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# LETTER TO THE MINISTER

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## RESPONSIBLE GAMBLING FUND



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 2011.

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

Rev Harry Herbert  
Chairperson  
17 October 2011

Ms Ruth Lavery  
Trustee  
17 October 2011

# CHAIRPERSON'S FOREWORD

**OVER THE PAST 12 MONTHS, THE RESPONSIBLE GAMBLING FUND (RGF) HAS PROGRESSED A RANGE OF IMPORTANT INITIATIVES TO ADDRESS THE HARMS CAUSED BY PROBLEM-GAMBLING.**

Among its programs designed to reduce the negative-impact of problem-gambling on people's lives, RGF funds a variety of organisations to deliver counselling and support services to assist people with gambling-related problems. The RGF also promotes community-awareness of problem-gambling and undertakes research to better inform the development and implementation of responsible-gambling policy.

In this reporting period, the successful Gambling Hangover awareness campaign was launched online and used in outdoor and radio advertising to target a group deemed particularly at-risk of developing gambling-related problems (young men aged 18 to 39 years). This campaign included social media platforms – facebook, yahoo and twitter – and has proved very successful in engaging with segments of the community who are less likely to access help via traditional help-seeking paths such as face-to-face counselling. Via these online platforms, information on recognising problem-gambling behaviours, various tips and control techniques for self-help, and free educational materials and resources are being more broadly distributed. This audience is also using the online environment to gain support and assistance from the online avatars Gambling Hangover and Counsellor Sam.

A new program was launched this year focussing on increasing the awareness of issues around problem-gambling among Aboriginal communities. Two inter-related pilot programs (community engagement, and training for those working with Aboriginal people in welfare, health and related areas) commenced in February 2011.

These programs were created with the goal of visiting 20 Aboriginal communities across the state, to raise awareness of problem-gambling, and to encourage discussion of problem-gambling and the various help, support and treatment options available. The programs also seek to work with local communities to develop action plans and Aboriginal safe-gambling programs for each identified community.

A pilot campaign to target problem-gambling amongst culturally and linguistically diverse (CALD) communities was rolled-out during the year. Key communities identified in the program were Arabic, Chinese, Greek, Italian and Vietnamese. Communication campaigns were tailored to meet the needs, issues and understandings of each targeted language group.

With regard to RGF-funded counselling programs, several important initiatives occurred during the past year. A tender process conducted in late 2010, led to the engagement of Medibank Health Solutions as the provider of the Gambling Help telephone service for a further three years to 30 June 2014.

The contract with Turning Point Alcohol and Drug Centre - for the provision of the national Gambling Help Online counselling service - was extended to 30 June 2012, after an evaluation found the service to be an effective help option for problem-gamblers and their families, most of whom had previously never sought counselling.

Finally, RGF-funded Gambling Help counselling services continued to meet the requirements under the service accreditation program, with a number of services undergoing a second accreditation review during 2010/11.

A Workforce Development Strategy for Gambling Help commenced in 2010/11. The aim of the strategy is to help ensure the availability, capacity and distribution of a skilled and qualified workforce. A range of initiatives were developed around improving staff-retention, recruitment and retraining. The strategy will continue and be evaluated for effectiveness.

The Institute of Family Practice continued its review of the Responsible Conduct of Gambling training program. The review of the course structure and resources saw new content and materials developed to support staff and management working in the gambling areas of clubs, hotels and the casino.

Another significant activity undertaken by RGF this year, was the appointment of Ogilvy illuminations to carry out a prevalence survey into gambling and problem-gambling in NSW. This comprehensive survey will take place throughout 2011 and provide data which will continue to inform the work of the RGF in terms of awareness, research and counselling.

This year, the RGF maintained a high level of community and partner engagement through service visits, stakeholder meetings, and hosting the Annual Counsellors' Conference. The 2011 NSW Problem Gambling Counsellors Conference was attended by 159 conference delegates, and feedback from attendees declared the event a resounding success. I would like to take this opportunity to congratulate the Centre for Community Welfare Training for its outstanding organisation of this important event.

The Trustees held a planning day in February 2011 to discuss the future direction of the Fund. The outcome from the day was the development of Strategic Directions to guide the operation of the Fund over the next few years. The RGF's Strategic Directions is included on page 4.

I would like to thank the Trustees for their contributions over the past year, and acknowledge Clifton Wong, who resigned as a Trustee in September 2010. I would also like to acknowledge the work throughout the year of the officers in the Responsible Gambling Fund team within the NSW Office of Liquor, Gaming and Racing.

I also extend my appreciation and thanks to all the Gambling Help services and contractors who have helped us to raise awareness of problem-gambling, treat, and better understand problem-gambling.

Finally, I would like to acknowledge the support given by the former Minister for Gaming and Racing, the Hon. Kevin Greene MP, and I look forward to an ongoing and productive relationship with the Minister for Tourism, Major Events, Hospitality and Racing, Minister for the Arts, The Hon. George Souris MP.



Reverend Harry Herbert  
Chairperson  
Responsible Gambling Fund Trustees  
21 October 2011



# RESPONSIBLE GAMBLING FUND TRUST

## 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 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 and 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 program – particularly through technology and leveraging existing programs
  - Promote cultural competence in all funded organisations

### PRIORITIES

| TREATMENT, COUNSELLING & SUPPORT   | RESEARCH AND EVIDENCE-BASED POLICY   | COMMUNITY AND INDUSTRY EDUCATION AND AWARENESS  |
|--|--|---|
| <ul style="list-style-type: none"> <li>• Statewide 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 and tools for relevant service sectors – GPS, mental health, social welfare services, police, schools</li> <li>• Better regional campaigns</li> </ul> |

### ENABLING ARRANGEMENTS

- Endorse the Strategic Directions Statement
- Review and endorse RGF 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

**OUR FOCUS IS TO  
REDUCE THE  
NEGATIVE IMPACT OF  
PROBLEM GAMBLING ON  
PEOPLES LIVES.**

# 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 is set at 2% of the casino's gaming revenue and forms a part of the overall taxation arrangements that apply to casino gaming operations. The casino operator pays the levy to the Casino, Liquor and Gaming Control 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 and expired in September 2007. New arrangements were entered into from October 2007 for 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 current Trust Deed was executed by the then Minister for Gaming and Racing on 3 May 2006. It provides for the appointment of up to eleven Trustees to recommend to the Minister particular activities on which Responsible Gambling Fund monies should be expended. These projects and services are predominantly the development and implementation of programs 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 are subject to a code of conduct reproduced at Appendix 1 of this report. 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 also provide advice on general responsible gambling and related policy issues.

The Trustees generally meet bi-monthly. During 2010/11, the Trustees held 6 formal meetings.

The following information relates to the individuals who served as Trustees of the Responsible Gambling Fund during 2010/11:

| TRUSTEE   | DATE OF FIRST APPOINTMENT       | DATE OF EXPIRY OF CURRENT APPOINTMENT | MEETINGS ATTENDED 2010/11 |
|---|---------------------------------|---------------------------------------|---------------------------|
| <b>Rev Harry Herbert, Chairperson</b><br>Executive Director<br>Uniting Care NSW. ACT<br>Uniting Church in Australia | 28 February 1995 <sup>[1]</sup> | 30 June 2012                          | 6                         |
| <b>Ms Lynda Summers</b><br>Executive Consultant<br>Regional Development Australia - Murray                          | 3 May 2006                      | 30 June 2012                          | 5 <sup>[2]</sup>          |
| <b>Mr David Ella</b><br>Aboriginal Education Consultant   | 3 May 2006                      | 30 June 2012                          | 4                         |
| <b>Mr Clifton Wong</b><br>Councillor<br>Hurstville Council  | 3 May 2006                      | Resigned<br>17 September 2010         | 1                         |
| <b>Mr John Picot</b><br>Nominee of the Minister for Gaming and Racing   | 21 February 2007                | 30 June 2012                          | 3                         |
| <b>Ms Carol Mills</b><br>Director-General<br>Communities NSW  | 1 July 2008                     | Resigned<br>4 April 2011              | 3                         |
| <b>Ms Ruth Lavery</b><br>Nominee of the Minister for Gaming and Racing  | 1 July 2009                     | 30 June 2012                          | 6                         |
| <b>Ms Antoinette le Marchant</b><br>Nominee of the Minister for Gaming and Racing                                   | 1 July 2009                     | 30 June 2012                          | 5                         |

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

[2] Includes meetings attended by teleconference.

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 AND RACING

The Trustees were supported in their work in 2010/11 by officers from the NSW Office of Liquor, Gaming and Racing. The administrative costs of the Responsible Gambling Fund are primarily those associated with the operation of the Responsible Gambling Fund Branch of the Office of Liquor, Gaming and Racing.

As at 30 June 2011, the manager within the Office of Liquor, Gaming and Racing with direct responsibility for the management of the Responsible Gambling Fund Branch was Ms Jabez Allies.

