

ANNUAL REPORT 2009-10

RESPONSIBLE GAMBLING FUND



Communities

RESPONSIBLE GAMBLING FUND (RGF)

ANNUAL REPORT 2009-10

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LETTER OF SUBMISSION

The Hon Kevin Greene MP
Minister for Gaming and Racing
Minister for Sport and Recreation
Minister for Major Events
Level 11, 52 Phillip Street
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 (RGF) for the year ended 30 June 2010.

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 RGF 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
20 October 2010



Ruth Lavery
Trustee
20 October 2010

CHAIRPERSON'S FOREWORD

Over the past 12 months, the Responsible Gambling Fund (RGF) has taken a few important steps to address the harms caused by problem gambling. A continued focus on promoting community awareness of problem gambling was particularly notable, with several important initiatives coming to fruition.

The first year of the \$2.4 million three-year Early Intervention, Prevention and Community Engagement Strategy (EIPCES) for NSW was rolled out in 2009-10. This included:

- Development of communication strategies for Culturally and Linguistically Diverse (CALD) and Aboriginal communities
- Launch of problem gambling awareness campaigns in five CALD communities
- Launch of a new Gambling Help website
- Development and distribution of important resources such as the Gaming Machines: Facts and Myths DVD

- Distribution of a range of Gambling Help promotional material.

In addition, year 2 of the successful Gambling Hangover awareness campaign was approved and will be launched in the second half of 2010. All of these initiatives will help to inform the community about the help options available for people affected by problem gambling.

Another important initiative over the past year was the launch of the national Gambling Help Online service. The provision of online gambling counselling is an important addition to the help options available to problem gamblers and their families, and reaches out to people who may not otherwise seek assistance. The latest data show that this online service is popular during evenings and with young adults. It was particularly pleasing to see all governments in Australia work together co-operatively to bring this project to fruition. I look forward in future to more such initiatives being implemented for the benefit of problem gamblers and their families.

With regard to the RGF counselling services program, several important initiatives occurred during the past year. Two registered training organisations were engaged to roll out the Minimum Qualification project to all RGF-funded counselling services. This will result in all counsellors employed as at 1 October 2009 having completed their minimum qualification requirements by 30 June 2011. Also, client follow-up guidelines have been developed to improve the quality of service outcome data and the implementation of planned improvements across services as part of the RGF service accreditation program.



It was pleasing to see the release of the latest NSW population health survey in February this year, which reported the problem gambling prevalence rate in NSW to be 0.4 per cent, compared with the 0.8 per cent prevalence figure reported in the Government's 2006 prevalence study. The inclusion of gambling prevalence questions in this survey was an initiative of the RGF. While it is positive to see a reduction in the prevalence of problem gambling reported in such research, there is no room for complacency. The impacts of problem gambling are significant for many people, and ongoing initiatives will be required to address this problem and to support those who are affected.

This year the RGF maintained a high level of stakeholder engagement through service visits, stakeholder meetings, and another successful counsellors' conference. The 2010 NSW Problem Gambling Counsellors Conference was well received by the 133 conference delegates, and the Centre for Community Welfare Training is to be congratulated for its outstanding organisation of this valuable event. The past year also saw the release of the final report on the Productivity Commission's Inquiry into Gambling, with a number of important new suggestions about dealing with problem gambling. The Trustees look forward to the NSW Government's response to the report's recommendations.

I would like to thank the Trustees for their contributions over the past year, particularly two newly appointed Trustees. Ruth Lavery and Antoinette le Marchant commenced their new role as Trustees on 1 July 2009 and their contributions to the work of the Trustees have been much appreciated.

Finally, I would like to acknowledge the work throughout 2009-10 of the officers within the RGF Branch of the NSW Office of Liquor, Gaming and Racing (OLGR), and the ongoing support of the Minister for Gaming and Racing, Hon. Kevin Greene MP. On behalf of the Trustees, I thank them.

Reverend Harry Herbert
Chairperson
Responsible
Gambling Fund Trustees
20 October 2010

THE RESPONSIBLE GAMBLING FUND

Charter, Aims and Objectives

The RGF, formerly the Casino Community Benefit Fund, draws its income from a levy paid by the operator of the Sydney Casino in respect of its licence, as required by the *Casino Control Act 1992*. This levy – set at a rate of two per cent of the casino's gaming revenue – forms a part of the overall taxation arrangements that apply to casino gaming operations. The casino operator pays the levy to the 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 a period of 12 years, including continuation of the RGF levy at two per cent.

