This included large pull-up banners, Gambling Help flags and giveaways featuring the Gambling Help logo and helpline number. Gambling Help workers were also provided with Gambling Help T-shirts and polo shirts.

## 9. REGIONAL TV AND RADIO COMMUNITY SERVICE ANNOUNCEMENTS, OUTDOOR AND ONLINE ACTIVITY

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In the reporting period several bursts of paid advertising and community service announcements featuring the real-life stories of problem gamblers and their families were created and broadcast on regional and metropolitan radio and television.

The ads emphasised the issues commonly faced by problem gamblers and promoted the 24 hour 1800 858 858 number.

Gambling Help Community Service Announcements were also supported by regional television and radio networks during Responsible Gambling Awareness Week – with broadcasts provided free of charge.

Facebook advertising continued in bursts during the reporting period, successfully driving increased traffic to the Gambling Hangover Facebook page and Gambling Help website. Facebook advertising appeared on 6,524,356 Facebook pages and delivered 1,944 click throughs/likes compared with 5,182,265 Facebook pages and 1,156 click throughs/likes in the previous year.

## 10. PARTNERSHIPS

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Working with health and welfare professionals is an important part of the Early Intervention, Prevention and Community Engagement 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 the ability of professionals to identify and refer problem gambling clients. The partnerships also offer another channel to distribute Gambling Help materials to reach broad sections of the community.

During 2011/12, promotional materials were sent out to professionals in key partnership groups including via general practitioner conferences, mental health conferences and general practitioner directories, legal aid offices, and through libraries and local councils. Response levels and requests for further information indicate that general practitioners in particular are accepting that problem gambling is an issue for patients.

In addition, the Responsible Gambling Fund had a presence at a number of medical conferences and events including the regional GPs network annual conference and Mental Health Awareness Week events.

## 11. RESPONSIBLE GAMBLING AWARENESS WEEK 2012

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This year Responsible Gambling Awareness Week looked to encourage self-reflection asking the question, "What is gambling really costing you?"

A Responsible Gambling Awareness Week 'look' was developed and adopted by all services that use branded materials, including posters and media-release templates to promote localised events to their communities. The campaign imagery identified some of the harms commonly suffered by problem gamblers, including damage to families and relationships, financial stresses impacting on food and living expenses, and loss of their homes.

Gambling Help services worked extensively with local venues to host information days and many counselling services held community BBQs, open days and similar events to raise the issue of problem gambling and promote help services.

Marketing activities including advertising in mainstream, CALD and Aboriginal media outlets, and media coverage generated by publicity and community events, helped to create the largest ever recorded monthly increase in calls received by the Gambling Helpline. Significant spikes in visits to the Gambling Help website and Facebook pages were also recorded.

## 12. GENERAL AWARENESS ACTIVITIES

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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.

# RESEARCH

## 1. OVERVIEW

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Since its inception in 1995, the Responsible Gambling Fund has commissioned a wide range of gambling-related research projects. From 2004, this has included research jointly conducted with the Australian Government and other States and Territories as part of Gambling Research Australia – the national gambling research program.

All published gambling research reports funded through the Responsible Gambling Fund can be found on the Office of Liquor, Gaming & Racing's website at [http://www.olgr.nsw.gov.au/gaming\\_rgf\\_research.asp](http://www.olgr.nsw.gov.au/gaming_rgf_research.asp)

All research projects provide important input into the NSW Government's responsible gambling policies and programs.

## 2. NSW RESEARCH

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The Responsible Gambling Fund has commissioned more than 50 NSW-specific gambling research projects. In 2011/12, one research project was commissioned and two were completed.

### 2.1 COMMISSIONED RESEARCH

#### Needs Analysis – Gambling Counselling and Support Services

In July 2011, a needs analysis of the Government's problem gambling counselling and support services was put to tender. Schottler Consulting won the tender and commenced the research in October 2011. The aim of the needs analysis is to determine the most appropriate model for the delivery of cost-efficient, high quality problem gambling counselling and support services in NSW. The research report was due for completion in August 2012.

### 2.2 COMPLETED RESEARCH

#### Review of the NSW Responsible Conduct of Gambling Training Program

In March 2012, the Institute of Family Practice finalised its review of the Responsible Conduct of Gambling course for venue gaming staff and management. The aim of the review was to update the course so that staff are appropriately equipped with the skills and knowledge required to promote responsible gambling in their workplaces. The updated course content is scheduled to be deployed in late 2012.

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

In April 2012, Ogilvy Illumination finalised their comprehensive study of the prevalence of gambling and problem gambling in NSW. The aim of the prevalence study was to inform gambling policy and program activity by assessing the extent of problem gambling, its geographic spread and the profile of problem gamblers.