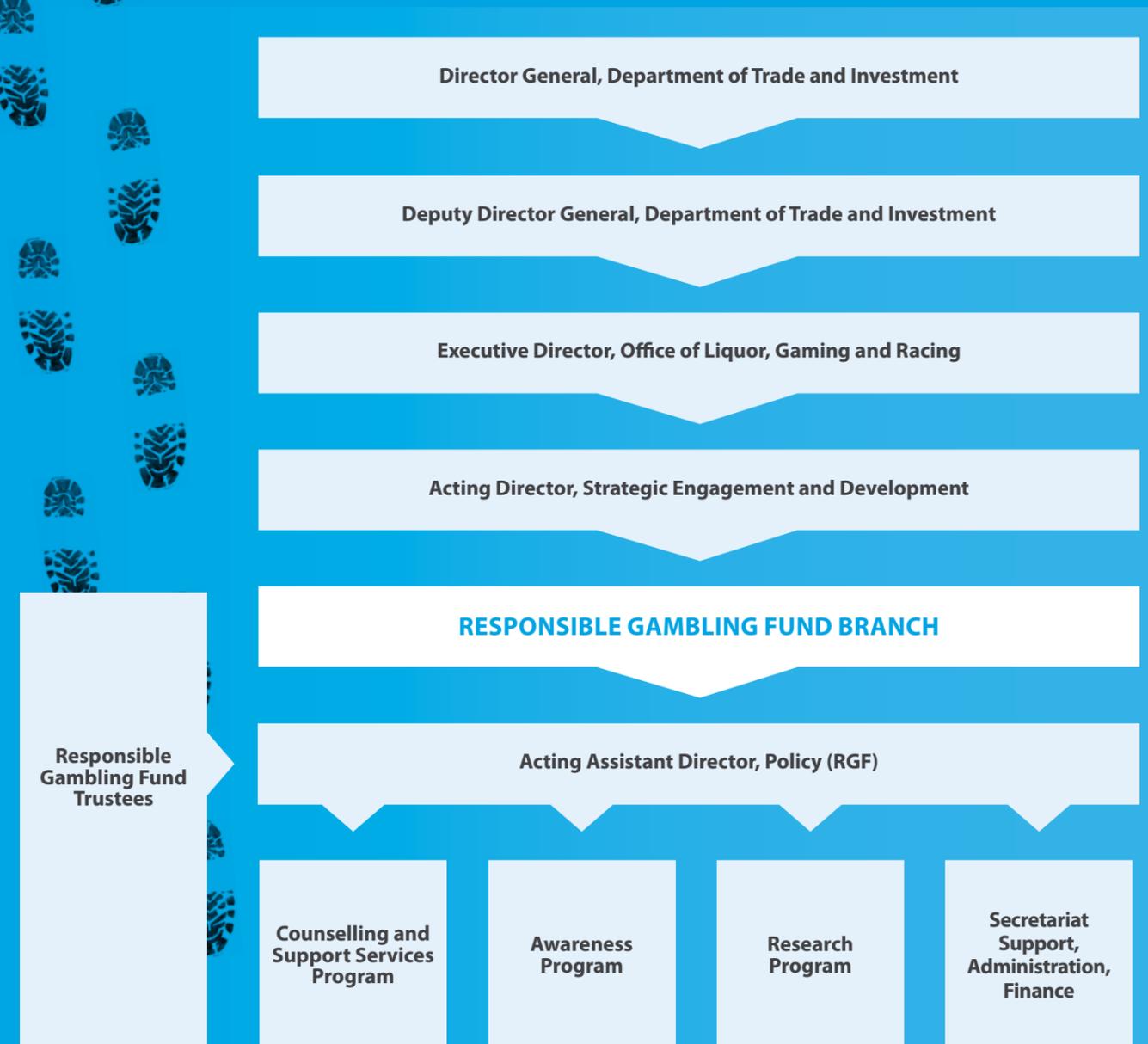
Senior Responsible Gambling Fund Branch officers, their position within the Branch, and their qualifications are as follows:

| SENIOR OFFICERS          | TITLE  | DATES OF TITLE                   | QUALIFICATION  |
|--------------------------|--|----------------------------------|--|
| <b>Ms Jabez Allies</b>   | Senior Project Officer, Research   | 1 July 2010 to 12 December 2010  | Bachelor of Arts (Hons);<br>Graduate Certificate in Public Sector Management                             |
|                          | Acting Assistant Director, Policy (RGF)  | 13 December 2010 to 30 June 2011 |  |
| <b>Dr Gavin Faunce</b>   | Acting Assistant Director, Policy (RGF)  | 1 July 2010 to 12 December 2010  | Bachelor of Arts (Hons);<br>Doctor of Philosophy<br><br>Graduate Certificate in Public Sector Management |
|                          | Senior Project Officer, Counselling and Support Services                                   | 13 December 2010 to 30 June 2011 |  |
| <b>Mr Stephen Thomas</b> | Acting Senior Project Officer, Counselling and Support Services and Education and Training | 1 July 2010 to 12 December 2010  | M. Education (Adult)<br>B. Education (Primary)<br>Graduate Certificate in Public Sector Management       |
|                          | Acting Senior Project Officer, Research and Education and Training                         | 13 December 2010 to 30 June 2011 |  |



## ORGANISATION CHART

RESPONSIBLE GAMBLING FUND – AS AT 30 JUNE 2011



As part of its work, the Responsible Gambling Fund auspices some 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 and 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 4:30pm Monday to Friday**

Phone: 02 9995 0992

Fax: 02 9995 0374

Email: [rgf@communities.nsw.gov.au](mailto:rgf@communities.nsw.gov.au)

# COUNSELLING

## COUNSELLING AND SUPPORT SERVICES

### 1// OVERVIEW

In 2010/11, 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:

- the 24-hour Gambling Helpline service (1800 858 858)
- a 24-hour national Gambling Help Online counselling service;
- 6 multi-region Gambling Help services offering specialist assistance for people from culturally and linguistically diverse backgrounds
- a service to raise awareness of gambling-related harm in Aboriginal communities and provide tailored training courses for Aboriginal-specific gambling counsellors, mainstream financial and problem gambling counsellors, and health and community service professionals
- two specialist support services providing, respectively, training programs for problem gambling counsellors; and expert legal advice for individuals and services on gambling-related matters
- thirty eight individual Gambling Help face-to-face counselling services throughout the 11 Premier's Department regions of the State.

A total of \$10,939,644 was allocated from the Responsible Gambling Fund to fund these counselling and support services in 2010/11. A list of services is included at Appendix 2 of this report, with updated contact details available through the Office of Liquor and Gaming website.

### 2// GAMBLING HELPLINE TENDER

In September 2010, the Minister agreed to the conduct of a tender process for the Gambling Helpline service. The tender period opened on 11 October 2010 and closed on 5 November 2010.

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.

### 3// GAMBLING HELP ONLINE

Gambling Help Online is an initiative of the Ministerial Council on Gambling, and 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, 7 days a week, and is operated by Turning Point Alcohol & Drug Centre in Victoria.

The service commenced operation on 31 August 2009 and was formally launched in Victoria on 8 October 2009.

A memorandum of understanding has been signed by all jurisdictional Ministers to extend funding for the service for a further 12 months to 30 June 2012.

### 4// FUNDING FOR ABORIGINAL SERVICES AND PROGRAMS

The Aboriginal Health and Medical Research Council received funding of \$109,451 during the first half of 2010/11 to:

- raise awareness of gambling related harm in Aboriginal communities
- provide tailored training courses for Aboriginal-specific gambling counsellors, mainstream financial and problem gambling counselling services, and health and community service professionals.

The project also aimed to provide support for mainstream problem gambling counselling services to engage and work better with Aboriginal communities. The outcomes of the project included:

- development of an Aboriginal specific website – 'Let's Talk Gambling' at [www.aboriginalgamblinghelp.org.au](http://www.aboriginalgamblinghelp.org.au) – with information about problem gambling and available help, along with resources and strategies to encourage responsible gambling
- development of the Screening to raise Aboriginal Gambling Awareness resource, a problem gambling screening tool for Aboriginal people
- development of the Gambling and Aboriginal People resource to assist mainstream gambling counselling services to engage and work better with Aboriginal communities
- provision of Aboriginal cultural competence training to counsellors from Gambling Help services across NSW
- an intake of students from the Aboriginal Health College completing the Problem Gambling Skill Set or the NSW Diploma of Problem Gambling Counselling.

In September 2010, funding approval was granted for two new projects to address problem gambling in Aboriginal communities.

These projects are discussed in detail under the Education and Awareness section on page 22.



**DELIVERING  
PROBLEM-GAMBLING  
COUNSELLING AND SUPPORT  
SERVICES TO NSW RESIDENTS  
WITH GAMBLING PROBLEMS,  
AND FOR FAMILIES AND  
FRIENDS ALSO AFFECTED BY  
PROBLEM-GAMBLING.**

## 5// SERVICE INFORMATION - WHO USES THE SERVICES?

Data about those who access Gambling Help counselling services is provided through the following sources:

- The provider of the 24-hour Gambling Helpline service periodically reports to the Office of Liquor, Gaming and Racing with summary information about those calling the Gambling Helpline service
- The provider of the national Gambling Help Online service periodically reports to the Office of Liquor, Gaming and Racing with summary information about those receiving online counselling from the service
- Face-to-face Gambling Help counselling services submit data to the Office of Liquor, Gaming and Racing through the online client data set about people using those services.

Each one is outlined in more detail below.

### 5.1/// 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.

The current provider of the Gambling Helpline service, Medibank Health Solutions, submits regular reports about service usage. The following table notes some key information about the characteristics of callers to the Gambling Helpline service over the past three years:

| INDICATOR  | 2008/09  | 2009/10   | 2010/11  |
|--|--|---|--|
| 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) | 6,374 (66%)  | 6,266 (62%)   | 6,700 (68%)  |
| Calls from non-target group callers  | 3,294 (34%)  | 3,739 (38%)   | 3,212 (32%)  |
| Gender of target group callers identifying themselves as gamblers  | Males - 73%<br>Females - 27%   | Males - 72%<br>Females - 28%  | Males - 73%<br>Females - 27%   |
| % of target group callers reporting gambling on gaming machines  | 64%  | 65%   | 67%  |
| Main characteristics of target group callers   | Gamblers - 72%<br>First-time callers - 69%                             | Gamblers - 73%<br>First-time callers - 70%                                | Gamblers - 75%<br>First-time callers - 74%                                     |
| % of callers who had not sought any previous help for gambling related issues  | 29%  | 29%   | 32%  |
| Most common means of learning about Gambling Helpline  | 1. Gambling venue notices/stickers<br>2. Telephone book<br>3. Internet | 1. Gambling venue notices/stickers<br>2. Internet<br>3. Brochure/pamphlet | 1. Gambling venue notices/stickers<br>2. Internet<br>3. Other service provider |

### 5.2/// GAMBLING HELP ONLINE

The current provider of the Gambling Help Online service, Turning Point Alcohol and Drug Centre, submits regular reports about service usage. The following 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 two years:

| INDICATOR   | 2009/10                      | 2010/11                      |
|---|------------------------------|------------------------------|
| Website visits  | 12,853                       | 60,729                       |
| Unique website visitors   | 9,778                        | 47,333                       |
| Online gambling counselling sessions provided                                     | 600                          | 1,491                        |
| Average counselling session duration  | 42 minutes<br>51 seconds     | 42 minutes<br>40 seconds     |
| % of online counselling sessions conducted with a client about their own gambling | 84%                          | 85%                          |
| Gender of online counselling clients  | Males - 51%<br>Females - 49% | Males - 56%<br>Females - 44% |
| % of online counselling clients aged between 20 and 34 years                      | 53%                          | 58%                          |
| Most common primary gambling venue for online counselling clients                 | Hotel/Pub (54%)              | Hotel/Pub (54%)              |