The Casino Control Act provides that the money in the RGF is to be subject to a Trust Deed appointing Trustees and containing provisions – approved by the Minister for Gaming and Racing – for expenditure of money on purposes relating to responsible gambling.

The current Trust Deed was executed by the Minister on 3 May 2006. It provides for the appointment of up to 11 Trustees to recommend to the Minister particular activities on which RGF 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
- Undertake research to improve development and implementation of responsible gambling and related policy.

The RGF's objectives also align with the Communities NSW (CNSW) Joint Services Plan and the NSW State Plan in their aim to create improved health and wellbeing by minimising the risk factors

in gambling and strengthening the effectiveness of counselling and treatment services for people affected by problem gambling.

No legislative amendments or significant judicial decisions affecting the governance or operation of the RGF were made during the year.

Management and Structure

The Trustees of the RGF

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 RGF, especially funding allocations. The Trustees also provide advice on general responsible gambling and related policy issues.

The Trustees generally meet bi-monthly. During 2009-10, the Trustees held seven formal meetings.

The following information relates to the individuals who served as Trustees of the RGF during 2009-10:

Trustee	Date of first appointment	Date of Expiry of Current Appointment	Meetings attended 2009-10
Rev Harry Herbert, Chairperson Executive Director, Uniting Care NSW, ACT Uniting Church in Australia	28 February 1995 ¹	30 June 2012	7
Mr David Ella Aboriginal Education Consultant	3 May 2006	30 June 2012	5
Ms Lynda Summers Executive Consultant Regional Development Australia - Murray	3 May 2006	30 June 2012	6 ²
Mr Clifton Wong Councillor Hurstville Council	3 May 2006	30 June 2012	4
Ms Carol Mills Director-General CNSW	1 July 2008	30 June 2012	6
Mr John Picot Chief Executive Officer St Vincent de Paul Society, NSW	21 February 2007	30 June 2012	5
Ms Ruth Lavery Nominee of the Minister for Gaming and Racing	1 July 2009	30 June 2012	7
Ms Antoinette le Marchant 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 OLGR

The Trustees were supported in their work in 2009-10 by CNSW officers located within the NSW OLGR. The administrative costs of the RGF are primarily those associated with the operation of the RGF Branch of the OLGR.

As part of its work, the Branch auspices some stakeholder advisory and reference committees. Summary information about these is contained later in this report.

COUNSELLING

A. Counselling and Support Services

Overview

In 2009-10, the RGF funded 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:

- The 24-hour Gambling Helpline service (1800 858 858), formerly called G-line (NSW)
- Six multi-region services offering specialist assistance for people from CALD 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, one providing training programs for problem gambling counsellors, one providing expert legal advice for individuals and services on gambling-related matters
- Thirty-eight individual face-to-face counselling services throughout the State

- A 24-hour national online gambling counselling service operated by Turning Point Alcohol and Drug Centre in Victoria.

A total of \$10,741,010 was allocated from the RGF to fund these counselling and support services in 2009-10. A list of services is included at Appendix 2 of this report, with up-dated contact details available through the OLGR website.

Funding for the Gambling Helpline

In May 2010, the Minister approved a funding allocation of \$750 000 to extend the current contract with McKesson Asia-Pacific, now known as Medibank Health Solutions after becoming part of the Medibank group, to provide the Gambling Helpline service for a further 12 month period (1 July 2010 to 30 June 2011).

It is expected that a tender process will be undertaken later in 2010 to select a provider for this service from 1 July 2011.

Funding for CALD and Support Services

The announcement of funding for successful applicants under the 2009 CALD and Support Services Funding Round was made in April 2009, with the funding period commencing on 1 July 2009. Under this funding round, the following organisations will receive funding totalling up to

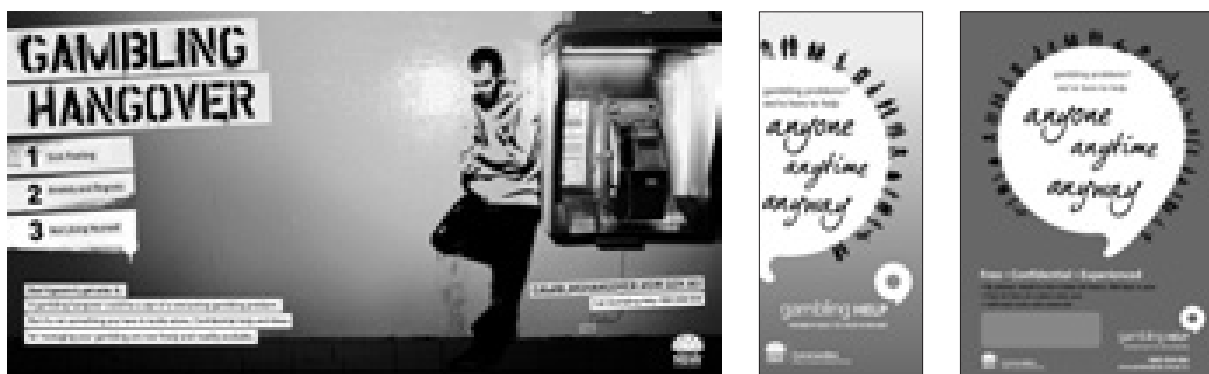
\$6 million over three years from 1 July 2009 to 30 June 2012.