## 3. GAMBLING RESEARCH AUSTRALIA – 2004/2009

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Gambling Research Australia was established in 2001 at the request of the then Ministerial Council on Gambling. In 2003, the Australian, State, and Territory Governments signed a Memorandum of Understanding to fund a national gambling research program from 2004 to 2008 (it was later extended to 2009). Approximately \$5 million was allocated to the program collectively from the Governments. The NSW Government's contribution of \$1.45 million was provided from the Responsible Gambling Fund.

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

Twenty research projects were commissioned under the 2004/2009 program. In 2011/12, three research projects were published and one was ongoing.

### 3.1 ONGOING RESEARCH

#### Gambling and Co-Morbid Disorders

The Centre for Gambling Education and Research at Southern Cross University is undertaking research to establish the temporal relationship between problem gambling and co-morbid conditions before modelling the co-morbid predictors of problem gambling. The results will be used to generate public health strategies from gambling help and mental health experts.

### 3.2 PUBLISHED RESEARCH

#### International Student Gambling – The role of acculturation, gambling cognitions and social circumstances

In August 2011, Gambling Research Australia published research undertaken by Swinburne, Bond and Deakin Universities that aimed to determine the extent and relevance of gambling and problem gambling amongst international students.

#### Gambling and Young People in Australia

In November 2011, Gambling Research Australia published research undertaken by the Australian Council of Educational Research that aimed to determine the essential factors, at what levels and in what forms, causing young people's gambling to become problematic.

#### Gamblers at Risk and their Help Seeking Behaviour

In January 2012, Gambling Research Australia published research undertaken by the Centre for Gambling Education and Research at Southern Cross University that aimed to examine, identify and analyse gamblers' formal and informal help seeking behaviour.

## 4. GAMBLING RESEARCH AUSTRALIA – 2009/2014

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In 2008, the then Ministerial Council on Gambling agreed to support a second five year Gambling Research Australia program commencing in July 2009 with funding on the same basis as currently provided for in the Memorandum of Understanding (\$5 million over five years).

In July 2009, the NSW Government approved an allocation of \$1.45 million from the Responsible Gambling Fund from 2009 to 2014 to fund the second phase of Gambling Research Australia (\$290,000 per year).

The Ministerial Council on Gambling's research priority areas for the second research program from 2009 to 2014 are as follows:

1. Helping individuals set their limits, including access to cash and pre-commitment technologies
2. Responsible gambling environments, through staff training and problem gambler identification
3. Gaming machine standards, developing mechanisms for better consumer protection
4. A preventative and early intervention strategy targeted at those at risk of problem gambling
5. The development of harm minimisation measures for interactive gambling.

In 2011/12, four new research projects were tendered (two tenders failed), one research project was ongoing and one project was completed.

## **4.1 COMMISSIONED RESEARCH**

### **Electronic Gaming Machine Jackpots**

In October 2011, Gambling Research Australia commissioned Central Queensland University to investigate if gaming machine jackpots and linked jackpots increase the likelihood of risky gambling behaviour and gambling related harm.

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

In December 2011, Gambling Research Australia commissioned Swinburne University to validate the problem gambling indicators outlined in the 2007 report *'Identifying Problem Gambling in Gambling Venues'*. The indicators will be reviewed from a national perspective and a rating of the indicators will be undertaken in terms of their strength in contributing to the identification of problem gamblers in the venue.

## **4.2 RESEARCH TENDERS**

### **Responsible Gambling Environments – In-venue signage**

In 2011/12, Gambling Research Australia failed to find a researcher to undertake a study to examine responsible gambling messages in venues.

### **Indigenous Gambling – Transition to commercial gambling**

In 2011/12, Gambling Research Australia failed to find a researcher to undertake a study to determine the motivations for indigenous gamblers in moving from non-commercial to commercial gambling.

## **4.3 ONGOING RESEARCH**

### **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.

## **4.4 COMPLETED RESEARCH**

### **Prevalence Study Standards**

In October 2011, Gambling Research Australia held a prevalence studies symposium with state jurisdictions, researchers, industry bodies and local and international academics. The aim of the discussion was to find best practice prevalence standards and establish a set of core questions for all jurisdictions. The symposium was informed by a study commissioned by Gambling Research Australia and undertaken by the Queensland Department of Employment, Economic Development and Innovation that reviewed jurisdictional prevalence surveys.

# FINANCIAL SUMMARY

The accounts of the Responsible Gambling Fund for the year ended 30 June 2012 were audited by The Audit Office of NSW as required under the *Public Finance and Audit Act 1983*. An audit report was prepared and forms part of this annual report.