## 5.3/// CLIENT DATA SET

The internet-based client data set 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 for those accessing Gambling Help services. It also assists planning for future service provision and informing 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 2010/11 are being analysed with full details to be reported in the 2011/12 annual report. Following is a summary of key client information for the past three financial years:

| CLIENT DATA SET  | JULY 2007 – JUNE 2008 | JULY 2009 – JUNE 2009 | JULY 2009 – JUNE 2010 |
|--|-----------------------|-----------------------|-----------------------|
| Clients recorded as having received counselling services (no.)                                     | 4,880                 | 4,382                 | 4,495                 |
| Individual face-to-face counselling sessions (no.)   | 15,119                | 14,630                | 16,006                |
| Telephone counselling sessions (no.)   | 3,022                 | 2,746                 | 3,126                 |
| Group counselling sessions (no.)   | 793                   | 672                   | 569                   |
| Individual face-to-face counselling session duration (minutes - mean)                              | 67.6                  | 66.7                  | 66.5                  |
| Telephone counselling session duration (minutes - mean)  | 27.4                  | 25.3                  | 30.7                  |
| Group counselling session duration (minutes - mean)  | 89.3                  | 90.3                  | 89.7                  |
| % of clients who were male   | 57.5%                 | 58.1%                 | 59.5%                 |
| % of clients who were female   | 42.5%                 | 41.9%                 | 40.5%                 |
| Male clients - age (years - mean)  | 39.7                  | 40.5                  | 40.2                  |
| Female clients - age (years - mean)  | 43.6                  | 45.1                  | 45.1                  |
| % of clients born in Australia   | 70.5%                 | 69.5%                 | 71.3%                 |
| % of clients identifying themselves as indigenous  | 3.7%                  | 3.6%                  | 3.4%                  |
| % of clients reported as speaking a language other than English at home                            | 19.6%                 | 20.2%                 | 19.6%                 |
| % of clients identifying themselves as a person with a gambling problem                            | 70.9%                 | 73.9%                 | 76.3%                 |
| % of clients identifying themselves as the partner/ex-partner of a problem gambler <sup>[1]</sup>  | 14.1%                 | 12.1%                 | 11.2%                 |
| % of partners/ex-partners/ family members who were female  | 73.8%                 | 78.6%                 | 78.3%                 |
| % of clients reporting Gambling Helpline as the most commonly reported most recent referral source | 21.9%                 | 22.9%                 | 22.8%                 |
| % of problem gamblers who were male  | 68.1%                 | 67.6%                 | 68.3%                 |
| % of problem gamblers identifying the following as their most common preferred gambling venue:     | 47.9%                 | 44.8%                 | 44.8%                 |
| • registered club  | 34.5%                 | 36.4%                 | 37.3%                 |
| • hotel/pub  |                       |                       |                       |
| % of problem gamblers identifying gaming machines as the principal form of gambling activity       | 78.8%                 | 78.5%                 | 79.4%                 |

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



# IMPROVING SERVICE DELIVERY

A SIGNIFICANT FOCUS OF THE RESPONSIBLE GAMBLING FUND OVER RECENT YEARS HAS BEEN ON ENHANCING THE QUALITY AND OVERALL EFFECTIVENESS OF THE GAMBLING HELP COUNSELLING SERVICES.

During 2010/11, the NSW Government through the Responsible Gambling Fund provided \$511,674 to these programs.

## 1// IMPROVING SERVICE DELIVERY

### 1.1/// SERVICE ACCREDITATION

The purpose of the accreditation process is to ensure that a continuous quality improvement cycle is incorporated into the management and delivery of services, resulting in better outcomes for service users.

In 2006, Quality Management Services, an independent provider of accreditation services to community service organisations, was engaged to undertake the accreditation program. Quality Management Services reviews Gambling Help services against core and service-specific standards owned and endorsed by the Quality Improvement Council. The Council is the body that grants accreditation to services on the recommendation of Quality Management Services following service reviews.

In March 2009, the then Minister for Gaming and Racing approved the allocation of \$915,680 to Quality Management Services as the accreditation provider for the Responsible Gambling Fund accreditation program for the period 1 April 2009 to 30 June 2012.

Throughout 2010/11, the face-to-face Gambling Help counselling services implemented planned improvements documented in their agreed quality workplan, and a number of services underwent a second accreditation review. Of those services reviewed for a second time, 12 had achieved full accreditation and 8 had undertaken a service development review by 30 June 2011. All other services will undergo a second review in the 2011/12 financial year.

### 1.2/// MINIMUM QUALIFICATION FOR PROBLEM GAMBLING COUNSELLORS

Problem gambling counsellors working in the Government's Gambling Help services are required to meet minimum qualification standards. The minimum qualification standards ensure that all problem gambling counsellors have the requisite knowledge, skills and attitudes to be an effective problem gambling counsellor.

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 (91439NSW).

During 2010/11, problem gambling counsellors working in Gambling Help services were required to undertake training or be recognised

against the minimum qualification standards. Most problem gambling counsellors who have been working in the Gambling Help 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.

Those currently outside the Gambling Help sector can also enrol in the Diploma of Problem Gambling Counselling or Problem Gambling Counselling skill set. As at 30 June 2011, four registered training organisations were offering the Diploma of Problem Gambling Counselling to the general public (The Centre for Community Welfare Training, Wesley Vocational Institute, Australian College of Applied Psychology and Uniting Care Institute of Family Practice). One registered training organisation was offering the gambling counselling skill set (Aboriginal Health College).

### 1.3/// 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 throughout the year:

- interaction with clients outside the counselling environment
- service capacity
- waiting lists
- worker burnout
- whether to see certain types of clients
- counsellors working for more than one service
- referring clients in-house
- new work initiatives.

Newsletters outlining each of the discussions and recommendations for these ethical issues are distributed to the Gambling Help sector.

ENHANCING THE QUALITY OF GAMBLING HELP COUNSELLING SERVICES AND ENSURING EFFECTIVE DELIVERY OF SUPPORT SERVICES.



#### 1.4/// CLINICAL SUPERVISION

Clinical supervision refers to a process of regular and formal meetings between a counsellor and a highly qualified and experienced counsellor (the clinical supervisor) to discuss client work.

Two expression of interest processes were undertaken during the year in relation to clinical supervision. The first was undertaken 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. Those successful in obtaining accreditation were included in the 2011 Directory of Responsible Gambling Fund Accredited Clinical Supervisors for Problem Gambling Counsellors at [www.olgr.nsw.gov.au/pdfs/directory2011\\_rgf\\_acred\\_CS.pdf](http://www.olgr.nsw.gov.au/pdfs/directory2011_rgf_acred_CS.pdf)

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

Also during the year, 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.

#### 1.5/// WORKFORCE DEVELOPMENT STRATEGIES

The effective service delivery of the counselling program depends on the availability, capacity and distribution 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. The initiatives under the Strategy were based on those successfully used in the alcohol, drug, mental health and allied health sectors.

In 2010/11, the following initiatives under the Strategy were implemented:

- Workforce and exit surveys
- Promote to TAFE and other registered training organisations the availability of the problem gambling counselling teaching and learning resources
- Continue with the 'Pocket Guide to the skilled workforce: Problem Gambling Counselling' and maintain the problem gambling careers pages on the NSW Community Services and Health Industry Training Advisory Body website
- Determine and roll out appropriate training to workers in Gambling Help services such as financial counsellors, legal workers, managers and administration workers.

#### 1.6/// CLIENT FOLLOW-UP GUIDELINES

While Gambling Help counselling services are required to conduct structured client follow-ups and report outcome data as part of their Annual Project Report, a review of these reports revealed significant variance across services in how client follow-ups are conducted and how outcome data are reported. To address this problem, client follow-up guidelines were developed to improve the consistency and quality of client follow-up procedures and data across services. The guidelines were informed by a review of relevant academic research and consultation with various stakeholders, including Gambling Help service providers and problem gambling units in other jurisdictions.

The Client Follow-Up Guidelines are available on the Office of Liquor, Gaming and Racing website at [www.olgr.nsw.gov.au/gaming\\_rgf\\_info\\_srvcs.asp](http://www.olgr.nsw.gov.au/gaming_rgf_info_srvcs.asp). They specify the follow-up questions that counsellors should ask, and require that all problem gambling clients be followed up at 6 months following their last counselling session. The guidelines also detail how client follow-up data should be reported in the Annual Project Report.

The guidelines were implemented across all Gambling Help services on 1 July 2010 and evaluated at the end of the 2010/11 financial year. The results of an online survey conducted to evaluate the Client Follow-Up Guidelines found:

- Over 90% of respondents reported that the guidelines were clear, sufficiently detailed and helpful
- 63% of respondents reported problems in collecting follow-up, primarily due to difficulties in contacting clients who had changed their phone number and/or address
- 83% of respondents said they had experienced no problems in reporting on client follow-up data, and no respondents reported problems with any other aspect of the Client Follow-Up Guidelines.

#### 1.7/// GAMBLING COUNSELLOR FORUM GUIDELINES

Over a number of years, gambling counsellor forums have been independently organised and conducted by Gambling Help services in various parts of NSW. These forums are regularly attended by counsellors from most Gambling Help services.

Under Strategy 4.1 of the Responsible Gambling Fund service specifications (Develop and maintain partnerships with relevant stakeholders), Gambling Help counselling services are required to: "Attend problem gambling counsellor forums, where available" (activity 4.1.2). Given this requirement, the Responsible Gambling Fund undertook a review of these forums to:

- assess their role in the professional development of Gambling Help counsellors
- consider improvements or enhancements that could be implemented
- consider how the Responsible Gambling Fund can best support services in this regard.

As part of this review, a survey of counsellors and managers was conducted in March/April 2011, with 88 people completing the survey. Some of the key findings included:

- 92% of respondents reported that workers from their service regularly attend gambling counsellor forums
- 65% of respondents reported that the forums were "very useful" or "extremely useful", and only 3% reported that the forums were "not at all useful"
- 76% of respondents believed that representation at forums should be a requirement for all Gambling Help services
- 61% of respondents believed that it would be useful for the Responsible Gambling Fund to develop guidelines for the conduct of counsellor forums.

In response to these survey outcomes, the Responsible Gambling Fund developed Gambling Counsellor Forum Guidelines, available at [www.olgr.nsw.gov.au/gaming\\_rgf\\_info\\_srvcs.asp](http://www.olgr.nsw.gov.au/gaming_rgf_info_srvcs.asp) to clarify the objectives of the forums, clarify the roles and responsibilities of forum participants, and provide a framework for the effective conduct of forums.

#### 1.8/// 4TH ANNUAL NSW PROBLEM GAMBLING COUNSELLORS CONFERENCE

The 4th Annual NSW Problem Gambling Counsellors Conference was held on 5-6 April 2011 at the Citigate Central Hotel in Sydney. The theme of the conference was "A new decade, a new direction: Good Practice in NSW Problem Gambling Services". The Centre for Community Welfare Training again organised the event in conjunction with the Office of Liquor and Gaming.