- Arab Council Australia
- Auburn Asian Welfare Centre
- Centre for Community Welfare Training (CCWT)
- Co.As.It
- Greek Welfare Centre
- Sydney West Area Health Service (Multicultural Problem Gambling Service)
- Vietnamese Community in Australia (NSW Chapter)
- Wesley Community Legal Service.

Funding for Aboriginal Services and Programs

The Aboriginal Health and Medical Research Council (AH&MRC) received further funding during 2009-10 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 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.

During the year Let's Talk Gambling was launched, an Aboriginal specific website with information about problem gambling and available help, along with



resources and strategies to encourage responsible gambling. A gambling screen for Aboriginal people (SAGA) was also developed for Aboriginal health and community service workers.

On 21 May 2010, the RGF released two Requests for Proposal (RFPs) for work within Aboriginal communities in NSW as pilot projects for 12 months. The focus of these proposals is community engagement with Aboriginal communities in NSW, and the identification and provision of relevant training for community workers within these Aboriginal communities. The RFPs closed on 25 June 2010.

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 and Drug Centre in Victoria.

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

Service Information – Who Uses the Services?

Data about those who access RGF-funded gambling counselling services is provided through two sources:

- The provider of the 24-hour Gambling Helpline service periodically reports to OLGR with summary information about those calling the Gambling Helpline service
- Face-to-face counselling services submit data to OLGR through the online client data set (CDS) about people using those services.

Gambling Helpline

Gambling Helpline, formerly called G-line (NSW), is a 24-hour, 7-day, crisis counselling, information and referral service for people with gambling problems, their families and others in NSW. Gambling Helpline has operated since 1997, with almost \$10 million in funding from the RGF directed to the service over that time.

The Gambling Helpline telephone number is 1800 858 858.

The current provider of the Gambling Helpline service, McKesson Asia-Pacific Pty Ltd (renamed 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:



THE ONLINE SYSTEM HAS SIGNIFICANTLY IMPROVED THE EFFICIENCY, SECURITY, AND ACCURACY OF DATA COLLECTION.

Indicator	2007-08	2008-09	2009-10
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)	6757 (59% of all calls)	6374 (66% of all calls)	6266 (62% of all calls)
Calls from non-target group callers	4789 (41% of all calls)	3294 (34% of all calls)	3739 (38% of all calls)
Gender of target group callers identifying themselves as gamblers	Males - 72% Females - 28%	Males - 73% Females - 27%	Males - 72% Females - 28%
Percentage of target group callers reporting gambling on gaming machines	54%	64%	65%
Main characteristics of target group callers	Gamblers - 71% First-time callers - 71%	Gamblers - 72% First-time callers - 69%	Gamblers - 73% First-time callers - 70%
Percentage of callers who had not sought any previous help for gambling related issues	23%	29%	29%
Most common means of learning about Gambling Helpline	1. Gambling venue notices/stickers 2. Telephone book 3. Other services	1. Gambling venue notices/stickers 2. Telephone book 3. Internet	1. Gambling venue notices/stickers 2. Internet 3. Brochure/pamphlet

Client Data Set (CDS)

The internet-based CDS was introduced across RGF-funded counselling and support services with effect from 1 January 2004. It facilitates the consistent and uniform collection of data on

a client-by-client basis for those accessing RGF-funded services. It also helps plan for providing future services and 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 CDS, undertaken in consultation with RGF-funded services, have been implemented periodically since 1 July 2005.