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

The Audit Office has written to the Chairperson of the Responsible Gambling Fund advising that the audit resulted in an unmodified Independent Audit Report and there were no significant matters that arose as a result of the inspection and audit.

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

The Audit Office has identified one instance of payment without authorisation and in breach of section 12 of the *Public Finance and Audit Act 1983*. The Audit Office believed this to be unintentional but noted it may indicate a risk of inappropriate or unauthorised payment. The Fund confirms this was an unintentional and isolated instance and the result of a misunderstanding as to the nature of the authorisation in the particular circumstance. The Fund takes seriously its obligations under the *Public Finance and Audit Act 1983* and action is being taken to prevent this from recurring.

## **EXPENDITURE**

Total expenditure from the Responsible Gambling Fund in 2011/12 was \$14.693 million.

# SUPPLEMENTARY INFORMATION

## **CONSULTANTS**

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

## **PROMOTION – PUBLICATIONS**

The Trustees published their annual report and other material referred to in this report during the year. For a list of available publications produced with financial assistance from the Responsible Gambling Fund, refer to the Office of Liquor, Gaming & Racing website, at [www.olgr.nsw.gov.au](http://www.olgr.nsw.gov.au)

## **PROMOTION – OVERSEAS VISITS**

Neither the Trustees nor Departmental officers responsible for the program undertook any overseas visits in the course of their duties during the year.

## **CONSUMER RESPONSE**

Work continued throughout the year to ensure a high level of responsiveness to issues raised by Responsible Gambling Fund stakeholders. As part of this, officers regularly attended periodic forums of gambling counselling services across the State to brief attendees, and visited all Gambling Help counselling services.

## **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.

## **CONTROLLED ENTITIES**

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

## OTHER STATUTORY REPORTING REQUIREMENTS

In relation to information on the matters listed below, reference should be made to the annual report of the Department of Trade & Investment:

- 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

## ADVISORY COMMITTEES

- Responsible Gambling Fund Communications Reference Group – Julia Gauci, Senior Communications Officer; and Lee Holmes, Community and Online Manager.
- CALD (Culturally and Linguistically Diverse) Communications Working Group – Lee Holmes, Community and Online Manager.
- Workforce Development Reference Group – Stephen Thomas, Senior Project Officer, Responsible Gambling and Erica Luiz, A/Project Officer, Responsible Gambling Education
- Ethics Panel – Erica Luiz, A/Project Officer, Responsible Gambling Education

## INTER-AGENCY COMMITTEES

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

## NATIONAL AND INTERSTATE COMMITTEES

- Gambling Research Australia – Jabez Allies, Principal Research Officer; and Stephen Thomas, Senior Project Officer, Responsible Gambling.
- National Association for Gambling Studies – Executive Committee, Jabez Allies, Principal Research Officer.

## RESPONSIBLE GAMBLING FUND

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2012

### 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 2012 has 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 2012 and financial performance for the year ended 30 June 2012.
- (iii) there are no circumstances which would render any particulars in the financial statements to be misleading or inaccurate.



Mr David Ella  
Trustee

Date: 20 / 11 /2012



Ms Ruth Lavery  
Trustee

Date: 20 / 11 /2012



## 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 2012, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information.

### Opinion

In my opinion, the financial statements:

- give a true and fair view of the financial position of the Fund as at 30 June 2012, and of its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards
- are in accordance with section 41B of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2010

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

### The Trustees' 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 financial statements 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 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 security and controls over the electronic publication of the audited financial statements on any website where they may be presented
- about other information which may have been hyperlinked to/from the financial statements.

## **Independence**

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

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



Sally Bond  
Director, Financial Audit Services

20 November 2012  
SYDNEY

# FINANCIAL STATEMENTS

2011/12

## RESPONSIBLE GAMBLING FUND Statement of Comprehensive Income for the Year Ended 30 June 2012

	Notes	2012 \$'000	2011 \$'000
<b>Expenses</b>			
Operating expenses			
Employee related	2(a)	533	716
Other operating expenses	2(b)	441	381
Depreciation and amortisation	2(c)	2	2
Grants and subsidies	2(d)	13,717	13,200
<b>Total Expenses</b>		<b>14,693</b>	<b>14,299</b>
<b>Revenue</b>			
Interest revenue	3(a)	954	1,036
Grants	3(b)	13,774	12,624
Other revenue	3(c)	4	22
<b>Total Revenue</b>		<b>14,732</b>	<b>13,682</b>
<b>Government Contributions</b>			
Acceptance by the Crown Entity of employee benefits and other liabilities	4	16	33
<b>Total Government Contributions</b>		<b>16</b>	<b>33</b>
<b>SURPLUS / (DEFICIT) FOR THE YEAR</b>		<b>55</b>	<b>(584)</b>
<b>Other Comprehensive Income for the Year</b>		<b>-</b>	<b>-</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>		<b>55</b>	<b>(584)</b>