A total of 159 people attended, with participants representing:

- Office of Liquor, Gaming and Racing
- Responsible Gambling Fund Trustees
- All local counselling services funded by the Responsible Gambling Fund
- All statewide services funded by the Responsible Gambling Fund
- All 6 multicultural services funded by the Responsible Gambling Fund
- Responsible Gambling Fund -funded contractors (e.g. Quality Management Service, Ashley Gordon)

- Other relevant stakeholder groups (e.g. ClubsNSW, Star City Casino, Tabcorp, Turning Point Alcohol and Drug Centre, Responsible Gambling Fund accredited clinical supervisors).

A total of 44 participants from regional services were supported by travel and accommodation subsidies to attend the conference.

The conference program included:

- Opening address from Rev Harry Herbert, Chairperson of the Responsible Gambling Fund Trustees
- An opening plenary session entitled "Consumer Voices – Shooting from the Heart"
- A closing plenary session entitled "Am I applying best practice counselling or is this an erroneous perception?"
- Presentations on the national Gambling Help Online service and on engaging Aboriginal communities
- A wide range of practice sessions.

An evaluation report prepared by the Centre for Community Welfare Training indicated that the conference was rated highly by participants. The 5th Annual NSW Problem Gambling Counsellors Conference is expected to be held in April 2012.



# EDUCATION AND AWARENESS



## IN 2010/11 THE RESPONSIBLE GAMBLING FUND CONTINUED TO BUILD AWARENESS IN THE COMMUNITY OF THE INDICATORS OF PROBLEM GAMBLING, ITS CONSEQUENCES, AND TO PROMOTE THE TYPES OF GAMBLING HELP AVAILABLE INCLUDING FREE INFORMATION AND COUNSELLING.

Our \$2.4 million 2009-2011 Early Intervention, Prevention and Community Engagement Strategy for Problem Gambling in NSW continued to build connections across identified target audiences including young people, culturally and linguistically diverse communities (CALD) and Aboriginal communities ([www.olgr.nsw.gov.au/rgf\\_early\\_intervention.asp](http://www.olgr.nsw.gov.au/rgf_early_intervention.asp)).

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 counselling, telephone or online.

Throughout 2010/11 there was strengthening evidence that the community is responsive to Gambling Help messages and is increasingly interacting with help-seeking channels. This was particularly evident in online activities and social media channels directed at 18-35 year olds.

The following sections outline the outcomes achieved in the second year of our Early Intervention, Prevention and Community Engagement Strategy between 1 July 2010 and 30 June 2011.

### 1// SELF-HELP

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 2010/11 the Gambling Help website attracted 36,456 unique visitors
- Visitors spent an average of 6.24 minutes on the site, viewing the pages on the website 138,648 times – an increase on last year's figures of an average of 3.40 minutes and 60,803 page view
- Approximately 75 per cent of visitors to the Gambling Help website were first time viewers
- The Gambling Quiz was viewed by 4,040 people, with 1,355 completing the quiz to gain an indication of whether gambling was becoming a problem (1,043 people in the previous reporting period)
- The Gambling Calculator was viewed by 3,949 people with 2,295 completing the online calculator to determine their annual spend on gambling (up on previous year's 1,003 completions)
- 1,877 people viewed information for family and friends, compared with 1,711 in the previous year

- The most popular section of the website was the stories submitted by problem gamblers. 13,588 visitors used this part of the site, most viewing several stories. This is a significant increase on the previous year's viewing figures of 8,146 unique visitors
- The gaming machines DVD was viewed 1,690 times online increasing from 884 the previous year
- 171 individuals ordered the self-help booklet, either by using the website or by filling in and returning a brochure.

### 2// SOCIAL MEDIA

Throughout the reporting period, Gambling Help launched a Facebook page, blog and YouTube channel. They can be accessed through the Gambling Help website. The aim of the social media strategy is to provide additional points of contact, information and referral for younger gamblers and in particular males aged 18-35 years. Research identifies this group 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 has attracted 2,738 'likes' and interacts daily with people about problem gambling including how to recognise problem gambling, about education around odds, tips on managing money and controlling urges. Through both public and private messages (friends have the ability to private message Gambling Hangover), the page provides information on gambling and promotes various responsible gambling behaviours 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 1,389 views since launch in September 2010.

Created in October 2010, Counsellor Sam's 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 3,554 unique visitors to the blog with the most popular story being Sam's response to an email from Anna about her struggle to quit gambling. The blog "Anna wants to stop gambling" has attracted 166 unique viewers.

### 3// HELP-SEEKING

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

- Call numbers to the Gambling Helpline by target callers (gamblers or people affected by problem gambling – family, partners etc) increased by 6.5% from 6,266 in 2009/10 to 6,700 in 2010/11
- First-time callers (74 per cent of calls), continue to be the most significant users of the Gambling Helpline
- Poker machines/electronic gaming machines continue to be the source of the problem for the majority of callers (67 per cent) similar to last year's 65 per cent of callers. TAB and casino are respectively the next most commonly reported source of problem gambling
- The internet-based Gambling Help Online counselling service results for the period show that the NSW Gambling Help site was the second highest source of referral – 22.3 per cent, ([problemgambling.vic.gov.au](http://problemgambling.vic.gov.au) providing 56.8 per cent of referrals)
- During the reporting period, 12,556 people sought assistance by clicking through from the NSW Gambling Help site.

### 4// CULTURALLY AND LINGUISTICALLY DIVERSE (CALD) COMMUNITIES

CALD communities can be at particular risk for problem gambling given that the known risk factors for problem gambling includes migration, unemployment, socio-economic disadvantage, lack of social networks and a lack of alternative recreational activities. And the shame and stigma sometimes associated with problem gambling can be a barrier to seeking help, especially if that help is not perceived to be culturally relevant.

In response, a pilot campaign for CALD communities was rolled out from March 2010 to March 2011 at a cost of \$200,000. The key communities targeted were the Arabic, Chinese, Greek, Italian and Vietnamese communities. These were the communities recommended for targeting by the 2008 Responsible Gambling Fund Needs Analysis of Problem Gambling Counselling Services for NSW CALD Communities.

Close consultation was undertaken with community groups and the Gambling Help CALD services:

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



Communication campaigns were tailored to meet the needs, issues and understandings of each targeted language group.

All five campaigns used advertising, direct mail, media relations, online activities and community events to raise awareness of problem gambling and to promote the availability of in-language confidential counselling services.

Materials such as the Z-card brochures, posters, web-based materials and ads were developed in each language and distributed to more than 1,100 community organisations. Multi-language posters were developed and distributed to outlets including libraries and community centres with strong multicultural communities.

The script of the Gaming Machines: Facts and Myths DVD was adapted to the specific understandings of each of the target communities and then over-dubbed in each language. This resource was also distributed to relevant services and outlets within communities.

Community ambassadors were recruited for each of the campaigns to ensure the campaigns were as credible and culturally appropriate as possible.

Activities attracted wide media coverage in ethnic media – print, radio and television.

In 2010/11, 540 clients engaged with Gambling Help CALD counselling services with 2,344 counselling sessions undertaken (an average of 4.3 sessions per client). These figures show an increase on the 405 clients and 2,003 counselling sessions in the previous year.

Continuing to focus on reaching CALD communities, a new 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.

## 5// ABORIGINAL COMMUNITIES

Research conducted by the Aboriginal Health and Medical Research Council of NSW in 2007 found that problems associated with gambling in Aboriginal communities included financial hardship, the needs of children being overlooked, family discord and contact with the criminal justice system. The report also found that gambling problems were often a source of shame and stigma within Aboriginal communities and that this created a barrier to seeking assistance for gambling related problems.

From 2006 to 2011 the Responsible Gambling Fund provided \$793,157 to the Aboriginal Health and Medical Research Council to develop and implement the state wide Problem Gambling and Aboriginal Community Project to build the capacity of the Aboriginal community to deal with problem gambling issues.

In 2010/11 the Council developed and piloted the Screening for Aboriginal Problem Gambling tool and the Gambling and Aboriginal People resource. The resource aims to train problem gambling counsellors about Aboriginal protocols and community engagement.

Two new 12 month pilot programs were launched in 2010/11 focusing on community engagement and training across 20 Aboriginal communities in NSW. Ashley Gordon Consulting was awarded funding of \$205,000 to roll out the Aboriginal Problem Gambling Community Engagement project. Mission Australia was awarded \$281,436 to implement the Aboriginal Problem Gambling Community and Health Workers Training project.



Together the programs are intended to engage communities on the issue of Aboriginal problem gambling through workshops for service providers, community BBQs, and an art competition. They will also provide appropriate training for community and health workers to support local Aboriginal communities to address problem gambling. A new dedicated Aboriginal problem gambling helpline service is also being trialled. Community Ambassadors were recruited in each location to work in mentoring and supporting problem gamblers in the community and assist with education and awareness. Community action plans are also being completed for each region capturing the type of gambling problems in the region, identifying barriers to help seeking and strategies going forward.

The two programs have reached approximately ten communities to the end of June 2011 and more than 7,000 people have taken part in workshops, training and community events.

# 7,000 PEOPLE HAVE TAKEN PART IN ABORIGINAL COMMUNITY WORKSHOPS, TRAINING AND COMMUNITY EVENTS.

In addition to these programs, the Responsible Gambling Fund allocated \$40,000 to its ongoing sponsorship of the Ella 7's Aboriginal Rugby Competition and related activities. The competition was held in Coffs Harbour on 5 and 6 March 2011 with 44 teams wearing Gambling Help branded jerseys. The Gambling Help logo was also included on all event promotional material and merchandise, on the field, the field fence and throughout the stadium and included as part of commentary announcements.

## 6// MATERIAL DISTRIBUTION

Our Responsible Gambling Fund Early Intervention, Prevention and Community Engagement Strategy includes the creation of Gambling Help materials and their distribution. The aim of the materials is 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. More than 4,000 English-language How do the Pokies Really Work DVDs have been distributed. More than 95,000 Gambling Help flyers have been distributed at events, through partnerships and by counselling services. More than 4,500 Gambling Help posters have been distributed through partners and services. A new print run of 10,000 Gambling Help business cards and with tips to control gambling was produced. Brochures detailing how to report suspected illegal and irresponsible conduct of gambling were also produced and distributed to Gambling Help counselling services.

## 7// PROMOTIONAL BANNERS AND GIVEAWAYS

In order to assist Gambling Help counselling services attract visitors to their stand at community events, a range of promotional banners and giveaways were developed. Large pull-up banners and Gambling Help flags were created and almost 20,000 packs of mints and 10,000 pens were given out at events. These materials included the Gambling Help logo and helpline number. Gambling Help workers were also provided with Gambling Help T-shirts and polo shirts to help them appear more approachable.