Data for 2009-10 are being analysed with full details to be reported in the 2010-11 annual report. Following is a summary of key CDS information for the past three financial years:

Indicator	2006-07	2007-08	2008-09
Clients recorded as having received counselling services (no.)	5 462	4 880	4 382
Individual face-to-face counselling sessions (no.)	17 604	15 119	14 630
Telephone counselling sessions (no.)	3 124	3 022	2 746
Group counselling sessions (no.)	875	793	672
Individual face-to-face counselling session duration (minutes - mean)	68.6	67.6	66.7
Telephone counselling session duration (minutes - mean)	26.6	27.4	25.3
Group counselling session duration (minutes - mean)	87.0	89.3	90.3
% of clients who were male	56.6%	57.5%	58.1%
% of clients who were female	43.4%	42.5%	41.9%
Female clients - age (years - mean)	43.9	43.6	45.1
Male clients - age (years - mean)	40.0	39.7	40.5
% of clients born in Australia	71.9%	70.5%	69.5%
% of clients identifying themselves as Indigenous	3.1%	3.7%	3.6%
% of clients reported as speaking a language other than English at home	17.2%	19.6%	20.2%
% of clients identifying themselves as a person with a gambling problem	70.7%	70.9%	73.9%
% of clients identifying themselves as the partner/ex-partner of a problem gambler [1]	12.9%	14.1%	12.1%
% of partners/ex-partners/ family members who were female	73.4%	73.8%	78.6%
% of clients reporting Gambling Helpline as the most commonly reported most recent referral source	22.1%	21.9%	22.9%
% of problem gamblers who were male	66.2%	68.1%	67.6%
% of problem gamblers identifying the following as their most common preferred gambling venue:			
■ registered club	48.5%	47.9%	44.8%
■ hotel/pub	35.0%	34.5%	36.4%
% of problem gamblers identifying gaming machines as the principal form of gambling activity	81.4%	78.8%	78.5%

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

B. Improving Service Delivery

A significant focus of the RGF-funded counselling program over recent years has been on enhancing the quality and overall effectiveness of services. A range of strategies was included as part of the 2001 "Policy Framework on Treatment Services for Problem Gamblers and their Families in NSW" (Policy Framework). These strategies were endorsed in the 2004 report of the Independent Pricing and Regulatory Tribunal (IPART) "Gambling: Promoting a Culture of Responsibility", and in the Government response - "Towards a Culture of Responsibility in Gambling" - published in 2005.

During 2009-10, significant progress was made in several projects relevant to improving overall service delivery in RGF-funded services.

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. The project originated from the Policy Framework and was endorsed by IPART, with the Government response noting that accreditation should be achieved by services by mid-2009.

In 2006, Quality Management Services (QMS), an independent provider of accreditation services to community service organisations, was engaged to undertake the accreditation program. QMS reviews services against core and service-specific standards owned and endorsed by the Quality Improvement Council (QIC). QIC is the body that grants accreditation to services on the recommendation of QMS following service reviews. In March 2009, the Minister for Gaming and Racing approved the allocation of \$915 680 to QMS as the accreditation provider for the RGF Accreditation program for the period 1 April 2009 to 30 June 2012.

Throughout 2009-10, all RGF-funded counselling services have been implementing planned improvements documented in an agreed Quality Workplan. All services have been reporting against their Quality Workplan through their six monthly progress reports to QMS.

Minimum Qualification for Problem Gambling Counsellors

The development of a minimum qualification for problem gambling counsellors working within RGF-funded services is one of the key strategies from the Policy Framework. Its overall aim is to ensure that those in the sector can demonstrate the requisite range of knowledge, skills and attitudes.

The Government response to the subsequent IPART recommendations on this issue supported the proposed priority development of a minimum qualification - the Diploma of Problem Gambling Counselling. The project has been developed in partnership with the NSW Community Services and Health Industry Training Advisory Body (ITAB) and the problem gambling counselling sector.

On 29 September 2008, the NSW Vocational Education and Training Accreditation Board (VETAB) accredited the Diploma of Problem Gambling Counselling for five years. Furthermore, the three specially developed problem gambling counselling units were endorsed as part of the national Community Services Training Package (CHC08).

To provide recognition for many highly qualified problem gambling counsellors, OLGR has developed a flexible approach to meeting the Minimum Qualification requirements. A Minimum Qualification Pathways strategy has been developed, consisting of four separate pathways to meet the minimum standard for current problem gambling counsellors.

A pilot project commenced in early 2009 to roll out the Minimum Qualification pathway strategy. As a result, on 16 December 2009, the Minister for Gaming and Racing presented 28 problem gambling counsellors with awards for completing or

partially completing their Minimum Qualification requirements. Nine problem gambling counsellors were awarded the Diploma of Problem Gambling Counselling.

Following the pilot Minimum Qualification project, the Minimum Qualification project was extended, in late 2009 to the entire problem gambling counselling workforce.