The accompanying notes form part of these financial statements

**RESPONSIBLE GAMBLING FUND**  
**Statement of Changes in Equity for the Year Ended 30 June 2012**

	Notes	2012 \$'000	2011 \$'000
		<b>Accumulated Funds</b>	<b>Accumulated Funds</b>
Balance at the beginning of the Year		24,836	25,420
Surplus / (Deficit) for the Year		55	(584)
Total Other Comprehensive Income		-	-
Total Comprehensive Income for the Year		55	(584)
Balance at the end of the Year		<b>24,891</b>	<b>24,836</b>

The accompanying notes form part of these financial statements

**RESPONSIBLE GAMBLING FUND**  
**Statement of Financial Position as at 30 June 2012**

	Notes	2012 \$'000	2011 \$'000
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and cash equivalents	5	24,426	24,492
Receivables	6	1,034	555
<b>Total Current Assets</b>		<b>25,460</b>	<b>25,047</b>
<b>Non-Current Assets</b>			
Plant and equipment	7	14	1
Intangible assets	8	-	-
<b>Total Non-Current Assets</b>		<b>14</b>	<b>1</b>
<b>Total Assets</b>		<b>25,474</b>	<b>25,048</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Payables	9	506	139
Provisions	10	76	72
<b>Total Current Liabilities</b>		<b>582</b>	<b>211</b>
<b>Non-Current Liabilities</b>			
Provisions	10	1	1
<b>Total non-current liabilities</b>		<b>1</b>	<b>1</b>
<b>Total Liabilities</b>		<b>583</b>	<b>212</b>
<b>NET ASSETS</b>		<b>24,891</b>	<b>24,836</b>
<b>EQUITY</b>			
Accumulated funds		24,891	24,836
<b>TOTAL EQUITY</b>		<b>24,891</b>	<b>24,836</b>

The accompanying notes form part of these financial statements

**RESPONSIBLE GAMBLING FUND**  
**Statement of Cash Flows for the Year Ended 30 June 2012**

	Notes	2012 \$'000	2011 \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Payments</b>			
Employee related		(515)	(668)
Grants and subsidies		(13,717)	(13,199)
Other		(1,425)	(2,209)
<b>Total Payments</b>		<b>(15,657)</b>	<b>(16,076)</b>
<b>Receipts</b>			
Interest received		525	977
Grants		13,774	12,624
Other		1,306	1,540
<b>Total Receipts</b>		<b>15,605</b>	<b>15,141</b>
<b>NET CASH FLOWS FROM/(USED IN) OPERATING ACTIVITIES</b>	12	<b>(52)</b>	<b>(935)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchase of plant and equipment		(15)	-
<b>NET CASH FLOWS FROM INVESTING ACTIVITIES</b>		<b>(15)</b>	<b>0</b>
<b>NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS</b>		<b>(66)</b>	<b>(935)</b>
Opening cash and cash equivalents		24,492	25,427
<b>CLOSING CASH AND CASH EQUIVALENTS</b>	5	<b>24,426</b>	<b>24,492</b>

The accompanying notes form part of these financial statements

## 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

### (a) Reporting Entity

The Responsible Gambling Fund (the Fund) 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 Fund 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 2012. They were:

- Reverend Harry Herbert, Chairperson
- Mr David Ella
- Ms Lynda Summers
- Ms Antoinette le Marchant
- Mr Barry Buffier
- Mr John Picot
- 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 2012 have been authorised by Trustees of the Responsible Gambling Fund on 20 November 2012.

### (b) Basis of Preparation

The Fund's financial statements are general purpose financial statements, which 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 Regulations.

Plant and equipment and financial assets are measured at fair value. Other financial statement items are prepared in accordance with the historical cost convention.

Judgments, key 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.

**RESPONSIBLE GAMBLING FUND**  
**Notes to the financial statements for the year ended 30 June 2012**

**(c) Statement of Compliance**

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

**(d) 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) Grants**

Contributions from the NSW Government and other bodies are generally recognized as income when the Fund obtains control over the assets comprising the contributions. Control is normally obtained upon the receipt of cash.

**(ii) Interest Revenue**

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

**(iii) Other Revenue**

Funding Agreements are reviewed to assess whether grantees have fully spent grant monies. Should the assessment indicate that monies are refundable to the Fund, income is recognized in the period that the assessment is completed.

**(e) Employee Benefits and Other Provisions**

**(i) 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.

**(ii) 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

## RESPONSIBLE GAMBLING FUND

### Notes to the financial statements for the year ended 30 June 2012

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.