## 8// REGIONAL TV AND RADIO COMMUNITY SERVICE ANNOUNCEMENTS, OUTDOOR AND ONLINE ACTIVITY

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.

Post campaign data made available by media agency MediaCom indicates in the period August to October 2010, commercial radio activity in Sydney and selected regional locations reached up to 77 per cent of men 18-24 years old at least once, with Gambling Hangover ads heard an average of 14 times. Audience profile and ratings data indicates that throughout regional and metropolitan areas, ads broadcast on the Australian Traffic Network provided reach to around 83 per cent of people 18 years and over with ads



heard an average of 15 times. Additional advertising schedules were completed in December 2010 to January 2011 and in the lead up to Responsible Gambling Awareness Week 20 May 2011. This burst of activity recorded similar reach and audience patterns.

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

From August to November 2010, outdoor advertising panels were placed in 22 high-traffic railway stations across Sydney. Outdoor measurements indicate more than 17,368,000 Sydneysiders aged 18 years and over came into contact with the advertising with high population concentrations in the northern, central, and southern Sydney suburbs and strong reach in the outer west.

In the period August to October 2010, males 18-24 years were targeted in online advertising campaigns conducted via Facebook

and through banner advertising placed on selected male-oriented sites including sports tipping sites. Response in the online environment was high providing 7,849 clicks to the Gambling Help website, 9,467 Facebook responses and 783,537 Facebook views.

Facebook advertising continued in bursts during February and March 2011 and continued to drive increased traffic to the Gambling Hangover Facebook page and Gambling Help website. Facebook advertising appeared on 5,182,265 Facebook pages and delivered 1,156 click throughs/likes.

## 9// PARTNERSHIPS

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 2010/11 promotional material 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 via 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 their patients.

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

Through consultancy services More Strategic, the Responsible Gambling Fund also continued to provide information sessions on problem gambling, presentations and resources to a broad range of agencies with clients potentially affected by problem gambling. Partnerships were developed with a number of community and social service groups including charitable organisations, public health and community outreach groups with the intention of training employees to screen client groups for indicators that problem gambling may be the underlying cause of other presentations such as financial distress, hunger and homelessness.

## 10// RESPONSIBLE GAMBLING AWARENESS WEEK 2011

This year Responsible Gambling Awareness Week took a back-to-basics approach with Gambling Help services across the State asking the widely-accepted screening question "Is gambling a problem for you or someone close to you?".

A look for the week was developed and adopted by all services that use branded materials including posters and media-release templates to promote localised events to their communities. 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, 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.



## 11// GENERAL AWARENESS ACTIVITIES

### 11.1// GAMBLING HELP WHITE PAGES ADVERTISING

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.

### 11.2// RESPONSIBLE GAMBLING FUND 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. These workshops are made available at no cost to those workers. The Centre provides gambling-specific training such as 'Assessment in the problem gambling field' 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. The Centre also provides customised training to Gambling Help services upon request, and subsidises training fees for relevant courses and conferences not provided through the Centre.

### 11.3// COUNSELLOR FORUMS

Staff from the Office of Liquor, Gaming and Racing continued to attend regional Gambling Help counsellors' forums during 2010/11. The forums provide an excellent opportunity for counsellors to discuss ideas and strategies, share experiences and network with other counsellors in their region. They also receive updates from and provide feedback to staff and other stakeholders and undertake structured training. In 2010/11, staff attended two Western NSW/Riverina-Murray forums, four Northern NSW forums, six Hunter forums, one CentralCoast forum, two Illawarra/South East forums, and three 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.

In response to a survey of managers and counsellors, the Responsible Gambling Fund developed Gambling Counsellor Forum Guidelines in 2010/11. The purpose of the guidelines is to clarify the objectives of the forums, clarify the roles and responsibilities of forum participants, and provide a framework for the effective conduct of forums. The guidelines are not intended to be overly prescriptive, and retain flexibility for service providers to tailor the forums to suit their own needs.

### 11.4// RESPONSIBLE GAMBLING FUND SERVICE VISITS

In 2010/11, the Office of Liquor, Gaming and Racing continued its program of annual visits to Gambling Help counselling services. All 44 Gambling Help counselling services were visited by a staff member during 2010/11. In addition to updating service 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. It also

provided services with an opportunity to share their experiences, and generally comment on ways in which the Office of Liquor, Gaming and Racing could better support their service. Feedback from service providers indicated the visits were positively received, and they will be conducted again in 2011/12.

### 11.5// ILLEGAL ACTIVITIES BROCHURE

A new brochure, entitled "Is your gambling venue playing fair?", was developed in 2010/11 for both consumers and service providers. The brochure outlines what constitutes illegal and irresponsible conduct by gaming venues, what the Office of Liquor, Gaming and Racing is doing to enforce responsible gambling laws, examples of illegal or irresponsible actions by gaming venues. The brochure provides translations of the key text into Chinese, Vietnamese, Arabic, Greek and Italian.

### 11.6// GAMBLING HELP SERVICES EDUCATION AND AWARENESS ACTIVITIES

A portion of the grant provided to Responsible Gambling Fund Gambling Help counselling services requires them to conduct local community education and awareness activities. Service promotional activities aim to increase awareness of problem gambling and to promote the availability of counselling services. Target audiences include healthcare providers, community organisations, schools, local councils, gaming venues and the general community.

In 2010/11, services undertook many activities including television and newspaper advertising, liaising with local schools and TAFE's, working with local gambling venues, attending community events and hosting information days.

### 11.7// IN-VENUE ADVERTISING AND PROMOTIONAL ACTIVITIES

With a large portion of people seeking help for gambling problems nominating gaming machines as their main form of gambling, this year the Responsible Gambling Fund undertook a number of initiatives focused on providing easy access to information about free help services in the venue.

Launched prior to the 2011 NRL football season, official NRL and Gambling Hangover billboards were placed in high-traffic areas in 20 venues in Sydney, Wollongong, Central Coast and Newcastle. The billboards record the venue's NRL tipping competition and serve as a focal point of activity during the football season. Throughout the season, each billboard carried the names of approximately 40 patrons (tipping competition participants) and would be viewed by participants and patrons on a weekly basis.

The Responsible Gambling Fund also began development of Gambling Hangover mobile phone applications. The applications will be linked to all gaming venues across the state with the GPS function identifying when subscribers have been in a gaming venue for more than 30 minutes. The program will prompt subscribers to review the amount of time they spend in the venue or contact Gambling Help for assistance. The application also stores and records information about how much money has been spent gambling and the number of days the subscriber has not gambled.

# RESEARCH

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 and Racing website at [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.

## 1// NSW RESEARCH

The Responsible Gambling Fund has commissioned more than 50 NSW-specific gambling research projects. In 2010/11, one research project was commissioned and one research project was ongoing. None were published.

### 1.1/// COMMISSIONED RESEARCH

#### Gambling and Problem Gambling Prevalence Study

In December 2010, a Request for Proposal was released seeking applications to conduct a comprehensive study of the prevalence of gambling and problem gambling in NSW. The aim of the prevalence study is to inform gambling policy and program activity by assessing the extent of problem gambling, its geographic spread, and the profile of problem gamblers. Up to \$250,000 was made available from the Responsible Gambling Fund for the conduct of the study. The study is being undertaken in 2011 by Ogilvy Illumination.

### 1.2/// ONGOING RESEARCH

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

During 2010/11, the Institute of Family Planning continued to undertake the review of the Responsible Conduct of Gambling course. The aim of the review is to update course materials to ensure that staff are appropriately equipped with the skills and knowledge required to promote responsible gambling in their workplaces. Up to \$100,000 was made available from the Responsible Gambling Fund for the conduct of the review.



## 2// GAMBLING RESEARCH AUSTRALIA – 2004-2009

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 by the Responsible Gambling Fund.

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

Twenty research projects were commissioned under the 2004-2009 program. In 2010/11, no new research projects were commissioned, four research projects were ongoing and seven were published.

### 2.1/// ONGOING RESEARCH

#### Youth and Gambling

The Australian Council of Educational Research is undertaking a research project to determine the essential factors, at what levels and in what forms young people's gambling becomes problematic. The research continued throughout 2010/11.

#### International Student Gambling - The role of acculturation, gambling cognition and social circumstances

Swinburne and Bond Universities are together undertaking a research project to determine the extent and relevance of gambling and problem gambling amongst international students. The research continued throughout 2010/11.

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

The Centre for Gambling Education and Research at Southern Cross University is undertaking research to examine, identify and analyse gambler formal and informal help seeking behaviour. The research continued throughout 2010/11.

#### 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 then be used to generate public health strategies from gambling help and mental health experts. The research continued throughout 2010/11.

### 2.2/// PUBLISHED RESEARCH

#### Exploring Indigenous Gambling: Understanding Indigenous gambling behaviour, consequences, risk factors and potential interventions

In July 2010, Gambling Research Australia released a research report titled 'Exploring Indigenous Gambling: Understanding Indigenous gambling behaviour, consequences, risk factors and potential interventions'. The research was conducted by the Centre for Gambling Education and Research at Southern Cross University. The purpose of the research was to:

- Examine Indigenous gambling behaviour, consequences, risk and protective factors, and potential interventions in several Indigenous communities in New South Wales
- compare these to Indigenous gambling behaviour, consequences, risk and protective factors, and potential interventions in several Indigenous communities in Queensland
- based on these comparisons, refine a conceptual model of different types of Indigenous gambling to better understand Indigenous gambling behaviour
- utilise this model to analyse consequences, risk and protective factors, and potential interventions for each type of Indigenous gambling in order to inform gambling policy development.

#### Children at Risk of Developing Problem Gambling

In September 2010, Gambling Research Australia released a report titled: 'Children at Risk of Developing Problem Gambling'. The research was undertaken by the Problem Gambling Research and Treatment Centre – a joint initiative of the Victorian Government, University of Melbourne and Monash University. This research project involved four separate studies being:

- a large scale national community telephone survey
- a survey of adolescents aged 12–18 years from secondary schools
- a survey of young adults from tertiary institutions
- a survey of individuals seeking problem gambling counselling.

The four studies focused on identifying risk and protective factors in the development of gambling problems in children with a family member who was a problem gambler.

#### The Influence of Venue Characteristics on a Player's Decision to Attend a Gambling Venue

In October 2010, Gambling Research Australia released a report titled: 'The Influence of Venue Characteristics on a Player's Decision to Attend a Gambling Venue'. The research was undertaken by the Centre for Gambling Education and Research at Southern

Cross University. The study sought to provide an analysis of why gamblers choose to gamble where they do and an analysis of venue characteristics to determine the features of different types of premises that are more or less likely to attract and/or maintain problem gamblers.