Two Registered Training Organisations (RTOs) – the Centre for Community Welfare Training and Uniting Care Institute of Family Practice – are delivering a combination of face-to-face training and assessment and recognition workshops, and facilitating the support and assessment of recognition portfolios. This project, involving existing RGF-funded problem gambling counsellors, will conclude by the end of June 2011. Newly employed RGF-funded problem gambling counsellors will undertake the Minimum Qualification through the ongoing statewide funded training project.

As at 30 June 2010, four RTOs 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) and one RTO was offering the gambling counselling skill set (Aboriginal Health College).

Code of Ethics

During 2009-10, the Ethics Complaints Panel (ECP) continued to meet bi-monthly to consider a range of ethical issues brought before it.

The ECP also considered a formal complaint received from the friend of a client in counselling about the type of service offered. The issues considered by the ECP included collecting data about suicide risk, and confidentiality of client information within services and for referral purposes. Periodical newsletters placed on the OLGR website (www.olgr.nsw.gov.au/gaming_rgf_info_srvcs.asp) document the issues raised and suggested approaches to dealing with them.

As the ECP membership expired on 30 June 2010, an expression of interest process to seek future ECP members began in April 2010, with new members appointed for the 2010-11 and 2011-12 financial years.

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. The Policy Framework outlines a number of strategic directions involving the provision of, and standards and support for, clinical supervision for those who work in the RGF-funded gambling counselling sector.

Two expressions 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 RGF-funded gambling counsellors. The second was undertaken to distribute funds allocated for the improvement of access and equity of clinical supervision in regional and rural services. Those successful in obtaining accreditation were included in the 2010 Directory of RGF Accredited Clinical Supervisors for Problem Gambling Counsellors.

Also during the year, the Centre for Community Welfare Training conducted two professional forums to provide ongoing support and professional development for RGF accredited clinical supervisors. These forums were held on 7 September 2009 and 1 March 2010.

Client Follow-Up Guidelines

While RGF-funded counselling services are required to conduct structured client follow-ups and report outcome data as part of their Annual Project Report, a review of the 2008-09 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 in 2009-10 to improve the consistency

THE 3RD ANNUAL NSW PROBLEM GAMBLING COUNSELLORS CONFERENCE

The 3rd Annual NSW Problem Gambling Counsellors Conference was held on 29-30 April 2010 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 CCWT again organised the event in conjunction with OLGR.

There were 133 participants:

- 37 of the 38 local counselling services funded by the RGF
- All statewide services funded by the RGF
- All six multicultural services funded by the RGF
- NSW Government agencies and RGF Trustees
- Other relevant stakeholder groups (e.g. QMS, ClubsNSW, Star City Casino, Tabcorp, RGF accredited clinical supervisors).

A total of 46 participants from regional services were supported by travel and accommodation subsidies to attend the conference.

The conference program included:

- Opening addresses from the Hon Kevin Greene MP, Minister for Gaming and Racing, and Rev Harry Herbert, Chairperson of the RGF Trustees
- A wide range of practice sessions
- A plenary session entitled "Liaising with gambling venues: Messages from the industry"
- An RGF "Hot Topics" session
- A forum on good practice entitled "Behavioural addictions in adolescence"
- Presentations on the national Gambling Help Online service and the NSW Gambling Help website.

An evaluation report prepared by CCWT indicated that the conference was rated highly by participants. The 4th Annual NSW Problem Gambling Counsellors Conference is expected to be held in April 2011.

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 RGF-funded service providers and problem gambling units in other jurisdictions.

The Client Follow-Up Guidelines specify the follow-up questions that counsellors should ask, and require that all problem gambling clients be followed up at six 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 RGF-funded services at the commencement of the 2010-11 financial year and will be evaluated following their first year of operation.

EDUCATION/ AWARENESS

During 2009-10 the RGF continued to place a strong focus on awareness and communication activities aimed at people with gambling problems, their families and the general community.

The three-year, \$2.4 million EIPCES, launched by the Minister in April 2009, had a successful first year. There is strong evidence that consumers are listening and responding to Gambling Help messages.

The main goal of the EIPCES is to ensure that problem gamblers and their families either seek help by using one of the Gambling Help counselling services (face to face, online or by phone) or use available self-help options.

The following results were achieved in the first year of the EIPCES:

Self-help

- Between April 2009 and April 2010, 11 101 unique visitors came to the Gambling Help/Gambling Hangover website, viewing 60 803 pages, and staying an average of 3 minutes 40 seconds
- 73 per cent of visitors came to the site for the first time, and 27 per cent were returning
- The quiz was completed by 1 043 people

- 1 003 people used the Gambling Calculator
- 1 711 people viewed information for family and friends
- The most popular section with 146 unique visitors was stories from problem gamblers and most viewed several stories
- The gaming machines DVD was viewed 884 times online
- A total of 171 individuals ordered the self-help booklet, either by using the website or by filling in and returning a brochure.