#### (f) Insurance

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

#### (g) Accounting for the Goods and Services Tax (GST)

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

- the amount of GST incurred by the Fund as a purchaser that is not recoverable from the Australian Taxation Office is recognized 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 is recoverable from, or payable to, the Australian Taxation Office are classified as operating cash flows.

#### (h) Acquisitions of Assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the Fund. 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 recognized in accordance with the requirements of other Australian Accounting Standards.

Assets acquired at no cost, or for nominal consideration, are initially recognized 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 arm's length transaction.

#### (i) Capitalisation Thresholds

Plant and equipment and intangible assets costing \$5,000 and above individually are capitalised except for grouped assets (assets with inter-related functions, such as the computer network), where all additions regardless of amount are capitalised.

#### (j) 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.

**RESPONSIBLE GAMBLING FUND**  
**Notes to the financial statements for the year ended 30 June 2012**

**(k) 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:

<u>Asset Category</u>	<u>Useful life in years</u>
Computer Hardware	4
Photocopier	4

**(l) 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.

**(m) Receivables**

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

**(n) Impairment of Financial Assets**

All financial assets 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 Fund does not have any impairment loss for this year.

**RESPONSIBLE GAMBLING FUND**  
**Notes to the financial statements for the year ended 30 June 2012**

**(o) Payables**

These amounts represent liabilities for goods and services provided to the Fund and other amounts. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

**(p) Equity – Accumulated Funds**

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

**(q) New Australian Accounting Standards issued but not effective**

At reporting date a number of Australian Accounting Standards have been issued by the Australian Accounting Standards Board but are not yet effective. These have not been early adopted by the Fund as early adoption is not permitted by Treasury.

These standards will be implemented after the 2011/12 financial year.

- AASB 9 and AASB 2010-7 regarding financial instruments
- AASB 13 and AASB 2011-8 regarding fair value measurement
- AASB 101 Presentation of Financial Statements
- AASB 119, AASB 2011-10 and AASB 2011-11 regarding employee benefits
- 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 2011-3 regarding orderly adoption of changes to the ABS GFS Manual
- AASB 2011-9 regarding presentation of items of other comprehensive income
- AASB 2011-13 regarding AASB 1049 and GAAP/GFS harmonisation
- AASB 2012-1 regarding fair value measurement- reduced disclosure requirements
- AASB 2012-2 Amendments to Australian Accounting Standards – Disclosures – Offsetting Financial Assets and Financial Liabilities
- AASB 2012-3 Amendments to Australian Accounting Standards – Offsetting Financial Assets and Financial Liabilities
- AASB 2012-5 Amendments to Australian Accounting Standards arising from Annual Improvements 2009–2011 Cycle
- AASB 2012-7 Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements

**(r) Grants**

Grants are recognised when the Responsible Gambling Fund relinquishes control over the assets comprising the grant, or when the Responsible Gambling Fund becomes liable to disburse the grant.

**RESPONSIBLE GAMBLING FUND**  
**Notes to the financial statements for the year ended 30 June 2012**

	2012	2011
	\$'000	\$'000
<b>2 EXPENSES</b>		
<b>(a) Employee related expenses</b>		
Salary and wages (including recreation leave)	509	677
Workers' compensation insurance	2	3
Payroll tax and fringe benefit tax	22	36
	533	716
<b>(b) Other operating expenses</b>		
Auditor's remuneration - audit of the financial statements	16	12
Rental	39	32
Travelling	15	13
Fees for services received	353	264
Other	18	60
	441	381
<b>(c) Depreciation and amortisation</b>		
Plant and Equipment	2	1
Intangible assets	-	1
	2	2
<b>(d) Grants and subsidies</b>		
Gambling Help G-Line	887	673
Responsible Gambling grants Community Benefits	9,931	9,735
Grants outside funding rounds	2,899	2,792
	13,717	13,200

**RESPONSIBLE GAMBLING FUND**  
**Notes to the financial statements for the year ended 30 June 2012**

	<b>2012</b>	<b>2011</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>3 REVENUE</b>		
<b>(a) Interest revenue</b>		
Interest revenue from financial assets not at fair value through profit or loss	954	1,036
	<u>954</u>	<u>1,036</u>
<b>(b) Grants</b>		
NSW Government	13,774	12,624
	<u>13,774</u>	<u>12,624</u>
<b>(c) Other revenue</b>		
Other Revenue	4	22
	<u>4</u>	<u>22</u>
<b>4 ACCEPTANCE BY THE CROWN ENTITY OF EMPLOYEE BENEFITS AND OTHER LIABILITIES</b>		
Long service leave	16	33
	<u>16</u>	<u>33</u>

**RESPONSIBLE GAMBLING FUND**  
**Notes to the financial statements for the year ended 30 June 2012**

	2012	2011
	\$'000	\$'000
<b>5 CURRENT ASSETS - CASH AND CASH EQUIVALENTS</b>		
Cash at bank	24,426	24,492
	24,426	24,492

For the purposes of the Statement of Cash Flows, cash and cash equivalents include cash at bank.