#### Representations of Gambling in English and Non-English Speaking Australian Media

In December 2010, Gambling Research Australia released a report titled: 'Representations of Gambling in English and Non-English Speaking Australian Media'. The research was undertaken by the University of South Australia. The study sought to find out what was being reported about gambling by the English and non-English media and whether there was any culturally-specific differences in reporting on gambling.

#### Factors that Influence Gambler Adherence to Pre-Commitment Decisions

In January 2011, Gambling Research Australia released a research report titled: 'Factors that Influence Gambler Adherence to Pre-Commitment Decisions'. The research was undertaken by Schottler Consulting. A key objective of the research was to identify and measure a range of factors within gaming machine players and within the gaming environment, which may influence the ability of gamblers to adhere to pre-committed limits.

#### Correlates of Reported Gambling Problems in the CALD Population of Australia

In February 2011, Gambling Research Australia released a research report titled 'Correlates of Reported Gambling Problems in the CALD Population of Australia'. The research was conducted by Charles Darwin University. The aim of the research project was to explore the gambling and life experiences of culturally and linguistically diverse (CALD) populations and identify if there are any differences between CALD and non-CALD populations in the interrelationships between gambling problems and other items on the Negative Life Event Scale.

#### Gambling and the Impact of New and Emerging Technologies and Associated Products

In February 2011, Gambling Research Australia released a research report titled 'Gambling and the Impact of New and Emerging Technologies and Associated Products'. The research was undertaken by Monash University and the University of Sydney. The aims of the project were to:

- review literature for evidence relevant to the uptake of technology for games and commercial applications, and the regulation thereof
- use survey methodologies to assess the uptake and use of technology for recreational purposes within Australia and specifically to consider whether individuals who are "at risk" of developing gambling problems also report problems controlling their internet, mobile phone, radio and television use
- use experimental paradigms within a laboratory setting to examine the effects of computer mediation on wagering behaviour and to consider the potential of decisional support to reduce harm.

### 3// GAMBLING RESEARCH AUSTRALIA – 2009-2014

In 2008, the then Ministerial Council on Gambling agreed to support a second five year Gambling Research Australia program commencing 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

All the current projects in the 2009-2014 program were commissioned in 2010/11. None were ongoing from previous years and none have been published.

#### 3.1 COMMISSIONED RESEARCH

##### Prevalence Study Standards

The aim of this study is to identify a core set of questions that jurisdictions may use when undertaking gambling prevalence surveys that will enable uniform cross border gambler comparisons. The Queensland Department of Employment, Economic Development and Innovation contributed a detailed report for this study in June 2011.

##### Interactive Gambling

The Centre for Gambling Education and Research at Southern Cross University was contracted in May 2011 to undertake research into who, what, when and how people in Australia are gambling using interactive technology.

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

In February 2011, Gambling Research Australia tendered for a research study 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. Tenders closed in March 2011.

##### Electronic Gaming Machine Jackpots

In March 2011, Gambling Research Australia tendered for a research study to investigate if gaming machine jackpots and linked jackpots increase the likelihood of risky gambling behaviour and gambling related harm. Tenders for this project closed in May 2011.

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

In March 2011, Gambling Research Australia tendered for a research study to:

- (a) examine the channels and messages used to promote responsible gambling in venues in Australia and New Zealand
- (b) examine the effectiveness, and measure the impact of responsible gambling messages in venues on gambling behaviour
- (c) identify effective ways of communicating responsible gambling to at-risk gamblers in venues.

Tenders for this project closed in May 2011.

##### Aboriginal Gambling – Transition to commercial gambling

In May 2011, Gambling Research Australia tendered for a research study to determine the motivations for Aboriginal gamblers in moving from non-commercial to commercial gambling. The tender closed on June 2011.



# FINANCIAL SUMMARY

The accounts of the Responsible Gambling Fund for the year ended 30 June 2011 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 unqualified 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. In 2010/11, approximately 8.02% of the income to the Responsible Gambling Fund was expended on administration purposes.

## EXPENDITURE AND FORWARD COMMITMENTS

Total expenditure from the Responsible Gambling Fund in 2010-11 was \$14.299 million. A summary table of this expenditure follows:

### EXPENDITURE:

|                               |                         |
|-------------------------------|-------------------------|
| Grants                        | \$13.200 million        |
| Employment-related expenses   | \$0.716 million         |
| Other operating expenses      | \$0.381 million         |
| Depreciation and amortisation | \$0.002 million         |
| <b>Total Expenditure</b>      | <b>\$14.299 million</b> |



# 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 NSW Office of Liquor, Gaming and Racing website, at [www.olgr.nsw.gov.au](http://www.olgr.nsw.gov.au)

## PROMOTION - OVERSEAS VISITS

Neither the Trustees nor Responsible Gambling Fund Branch officers 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 NSW Office of Liquor, Gaming and Racing:

- 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

## COMMITTEES

### 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, A/Senior Project Officer, Research.

### Inter-Agency Committees

- Ethics Panel - Stephen Thomas, A/Senior Project Officer, Research.
- NSW Community Services and Health Industry Training Advisory Body - Stephen Thomas, A/Senior Project Officer, Research.

### National and Interstate Committees

- Community and Disability Services Ministers' Advisory Council (Gambling Working Party) - Gavin Faunce, Senior Project Officer, Gambling Counselling Services.
- Gambling Research Australia - Jabez Allies, A/Assistant Director, Policy (RGF); and Stephen Thomas, A/Senior Project Officer, Research.
- National Association for Gambling Studies - Executive Committee, Jabez Allies, A/Assistant Director, Policy (RGF).

# FINANCIAL SUMMARY

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

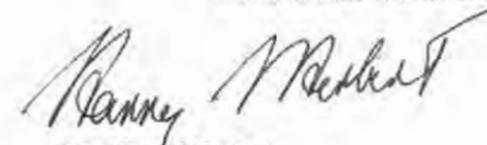
## RESPONSIBLE GAMBLING FUND

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2011

### 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 2011 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 2011 and financial performance for the year ended 30 June 2011.
- (iii) there are no circumstances which would render any particulars in the financial statements to be misleading or inaccurate.



Rev Harry J Herbert  
Chairperson

Date: 17/10/2011



Ruth Lavery  
Trustee

Date: 17/10/2011

## INDEPENDENT AUDITOR'S REPORT



GPO BOX 12  
Sydney NSW 2001

### 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 comprises the statement of financial position as at 30 June 2011, 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 2011, and of its financial performance 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 and fair presentation of the financial statements in accordance with Australian Accounting Standards and the PF&A Act and for such internal control as the Trustees determine is necessary to enable the preparation of the financial statements that 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 controls relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal controls. 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 that 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 any 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 role by the possibility of losing clients or income.

Sally Bond  
Director, Financial Audit Services

19 October 2011  
SYDNEY

# FINANCIAL STATEMENTS

## 1// STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2011

### RESPONSIBLE GAMBLING FUND

#### STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2011

|   | Notes | 2011<br>\$'000 | 2010<br>\$'000 |
|---|-------|----------------|----------------|
| <b>Expenses</b>   |       |                |                |
| Operating expenses  |       |                |                |
| Employee related  | 2(a)  | 716            | 645            |
| Other operating expenses  | 2(b)  | 381            | 446            |
| Depreciation and amortisation   | 2(c)  | 2              | 2              |
| Grants and subsidies  | 2(d)  | 13,200         | 12,712         |
| <b>Total Expenses</b>   |       | <b>14,299</b>  | <b>13,805</b>  |
| <b>Revenue</b>  |       |                |                |
| Interest revenue  | 3(a)  | 1,036          | 824            |
| Grants  | 3(b)  | 12,624         | 12,507         |
| Other revenue   | 3(c)  | 22             | 9              |
| <b>Total Revenue</b>  |       | <b>13,682</b>  | <b>13,340</b>  |
| <b>Government Contributions</b>   |       |                |                |
| Acceptance by the Crown Entity of employee benefits and other liabilities | 4     | 33             | 9              |
| <b>Total Government Contributions</b>                                     |       | <b>33</b>      | <b>9</b>       |
| <b>SURPLUS / (DEFICIT) FOR THE YEAR</b>                                   |       | <b>(584)</b>   | <b>(456)</b>   |
| <b>Other Comprehensive Income for the Year</b>                            |       | <b>-</b>       | <b>-</b>       |
| <b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>                            |       | <b>(584)</b>   | <b>(456)</b>   |

### RESPONSIBLE GAMBLING FUND

#### STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2011

|                                      | Notes | 2011<br>\$'000 | 2010<br>\$'000 |
|--------------------------------------|-------|----------------|----------------|
| <b>ASSETS</b>                        |       |                |                |
| <b>Current Assets</b>                |       |                |                |
| Cash and cash equivalents            | 5     | 24,492         | 25,427         |
| Receivables                          | 6     | 555            | 692            |
| <b>Total Current Assets</b>          |       | <b>25,047</b>  | <b>26,119</b>  |
| <b>Non-Current Assets</b>            |       |                |                |
| Plant and equipment                  | 7     | 1              | 2              |
| Intangible assets                    | 8     | -              | 1              |
| <b>Total Non-Current Assets</b>      |       | <b>1</b>       | <b>3</b>       |
| <b>Total Assets</b>                  |       | <b>25,048</b>  | <b>26,122</b>  |
| <b>LIABILITIES</b>                   |       |                |                |
| <b>Current Liabilities</b>           |       |                |                |
| Payables                             | 9     | 139            | 642            |
| Provisions                           | 10    | 72             | 59             |
| <b>Total Current Liabilities</b>     |       | <b>211</b>     | <b>701</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>212</b>     | <b>702</b>     |
| <b>NET ASSETS</b>                    |       | <b>24,836</b>  | <b>25,420</b>  |
| <b>EQUITY</b>                        |       |                |                |
| Accumulated funds                    |       | 24,836         | 25,420         |
| <b>TOTAL EQUITY</b>                  |       | <b>24,836</b>  | <b>25,420</b>  |

The accompanying notes form part of these financial statements

**RESPONSIBLE GAMBLING FUND**  
**STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2011**

|  | Notes | 2011<br>\$'000               | 2010<br>\$'000               |
|--|-------|------------------------------|------------------------------|
|  |       | <u>Accumulated<br/>Funds</u> | <u>Accumulated<br/>Funds</u> |
| <b>Balance at the beginning of the Year</b>    |       | 25,420                       | 25,876                       |
| <b>Surplus / (Deficit) for the Year</b>        |       | <b>(584)</b>                 | <b>(456)</b>                 |
| <b>Total Other Comprehensive Income</b>        |       | -                            | -                            |
| <b>Total Comprehensive Income for the Year</b> |       | <b>(584)</b>                 | <b>(456)</b>                 |
| <b>Balance at the end of the Year</b>          |       | <b><u>24,836</u></b>         | <b><u>25,420</u></b>         |