Help-seeking

- Gambling Help counselling services were surveyed about the impact of EIPCES activity. Just over 70 per cent of services reported that they had attracted new clients as a direct result of the activity. The most effective promotional tools were brochures, posters and pull-up signage.
- While call numbers to the Gambling Helpline have decreased over recent years, they seem to have stabilised somewhat over the last

6 months. A more long-term approach may be necessary to ascertain whether this trend has been influenced by EIPCES.

- The internet-based Gambling Help Online counselling service results for the period 1 October 2009 to 30 June 2010 show that the Gambling Hangover/Gambling Help site was the second highest source of referral from other websites (after www.problemgambling.vic.gov.au). During this period, 754 individuals sought assistance by clicking through from Gambling Hangover/Gambling Help.

To achieve these results, we undertook a wide range of media activities.

Reaching CALD communities

CALD needs-analysis research, commissioned by the RGF in 2008, showed that problem gambling was having a significant negative impact on ethnic groups within NSW, and many people were unable to access mainstream services because of language difficulties. In response,

awareness campaigns were undertaken in Arabic, Vietnamese, Chinese, Italian and Greek. Following close consultation with community groups and the RGF's CALD services, each campaign was tailored to the needs, issues and understandings of its target language group.

In preparation for the campaign, 400 members of Sydney's Chinese-speaking community and 294 members of the Vietnamese-speaking community were surveyed in their own languages in February 2010. The results, showing a high level of awareness of problem gambling, but reluctance to seek help, will be valuable baseline data for the campaign activity in these two communities.

All five campaigns used advertising, direct mail, media relations and community talks to raise awareness of problem gambling and to promote in-language counselling services.

Materials were developed in each language and distributed to more than 1 100 community organisations. In addition, multi-language posters were developed and distributed to outlets such as libraries and community centres which had clients from more than one ethnic group.

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. The Ambassadors, Mr John Mangos (Greek), Ms Le Lam (Chinese), Mr Hien Le (Vietnamese), Dr Jamal Rifi (Arabic) and Mr Charlie Pollicina (Italian), took part in the media launches of the campaigns during June and early July 2010.

The launches attracted wide media coverage in ethnic media – print, radio and television. Individual ethnic communities responded extremely well to the launches, with an increased awareness of the benefits of RGF-funded counselling services.

The campaigns will be evaluated after a year and the evaluations will influence long-term activities within these communities.

Creating materials

During 2009-10 the EIPCES created and distributed these materials:

Self-help booklets: Nearly 5,000 of these have been distributed to consumers, GPs, and via the Gambling Helpline and face-to-face services.

An updated version was developed in May 2010.

Print advertising for partner publications: Tailored advertising were created and run in the Medical Observer, Australian Doctor Weekly and HR Monthly, as well as in conference booklets.

Gaming Machines Facts and Myths DVD: Nearly 2 000 of the English language version of this resource have been distributed throughout NSW.

Gambling Help website: A new website was launched in June 2010. The site has an extensive area for problem gamblers and their families as well as sections for health and welfare professionals, a searchable research database and an extranet where gambling counselling services can communicate with each other and with the RGF. The site also contains separate sections for Greek, Italian, Chinese, Vietnamese and Arabic speakers.

Gambling Help brochure: 100 000 Gambling Help brochures have been printed and more than 70 000 distributed at events, through partnerships and by counselling services.

Gambling Help poster: 5 000 have been printed and about 4 000 distributed through partners and services.

Business cards: These have been overprinted with the details of individual services and used for local promotion.

Media release template:

Gambling Help services now use this template for media relations.

Promotional banners and giveaways:

When undertaking community-based promotional activity, RGF-funded counselling services often have trouble distributing promotional materials and attracting people to their stall or stand because of the stigma surrounding problem gambling. Small giveaways with the Gambling Help contact details on them help overcome this problem. Small packets of flower seeds and packs of mints were successfully used during the year to overcome these barriers. RGF-funded workers were also given Gambling Help T-shirts and large pull-up banners to assist in making them more visible during community promotional activity.

Regional TV and radio community service announcements

An advertisement featuring the real-life stories of problem gamblers and their families was created in May 2010 and will play on regional television and radio stations in 2010-11. The advertisement emphasises that problem gamblers and their loved ones can benefit from Gambling Help counselling, and raises awareness about local services.