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)	24,426	24,492
Closing cash and cash equivalents (per Statement of Cash Flows)	24,426	24,492

Refer Note 13 for details regarding credit risk, liquidity risk and market risk arising from financial instruments.

**6 CURRENT ASSETS - RECEIVABLES**

Interest receivable	954	525
Trade debtors	-	1
Prepayments	-	-
GST Receivable	80	29
	1,034	555

Details regarding credit risk, liquidity risk and market risk, including financial assets that are either past due or impaired, are disclosed in Note 13.

There are no amounts receivable from the Trustees of the Fund as at 30 June 2012

**RESPONSIBLE GAMBLING FUND**  
**Notes to the financial statements for the year ended 30 June 2012**

**7 NON-CURRENT ASSETS - PLANT AND EQUIPMENT**

**At 30 June 2012 - fair value**

Gross carrying amount	15
Accumulated depreciation	- 1
Net Carrying Amount	<u>14</u>

**At 30 June 2011 - fair value**

Gross carrying amount	28
Accumulated depreciation	- 27
Net Carrying Amount	<u>1</u>

**Reconciliation**

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

	<b>2012</b>	<b>2011</b>
	<b>\$'000</b>	<b>\$'000</b>
Net carrying amount at start of year	1	2
Additions	15	-
Disposal	- 17	-
Depreciation expense	- 2	(1)
Writeback of accumulated depreciation	17	-
Net carrying amount at end of year	<u>14</u>	<u>1</u>

**RESPONSIBLE GAMBLING FUND**

Notes to the financial statements for the year ended 30 June 2012

**8 NON-CURRENT ASSETS - INTANGIBLE ASSETS**

**At 30 June 2012 - fair value**

Gross carrying amount	-
Accumulated amortisation	-
Net Carrying Amount	<u>-</u>

**At 30 June 2011 - fair value**

Gross carrying amount	4
Accumulated amortisation	(4)
Net Carrying Amount	<u>-</u>

**Reconciliation**

A reconciliation of the carrying amount of intangible assets at the beginning and end of the current reporting period is set out below.

	2012	2011
	\$'000	\$'000
Net carrying amount at start of year	-	1
Additions	-	-
Amortisation expense	-	(1)
Net carrying amount at end of year	<u>-</u>	<u>-</u>

**9 CURRENT LIABILITIES - PAYABLES**

Accrued salaries, wages and on-costs	7	9
Creditors and accrued payables	499	130
	<u>506</u>	<u>139</u>

Details regarding credit risk, liquidity risk and market risk, including a maturity analysis of the above payables are disclosed in Note 13.

There are no amounts payable from the Trustees of the Fund as at 30 June 2012.

**RESPONSIBLE GAMBLING FUND**  
Notes to the financial statements for the year ended 30 June 2012

	2012	2011
	\$'000	\$'000
<b>10 CURRENT / NON-CURRENT LIABILITIES - PROVISIONS</b>		
<b>(a) Current</b>		
<b>Employee benefits and related on-costs</b>		
Recreation leave	58	56
Leave on-costs	15	16
Superannuation	3	
	76	72
<b>Total Provisions</b>	76	72
<b>(b) Non-current</b>		
Long service leave on-costs	1	1
	1	1
<b>Total Provisions</b>	77	73
<b>Aggregate employee benefits and related on-costs</b>		
Provisions - current	76	72
Provisions - non-current	1	1
Accrued salaries, wages and on-costs (Note 9)	7	9
	84	82

**11 COMMITMENTS FOR EXPENDITURE**

As at 30 June 2012, the Responsible Gambling Fund has no reportable commitments

Capital Commitments

Finance Lease Commitments

Operating Lease Commitments

	2012	2011
	\$'000	\$'000
<b>12 RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES TO SURPLUS FROM OPERATIONS</b>		
Net cash from operating activities	-52	(935)
Depreciation / Amortisation	-2	(2)
Decrease / (increase) in creditors	-367	503
Increase / (decrease) in receivables	480	(137)
Decrease / (increase) in provisions	-4	(13)
<b>Surplus / (Deficit) for the year</b>	55	(584)