The accompanying notes form part of these financial statements

**RESPONSIBLE GAMBLING FUND**  
**STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2011**

|   | Notes | 2011<br>\$'000         | 2010<br>\$'000         |
|---|-------|------------------------|------------------------|
| <b>CASH FLOWS FROM OPERATING ACTIVITIES</b>                 |       |                        |                        |
| <b>Payments</b>   |       |                        |                        |
| Employee related  |       | (668)                  | (610)                  |
| Grants and subsidies  |       | (13,199)               | (12,659)               |
| Other   |       | (2,209)                | (1,341)                |
| <b>Total Payments</b>                                       |       | <b><u>(16,076)</u></b> | <b><u>(14,610)</u></b> |
| <b>Receipts</b>   |       |                        |                        |
| Interest received   |       | 977                    | 742                    |
| Grants  |       | 12,624                 | 12,507                 |
| Other   |       | 1,540                  | 1,295                  |
| <b>Total Receipts</b>                                       |       | <b><u>15,141</u></b>   | <b><u>14,544</u></b>   |
| <b>NET CASH FLOWS FROM/(USED IN) OPERATING ACTIVITIES</b>   | 12    | <b><u>(935)</u></b>    | <b><u>(66)</u></b>     |
| <b>CASH FLOWS FROM INVESTING ACTIVITIES</b>                 |       |                        |                        |
| Purchase of plant and equipment                             |       | -                      | -                      |
| <b>NET CASH FLOWS FROM INVESTING ACTIVITIES</b>             |       | <b><u>-</u></b>        | <b><u>-</u></b>        |
| <b>NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS</b> |       |                        |                        |
|   |       | (935)                  | (66)                   |
| Opening cash and cash equivalents                           |       | 25,427                 | 25,493                 |
| <b>CLOSING CASH AND CASH EQUIVALENTS</b>                    | 5     | <b><u>24,492</u></b>   | <b><u>25,427</u></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 2011. They were:

- Reverend Harry Herbert, Chairperson
- Mr David Ella
- Ms Lynda Summers
- Ms Antoinette le Marchant
- Ms Carol Mills
- Mr John Picot
- Ms Ruth Lavery

The trustee Mr Clifton Wong resigned in September 2010.

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 2011 have been authorised by the Chairperson on 17 October 2011.

**(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.

Judgements, 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.

**(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 recognised 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 recognised 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 recognised 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 recognised 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 recognised as liabilities and expenses where the employee benefits to which they relate have been recognised.

**(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 11/06) to employees with five or more years of service, using current rates of pay. These factors were determined based on an actuarial review to approximate present value.

**(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 recognised 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 recognised as part of the cost of acquisition of an asset or as part of an item of expense and
- receivables and payables are stated with the amount of GST included.

Cash flows are included in the statement of cash flows on a gross basis. However, the GST components of cash flows arising from investing and financing activities which 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 recognised in accordance with the requirements of other Australian Accounting Standards.

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

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

**(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 recognises 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 recognised 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.

## 2/// EXPENSES

**(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 they have been assessed to be not materially affecting the financial statements.

These standards will be implemented after the 2010/11 financial year.

|  | 2011<br>\$'000 | 2010<br>\$'000 |
|--|----------------|----------------|
| <b>2 EXPENSES</b>  |                |                |
| <b>(a) Employee related expenses</b>                       |                |                |
| Salary and wages (including recreation leave)              | 677            | 605            |
| Workers' compensation insurance                            | 3              | 2              |
| Payroll tax and fringe benefit tax                         | 36             | 38             |
|  | <u>716</u>     | <u>645</u>     |
| <b>(b) Other operating expenses</b>                        |                |                |
| Auditor's remuneration - audit of the financial statements | 12             | 11             |
| Rental   | 32             | 37             |
| Travelling   | 13             | 18             |
| Fees for services received                                 | 264            | 328            |
| Other  | 60             | 52             |
|  | <u>381</u>     | <u>446</u>     |
| <b>(c) Depreciation and amortisation</b>                   |                |                |
| Plant and Equipment  | 1              | 1              |
| Intangible assets  | 1              | 1              |
|  | <u>2</u>       | <u>2</u>       |
| <b>(d) Grants and subsidies</b>                            |                |                |
| Gambling Help  | 673            | 712            |
| Responsible Gambling grants                                | 9,735          | 9,683          |
| Grants outside funding rounds                              | 2,792          | 2,317          |
|  | <u>13,200</u>  | <u>12,712</u>  |

### 3/// REVENUE

#### (a) Interest revenue

|   |              |            |
|---|--------------|------------|
| Interest revenue from financial assets not at fair value through profit or loss | 1,036        | 824        |
|   | <u>1,036</u> | <u>824</u> |

#### (b) Grants

|   |               |               |
|---|---------------|---------------|
| NSW Government through former Communities NSW | 12,624        | 12,507        |
|   | <u>12,624</u> | <u>12,507</u> |

#### (c) Other revenue

|               |           |          |
|---------------|-----------|----------|
| Other Revenue | 22        | 9        |
|               | <u>22</u> | <u>9</u> |

### 4/// ACCEPTANCE BY THE CROWN ENTITY OF EMPLOYEE BENEFITS AND OTHER LIABILITIES

|                    |           |          |
|--------------------|-----------|----------|
| Long service leave | 33        | 9        |
|                    | <u>33</u> | <u>9</u> |

### 5/// CURRENT ASSETS – CASH AND CASH EQUIVALENTS

|              | 2011<br>\$'000 | 2010<br>\$'000 |
|--------------|----------------|----------------|
| Cash at bank | 24,492         | 25,427         |
|              | <u>24,492</u>  | <u>25,427</u>  |

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) | 24,492        | 25,427        |
| Closing cash and cash equivalents (per Statement of Cash Flows) | <u>24,492</u> | <u>25,427</u> |

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

### 6/// CURRENT ASSETS – RECEIVABLES

|                     |            |            |
|---------------------|------------|------------|
| Interest receivable | 525        | 466        |
| Trade debtors       | 1          | 126        |
| Prepayments         | -          | -          |
| GST Receivable      | 29         | 100        |
|                     | <u>555</u> | <u>692</u> |

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 2011.

### 7/// NON-CURRENT ASSETS – PLANT AND EQUIPMENT

|                                     | <b>Total<br/>\$'000</b> |
|-------------------------------------|-------------------------|
| <b>At 30 June 2011 - fair value</b> |                         |
| Gross carrying amount               | 28                      |
| Accumulated depreciation            | (27)                    |
| Net Carrying Amount                 | <u>1</u>                |
| <b>At 30 June 2010 - fair value</b> |                         |
| Gross carrying amount               | 38                      |
| Accumulated depreciation            | (36)                    |
| Net Carrying Amount                 | <u>2</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>2011<br/>\$'000</b> | <b>2010<br/>\$'000</b> |
|--|------------------------|------------------------|
| Net carrying amount at start of year                                 | 2                      | 3                      |
| Additions  | -                      | -                      |
| Depreciation expense   | (1)                    | (1)                    |
| Adjustment to depreciation for assets transferred to Communities NSW | -                      | -                      |
| Net carrying amount at end of year                                   | <u>1</u>               | <u>2</u>               |

### 8/// NON-CURRENT ASSETS – INTANGIBLE ASSETS

|                                     | <b>Total<br/>\$'000</b> |
|-------------------------------------|-------------------------|
| <b>At 30 June 2011 - fair value</b> |                         |
| Gross carrying amount               | 4                       |
| Accumulated amortisation            | (4)                     |
| Net Carrying Amount                 | <u>-</u>                |
| <b>At 30 June 2010 - fair value</b> |                         |
| Gross carrying amount               | 4                       |
| Accumulated amortisation            | (3)                     |
| Net Carrying Amount                 | <u>1</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.

|                                      | <b>2011<br/>\$'000</b> | <b>2010<br/>\$'000</b> |
|--------------------------------------|------------------------|------------------------|
| Net carrying amount at start of year | 1                      | 2                      |
| Additions                            | -                      | -                      |
| Amortisation expense                 | (1)                    | (1)                    |
| Net carrying amount at end of year   | <u>-</u>               | <u>1</u>               |

### 9/// CURRENT LIABILITIES – PAYABLES

|                                      |            |            |
|--------------------------------------|------------|------------|
| Accrued salaries, wages and on-costs | 9          | 7          |
| Creditors                            | 130        | 635        |
|                                      | <u>139</u> | <u>642</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 2011.

### 10/// CURRENT / NON-CURRENT LIABILITIES – PROVISIONS

|   | 2011<br>\$'000   | 2010<br>\$'000   |
|---|------------------|------------------|
| <b>(a) Current</b>                                      |                  |                  |
| <b>Employee benefits and related on-costs</b>           |                  |                  |
| Recreation leave  | 56               | 45               |
| Leave on-costs  | 16               | 14               |
|   | <u>72</u>        | <u>59</u>        |
| <b>Total Provisions</b>                                 | <u><u>72</u></u> | <u><u>59</u></u> |
| <b>(b) Non-current</b>                                  |                  |                  |
| Long service leave on-costs                             | 1                | 1                |
|   | <u>1</u>         | <u>1</u>         |
| <b>Total Provisions</b>                                 | <u><u>1</u></u>  | <u><u>1</u></u>  |
| <b>Aggregate employee benefits and related on-costs</b> |                  |                  |
| Provisions - current                                    | 72               | 59               |
| Provisions - non-current                                | 1                | 1                |
| Accrued salaries, wages and on-costs (Note 9)           | 9                | 7                |
|   | <u>82</u>        | <u>67</u>        |

### 11/// COMMITMENTS FOR EXPENDITURE

#### Other Expenditure Commitments

At 30 June 2011, the Responsible Gambling Fund has 97 (2010: 102) projects which have received Ministerial approval to be undertaken but have not yet been completed. Grant instalments still to be paid is \$20.866m (excl. GST) (2010: 20.711m).

The commitments for these approved projects are as follows:

|   | 2011<br>\$'000       | 2010<br>\$'000       |
|---|----------------------|----------------------|
| Not later than one year                           | 16,076               | 16,300               |
| Later than one year and not later than five years | 15,233               | 14,273               |
| Later than five years                             | -                    | -                    |
| <b>Total (including GST)</b>                      | <u><u>31,309</u></u> | <u><u>30,573</u></u> |

The commitments include GST of \$2.846m (2010: \$2.780m) recoverable from the ATO consequent to its payment.