Media activity

All RGF-funded counselling services have undergone media training, and been supported to issue media releases at:

1. The launch of the Gaming Machines DVD
2. Responsible Gambling Awareness Week 2010.

Partnerships

Working with health and welfare professionals is an important part of the EIPCES. GPs, 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 serve two main purposes:

- To enhance the ability of professionals to identify and refer problem gambling clients
- To act as channels, so Gambling Help materials reach broad sections of the community.

During 2009-10 more than 70 000 pieces of promotional material were sent out to professionals in key partnership groups.

One major activity was a direct marketing campaign to 6 300 NSW-based GPs. Packs of materials went directly to GPs and to practice managers. So far, over 200 GPs have requested additional materials and information as a result of this activity. This level of response is very high for a GP-based marketing activity, and indicates that GPs are accepting that problem gambling is an issue for their patients.



DURING 2009-10 MORE THAN 70 000 PIECES OF PROMOTIONAL MATERIAL WERE SENT TO PROFESSIONALS IN KEY PARTNERSHIP GROUPS.

Other activities include:

Organisation	Target group	Activity
Mental Health Co-ordinating Council	Psychologists	Conference presentation
Smart Recovery	Probation and Parole and post-release social workers	Seminar and distribution of materials
Employee Assistance Professional Association of Australia	Workplace counsellors and psychologists, HR professionals	Conference stand and follow-up direct mail
The National Homelessness Summit	Social workers	Stand and display
Local Community Services Association Conference	Community services workers within local government	Conference presentation and distribution of materials
Public Health Association Conference	All addiction-based social services	Conference paper delivered
Australian Human Resources Institute Conference	HR professionals	Stand and display
NCOSS Forum	Not for profit organisations providing social services	Presentation
NSW Community Options Annual Conference	Community support organisations	Presentation
Royal Australian College of GPs Conference	GPs	Conference stand and distribution of materials
General Practice Conference and Exhibition	GPs	Advertising and distribution to delegates
NSW Rural Doctors Network	Rural GPs	Stands at two conferences
NSW Librarians Conference	Libraries	Presentation, followed by direct mail of resources to all libraries
NSW Rural Allied Health Annual Conference	Rural health workers	Display and distribution of resources

Responsible Gambling Awareness Week 2010

The theme of this year's Responsible Gambling Awareness Week was 'The Impact on Family and Friends'. More than 20 promotional events were undertaken throughout the State, including Time Out rooms in Gosford and Sydney, a community barbecue in Broken Hill, and the distribution of materials to train commuters in North Sydney.

The week was launched by the Minister for Gaming and Racing at an Aboriginal community event in Redfern on 17 May 2010. The event involved players from the South Sydney Rugby Leagues Club and was featured throughout Indigenous media.

Gambling Hangover awareness campaign

Year 1 of the Gambling Hangover campaign was launched on 3 July 2008. In May 2010, the Minister for Gaming and Racing approved an allocation of \$1.1 million from the RGF to fund Year 2 of the Gambling Hangover campaign. It is anticipated that the campaign will be rolled out in August 2010. A detailed summary of Year 1 of the campaign is included in the RGF's 2008-09 annual report. It is anticipated that a detailed summary of Year 2 of the campaign will be included in the RGF's 2010-11 annual report.

RGF Communications Reference Group

The Communications Reference Group consists of representatives from Gambling Help services plus a former problem gambler. Members of the group have two roles:

1. Provide feedback to OLGR on its awareness activities
2. Act as peer leaders, assisting their local Gambling Help colleagues to participate in all communications activities at a local level.

The group met six times in 2009-10.

General awareness activities

Gambling Help White Pages Advertising

The RGF funds the advertising of Gambling Help in the White Pages every year. While the helpline number had previously appeared under the name 'G-line', a new Gambling Help advertisement appeared in all NSW White Pages directories in 2009-10.

RGF statewide training

The RGF funds the CCWT to provide training for workers in RGF-funded gambling counselling and support services. These workshops are made available at no cost to those workers. The CCWT 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 available - at cost - to non-RGF workers. CCWT also provides customised training to RGF-funded services upon request, and subsidises training fees for relevant courses and conferences not provided through CCWT.

Counsellor forums

OLGR officers continued to attend regional gambling counsellors' forums during 2009-10. These provide an excellent opportunity for gambling counsellors to discuss ideas and strategies, share experiences, network with other counsellors in their region, receive updates from and provide feedback to OLGR officers and other stakeholders, and undertake structured training.

In 2009-10, OLGR staff attended three Western NSW/Riverina-Murray forums, four Northern NSW forums, five Hunter/Central Coast forums, and two Sydney forums. Issues discussed related to:

- Funding and reporting
- Service accreditation
- Education and training
- Data collection



Arabic Campaign Ambassador Dr Jamal Rifi at the Arabic Problem Gambling Awareness Campaign June 2010.