**RESPONSIBLE GAMBLING FUND**  
Notes to the financial statements for the year ended 30 June 2012

**13. FINANCIAL INSTRUMENTS**

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

The Responsible Gambling Fund's main risks arising from financial instruments are outlined below, together with the Responsible Gambling Fund'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 the Responsible Gambling Fund, 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 2012 \$'000	Carrying Amount 2011 \$'000
<b>Class:</b>				
Cash and cash equivalents	5	N/A	24,426	24,492
Receivables <sup>1</sup>	6	Loans and receivables (at amortised cost)	954	526
			<u>25,380</u>	<u>25,018</u>
<b>Financial Liabilities</b>				
Financial Liabilities	Note	Category	Carrying Amount 2012 \$'000	Carrying Amount 2011 \$'000
<b>Class:</b>				
Payables <sup>2</sup>	9	Financial liabilities measured at amortised cost	506	139
			<u>506</u>	<u>139</u>

Notes

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

(b) **Credit Risk**

Credit risk arises when there is the possibility of the Responsible Gambling Fund's debtors defaulting on their contractual obligations, resulting in a financial loss to the Responsible Gambling Fund. 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 the Responsible Gambling Fund, including cash, receivables, authority deposits and advances receivable. No collateral is held by The Responsible Gambling Fund. The Responsible Gambling Fund has not granted any financial guarantees.

Credit risk associated with the Responsible Gambling Fund'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.

**RESPONSIBLE GAMBLING FUND**  
**Notes to the financial statements for the year ended 30 June 2012**

*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.

The Responsible Gambling Fund 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 \$954,000 (2011: \$526,000 and past due \$nil (2011: nil) but not considered impaired together represent 100% of the total trade debtors. There are no debtors which are currently not past due or impaired whose terms have been renegotiated.

	Total <sup>1,2</sup>	Past due but not impaired <sup>1,2</sup>	Considered impaired <sup>1,2</sup>
	\$'000	\$'000	\$'000
<b>2012</b>			
< 3 months overdue	219	219	-
3 months – 6 months overdue	229	229	-
> 6 months overdue	440	440	-
<b>2011</b>			
< 3 months overdue	526	526	-
3 months – 6 months overdue	-	-	-
> 6 months overdue	-	-	-

Notes

1. Each column in the table reports "gross receivables".
2. 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*

The Responsible Gambling Fund has no funds placed on deposit with TCorp.

*Other Facilities*

The Responsible Gambling Fund has access to Mastercard banking facilities via the Department of Trade and Investment, Regional Infrastructure and Services.

(c) **Liquidity risk**

Liquidity risk is the risk that the Responsible Gambling Fund will be unable to meet its payment obligations when they fall due. The Responsible Gambling Fund 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 cash balances to maximise interest earnings to meet payment commitments as they fall due.

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

**RESPONSIBLE GAMBLING FUND**  
**Notes to the financial statements for the year ended 30 June 2012**

otherwise. For payments to other suppliers, the Director-General may automatically pay the supplier simple interest.

The table below summarises the maturity profile of the Responsible Gambling Fund'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>2012</b>								
<i>Payables</i>								
Accruals	0%	7	-	-	7	7	-	-
Creditors	0%	499	-	-	499	499	-	-
		<b>506</b>	<b>-</b>	<b>-</b>	<b>506</b>	<b>506</b>	<b>-</b>	<b>-</b>
<b>2011</b>								
<i>Payables</i>								
Accruals	0%	9	-	-	9	9	-	-
Creditors	0%	130	-	-	130	130	-	-
		<b>139</b>	<b>-</b>	<b>-</b>	<b>139</b>	<b>139</b>	<b>-</b>	<b>-</b>

Notes:

- The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities therefore may not reconcile to the statement of financial position.

(d) Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. The Responsible Gambling Fund 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 the Responsible Gambling Fund 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.

(e) Interest rate risk

Exposure to interest rate risk arises primarily through the Responsible Gambling Fund's interest bearing liabilities. The Fund does not have any interest bearing liabilities. The Responsible Gambling Fund 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. The Responsible Gambling Fund's exposure to interest rate risk is set out below.

**RESPONSIBLE GAMBLING FUND**  
**Notes to the financial statements for the year ended 30 June 2012**

	Carrying Amount \$'000	-1% Result \$'000	Equity \$'000	1% Result \$'000	Equity \$'000
<b>2012</b>					
<i>Financial assets</i>					
Cash and cash equivalents	24,426	(244)	(244)	244	244
Receivables	954	(10)	(10)	10	10
<i>Financial liabilities</i>					
Payables	506	(5)	(5)	5	5
<b>2011</b>					
<i>Financial assets</i>					
Cash and cash equivalents	24,492	(245)	(245)	245	245
Receivables	555	(6)	(6)	6	6
<i>Financial liabilities</i>					
Payables	139	(1)	(1)	1	1

*Other price risk – TCorp Hour Glass Investment facilities*

The Responsible Gambling Fund holds no units in Hour-Glass investment trusts.