### 12/// RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES TO SURPLUS FROM OPERATIONS

|   | 2011<br>\$'000      | 2010<br>\$'000      |
|---|---------------------|---------------------|
| <b>Net cash from operating activities</b> | (935)               | (66)                |
| Depreciation / Amortisation               | (2)                 | (2)                 |
| Decrease / (increase) in creditors        | 503                 | (473)               |
| Increase / (decrease) in receivables      | (137)               | 77                  |
| Decrease / (increase) in provisions       | (13)                | 8                   |
| <b>Surplus / (Deficit) for the year</b>   | <u><u>(584)</u></u> | <u><u>(456)</u></u> |

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

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

The Audit Committee of the former Communities NSW 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 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

| Class   | Note | Category   | Carrying Amount<br>2011<br>\$'000 | Carrying Amount<br>2010<br>\$'000 |
|---|------|--|-----------------------------------|-----------------------------------|
| <b>Financial Assets</b>                                       |      |  |                                   |                                   |
| Cash and cash equivalents                                     | 5    | N/A  | 24,492                            | 25,427                            |
| Receivables (excluding prepayments and statutory receivables) | 6    | Loans and receivables (measured at amortised cost) | 526                               | 591                               |
| <b>Total</b>  |      |  | <b>25,018</b>                     | <b>26,018</b>                     |
| <b>Financial Liabilities</b>                                  |      |  |                                   |                                   |
| Payables (excluding unearned revenue and statutory payables)  | 9    | Financial liabilities (measured at amortised cost) | 139                               | 642                               |
| <b>Total</b>  |      |  | <b>139</b>                        | <b>642</b>                        |

#### (b) Credit Risk

Credit risk arises when there is the possibility of the Fund's debtors defaulting on their contractual obligations, resulting in a financial loss to the 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 Fund, which comprises cash and receivables. No collateral is held by the Fund.

Credit risk associated with the Fund's financial assets, other than receivables, is managed through the selection of counterparties and establishment of minimum credit rating standards. The Fund has not granted any financial guarantees.

#### Cash

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

#### Receivables – trade debtors

All trade debtors are recognised as amounts receivable 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 Fund 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 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 (2011: nil; 2010: \$11,000) and less than 3 months past due (2011: nil ; 2010: nil) are not considered impaired and together these represent 0% (2010: 9%) of the total trade debtors. There are no debtors which are currently not past due or impaired whose terms have been renegotiated.

|                             | Total<br>\$'000 | Past Due but not impaired<br>\$'000 | Considered impaired<br>\$'000 |
|-----------------------------|-----------------|-------------------------------------|-------------------------------|
| <b>2011</b>                 |                 |                                     |                               |
| < 3 months overdue          | -               | -                                   | -                             |
| 3 months – 6 months overdue | -               | -                                   | -                             |
| > 6 months overdue          | -               | -                                   | -                             |
| <b>Total</b>                | <b>-</b>        | <b>-</b>                            | <b>-</b>                      |
| <b>2010</b>                 |                 |                                     |                               |
| < 3 months overdue          | -               | -                                   | -                             |
| 3 months – 6 months overdue | 114             | 114                                 | -                             |
| > 6 months overdue          | -               | -                                   | -                             |
| <b>Total</b>                | <b>114</b>      | <b>114</b>                          | <b>-</b>                      |

#### (c) Liquidity Risk

Liquidity risk is the risk that the Fund will be unable to meet its payment obligations when they fall due. The Fund continuously manages risk through monitoring future cash flows to ensure adequate holding of high quality liquid assets. The objective is to maintain continuity of funding and cash balances to maximise interest earnings and 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.

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

#### Maturity analysis and interest rate exposure of financial liabilities

|                  | Weighted<br>Average<br>Effective<br>Int. Rate | Nominal<br>Amount | Interest Rate Exposure    |                              |                             | Maturity Dates |            |            |
|------------------|---|-------------------|---------------------------|------------------------------|-----------------------------|----------------|------------|------------|
|                  |   |                   | Fixed<br>Interest<br>Rate | Variable<br>Interest<br>Rate | Non-<br>interest<br>Bearing | < 1<br>yr      | 1-5<br>yrs | > 5<br>yrs |
| <b>\$'000</b>    |   |                   |                           |                              |                             |                |            |            |
| <b>2011</b>      |   |                   |                           |                              |                             |                |            |            |
| <i>Payables:</i> |   |                   |                           |                              |                             |                |            |            |
| Accruals         |   | 9                 |                           |                              | 9                           |                | 9          |            |
| Creditors        |   | 130               |                           |                              | 130                         |                | 130        |            |
| Other            |   |                   |                           |                              |                             |                |            |            |
|                  |   | <b>139</b>        |                           |                              | <b>139</b>                  |                | <b>139</b> |            |
| <b>2010</b>      |   |                   |                           |                              |                             |                |            |            |
| <i>Payables:</i> |   |                   |                           |                              |                             |                |            |            |
| Accruals         |   | 7                 |                           |                              | 7                           |                | 7          |            |
| Creditors        |   | 635               |                           |                              | 635                         |                | 635        |            |
| Other            |   |                   |                           |                              |                             |                |            |            |
|                  |   | <b>642</b>        |                           |                              | <b>642</b>                  |                | <b>642</b> |            |

#### Notes:

1. The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities, therefore the amounts disclosed above 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 Fund's exposures to market risk is limited to cash as it has no borrowings or unit priced investment facilities. The Fund has no exposure to foreign currency risk, or other price risk and does not enter into commodity contracts.

The effect on profit and equity due to a reasonably possible change in risk variable is outlined in the information below for interest rate risk. A reasonably possible change in risk variable has been determined after taking into account the economic environment in which the 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 exposures in existence at the balance date. The analysis assumes that all other variables remain constant.

#### Interest rate risk

Exposure to interest rate risk arises primarily through the Fund's cash assets. This risk is minimised by placing all cash funds with the NSW Treasury Banking System. The 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 Fund's exposure to interest rate risk is set out below.

|                           | Carrying<br>amount | \$'000        |               |
|---------------------------|--------------------|---------------|---------------|
|                           |                    | -1%<br>Profit | +1%<br>Profit |
| <b>2011</b>               |                    |               |               |
| <i>Financial assets</i>   |                    |               |               |
| Cash and cash equivalents | 24,492             | -245          | 245           |
| <b>2010</b>               |                    |               |               |
| <i>Financial assets</i>   |                    |               |               |
| Cash and cash equivalents | 25,427             | -254          | 254           |

#### (e) Fair Value

Financial instruments are generally recognised at cost. The amortised cost of financial instruments recognised in the Statement of Financial Position approximates the fair value, because of the short term nature of many of the financial instruments.

#### 14/// CONTINGENT ASSETS AND CONTINGENT LIABILITIES

There are no contingent assets or liabilities at 30 June 2011 (2010: Nil).

#### 15/// AFTER BALANCE DATE EVENTS

There have not been any material events after the balance date.

**END OF AUDITED FINANCIAL REPORT**



# APPENDIX

## APPENDIX / 1

### CODE OF CONDUCT RESPONSIBLE GAMBLING FUND TRUSTEES

Under section 11(2) of the Independent Commission Against Corruption Act 1988, the Director General of the NSW Office of Liquor, Gaming and Racing has a duty to report to the commission any matter that is suspected on reasonable grounds as constituting corrupt conduct. This responsibility extends to the full operations of the Trustees.

#### 1/// GENERAL CONDUCT

Trustees shall act at all times in accordance with the standards appropriate to the objectives of the Responsible Gambling Fund.

#### 2/// CONFIDENTIALITY

Agenda papers of Trustees' meetings, discussions, decisions and assessment details will be treated as confidential by Trustees. This information will be held confidential unless specific approval has been given by the chairperson, or by a resolution of the Trustees and, where appropriate, after approval by the Minister.

#### 3/// IMPARTIALITY

Trustees will perform their duties impartially and will be fair and honest in their official dealings with their colleagues and the public.

#### 4/// PROFESSIONAL INTEGRITY

Trustees will not use information obtained in the course of their official duty to gain a pecuniary or other advantage for themselves or for any other person or organisation.

#### 5/// CONFLICT OF INTEREST

It is a duty of the chairperson and each Trustee to declare situations in which an interest, whether pecuniary or otherwise, conflicts with or might appear to conflict with official dealings in the course of the chairperson's and the Trustees' official duties.

## APPENDIX /2

### GRANTS APPROVED IN 2010-2011 COUNSELLING AND TREATMENT

| AGENCY  | PURPOSE   | AMOUNT    |
|---|---|-----------|
| 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  |
| Cessnock Family Support Service*              | To provide therapeutic counselling and support services to problem gamblers and those close to them.  | \$72,452  |
| 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  |
| Department of Justice - Victoria              | NSW contribution to national online problem gambling counselling program.   | \$217,602 |
| 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 |
| Hopestreet 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.  | \$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 |
| 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 |

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| 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 |
| 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 from the Vietnamese speaking community 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 |
| 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  |

\* Agency has declined funding.  
The Responsible Gambling Fund Trustees will seek applications under an Expression of Interest process to provide a counselling service for problem gamblers in the Cessnock and surrounding areas.

### RESEARCH AND OTHER PROJECTS

| AGENCY   | PURPOSE   | AMOUNT    |
|--|---|-----------|
| Association of Children's Welfare Agencies (Centre for Community Welfare Training) | To provide comprehensive state-wide training services for RGF funded service workers and health/welfare workers.  | \$408,429 |
| Alpha Salmon   | To provide maintenance and upgrade of the Gambling Help website.  | \$6,000   |
| ARTD Pty Ltd   | To develop a performance monitoring and reporting framework for the NSW Gambling Helpline.  | \$25,909  |
| Ashley Gordon Consultancy  | To conduct a year-long community engagement program within Aboriginal communities in New South Wales.   | \$205,000 |
| Department of Justice – Victoria   | NSW contribution to Gambling Research Australia program.  | \$290,000 |
| Mission Australia  | 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.   | \$249,452 |
| Schottler Consulting Pty Ltd   | To conduct an evaluation of RGF-funded Aboriginal problem gambling projects.  | \$72,727  |
| Schottler Consulting Pty Ltd   | To review the Responsible Gambling Fund service accreditation program.  | \$51,898  |
| Subhav Pty Ltd   | To develop a mobile phone application that reminds users of their intention to control their gambling.  | \$21,200  |
| UnitingCare Institute of Family Practice   | To review and update the Responsible Conduct of Gambling training program.  | \$98,000  |
| Wesley Mission – Wesley Legal Services   | To provide legal advice, information and assistance to problem gamblers, family members and others affected by problem gambling, together with promotion and community education. | \$237,933 |