(f) **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.

**14. CONTINGENT LIABILITIES AND CONTINGENT ASSETS**

The Board is unaware of the existence of any Contingent Liabilities or Contingent Assets at balance date (2011 Nil)

**15. AFTER BALANCE DATE EVENTS**

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

End of the audited financial statements

# APPENDIX

## APPENDIX 1 – GRANTS ALLOCATED IN 2011/12

### 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.	\$203,197
Anglicare Northern Inland	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$104,418
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.	\$191,527
Auburn Asian Welfare Centre	To provide therapeutic counselling and support services to problem gamblers from the Chinese speaking community and those close to them.	\$286,369
CatholicCare Social Services	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$92,495
Centacare New England / North West	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$88,615
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.	\$87,647
Greek Welfare Centre	To provide therapeutic counselling and support services to problem gamblers from the Greek speaking community and those close to them.	\$101,122
Hopetstreet Urban Compassion	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$182,564
Lifeline- Broken Hill	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$106,574
Lifeline Central West	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$374,863
Lifeline Harbour to Hawkesbury	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$38,057
Lifeline North Coast	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$166,830
Lifeline Western Sydney	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$203,878
Lifeline Western Sydney (Fairfield)	To provide therapeutic and support services to problem gamblers and those close to them in the Fairfield LGA.	\$87,717
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.	\$808,307

AGENCY	PURPOSE	AMOUNT
Mission Australia – City	To provide therapeutic and financial counselling to problem gamblers and those close to them.	\$273,622
Mission Australia – Hunter	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$309,971
Mission Australia – Illawarra	To provide therapeutic and financial counselling to problem gamblers and those close to them.	\$548,562
Mission Australia – North Coast	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$132,834
Mission Australia – Riverina	To provide therapeutic and financial counselling to problem gamblers and those close to them.	\$238,611
Mission Australia – South West Sydney	To provide youth therapeutic and financial counselling to problem gamblers and those close to them.	\$170,163
Northern Sydney Local Health Network	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$323,500
Peninsula Community Centre	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$179,044
South Western Sydney Local Health Network	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$316,108
St David's Uniting Care, Albury	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$212,252
St Vincent's de Paul Society NSW	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$150,238
St Vincent's Hospital	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$446,123
Sydney Women's Counselling Centre	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$115,720
The Buttery	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$251,356
UnitingCare Unifam Counselling & Mediation Service	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$101,398
The Samaritans Foundation	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$36,226
University of Sydney – Camden	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$294,515
University of Sydney – Darlington	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$463,968
University of Sydney – Lidcombe	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$289,808
Vietnamese Community in Australia – NSW Chapter	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$142,868
Wagga Wagga Family Support Service	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$159,275
Wesley Mission – Central Coast	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$135,052
Wesley Mission – Newcastle	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$172,872
Wesley Mission – Penrith	To provide therapeutic financial counselling and support services to problem gamblers and those close to them.	\$255,713

AGENCY	PURPOSE	AMOUNT
Wesley Mission – St George	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$173,294
Wesley Mission – Surry Hills	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$423,898
Western Sydney Local Health Network	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$194,784
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.	\$573,826
Woodrising Neighbourhood Centre	To provide for therapeutic counselling and support services to problem gamblers and those close to them.	\$68,169

## 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 Responsible Gambling Fund funded service workers and health/welfare workers.	\$408,429
Ashley Gordon Consultancy	To conduct a year-long community engagement program within Aboriginal communities in New South Wales.	\$205,000
Ashley Gordon Consultancy	Six-month extension to conduct community engagement and training programs within Aboriginal communities in New South Wales.	\$192,940
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.	\$217,602
Mission Australia	One year program to identify and train relevant Aboriginal community and health workers from specific Aboriginal communities.	\$281,436
Ogilvy Public Relations Worldwide Pty Ltd	To conduct a study into the prevalence of gambling and problem gambling in New South Wales.	\$236,307
Quality Management Services	Quality improvement program for problem gambling counselling services funded by the Responsible Gambling Fund.	\$337,113
Schottler Consulting Pty Ltd	To conduct an evaluation of Responsible Gambling Fund funded Aboriginal problem gambling projects.	\$72,727
Schottler Consulting Pty Ltd	To review the Responsible Gambling Fund service accreditation program.	\$51,898
Schottler Consulting Pty Ltd	To conduct a needs analysis for the NSW problem gambling counselling and support service program.	\$194,591
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.	\$237,933







# gambling **HELP**

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