- Research
- General gambling policy and community awareness matters.

RGF service visits

In 2009-10, OLGR officers continued annual visits of all 44 services counselling services funded by RGF. The officers updated service providers about what RGF is doing, and asked structured questions about networks and referral arrangements, waiting lists, accreditation progress and reporting. Services also had an opportunity to share their experiences and comment on how OLGR could better support them. Feedback suggests they appreciated these visits, so we will continue to make them in 2010-11.

Problem gambling resource for school and TAFE counsellors

In 2009, A Guide to Problem Gambling: Children and Young People was launched to provide information and assistance to principals and school and TAFE counselling staff in NSW about gambling-related issues. Many RGF-

funded services have subsequently developed valuable networks with local schools and TAFE colleges.

In early 2010, the parent information page from the Guide was made available in a range of community languages to enable all parents to be aware of the possible signs of problem gambling.

Putting the Pieces Together - Career and Education and Training Pathways for the Community Services Industry in NSW

During 2009-10, a new career information website for community service occupations was developed by the NSW Community Services and Health Industry Training Advisory Body with input from the RGF Branch and RGF-funded workers. The website (www.csh-itab.com.au/careers) contains information about the work and job roles within the problem gambling sector, stories describing the experiences of different workers and clients, and the qualifications available or required to work in a particular sector. Other community sectors described in the website

include Alcohol and Other Drugs, Mental Health and Disability sectors. The website was funded through NSW Department of Education and Training.

RGF services education and awareness activities

Gambling counselling services allocate part of the funding provided by RGF to conducting a wide range of local community education and awareness activities. The overall aim is to increase awareness of problem gambling and to promote the availability of counselling services. Target audiences are other healthcare providers, community organisations, schools, local councils, gaming venues and the general community.

In 2009-10, these services conducted television and newspaper advertising, service promotion via electronic billboards, liaison with local schools and TAFEs, liaison with local gambling venues, and attended community events.

RESEARCH

Since its inception in 1995, the RGF 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 (GRA) – the national gambling research program.

All published gambling research reports funded through the RGF can be found on the OLGR website at www.olgr.nsw.gov.au/gaming_rgf_research.asp

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

NSW Research – Commissioned

Review of the NSW Responsible Conduct of Gambling Training Program

In April 2010, a Request for Proposal was released seeking applications for conducting the review of the Responsible Conduct of Gambling course.

NSW Research – Completed

A 20 Game Survey of Gaming Machine Volatility in NSW

In March 2010, OLGR released research that examined the relationship between gaming machine volatility

(the frequency of prize payouts) and gaming machine popularity. The research was conducted by OLGR.

Gambling Module: NSW Population Health Survey 2008-2009

In February 2010, OLGR released the gambling module from the NSW Population Health Survey 2008-2009. The survey provides data about the gambling activities of NSW residents and provides a measure of problem gambling using the Canadian Problem Gambling Index (CPGI). The survey was conducted by NSW Health.

Pseudo-Underage Gambling Research Project

In October 2009, research was completed into the current gambling industry practices in relation to people who appear to be underage and seek to engage in various gambling activities. The research was undertaken by Southern Cross University.

'Secret Shopper' Survey of Hotel and Club Gaming Machine Self-Exclusion Arrangements

"ShopAngels" was contracted in October 2009 to conduct a 'secret shopper' survey of venues with gaming machines to get an impression of the real-world experience of someone seeking self-exclusion. The survey was completed in January 2010.

Assessment of Treatment Effectiveness in a Sample of Responsible Gambling Fund Treatment Services: A Client Follow-up Pilot

In March 2010, the University of Sydney completed an investigation of whether various treatment approaches used by RGF-funded counsellors have an impact on client outcomes. It also developed policies and procedures for RGF-funded services to conduct follow-up with clients.

Problem Gambling Counsellors
Minimal Qualification Award Ceremony
December 2009.



Gambling Helpline Client Follow-Up

In 2009-10, McKesson Asia-Pacific (renamed Medibank Health Solutions) completed its follow-up of callers to the Gambling Helpline. The follow-up determined changes to gambling behaviour and satisfaction with any RGF-funded counselling service to which the callers presented. Recruitment of participants for follow-up ceased on 30 June 2010.

Gambling Awareness Survey in the Sydney Chinese and Vietnamese Communities

NSW Multicultural Health Communication Service was contracted to conduct a survey throughout March 2010 to assess the level of awareness of problem gambling and help services in the Chinese and Vietnamese communities. The survey provided baseline data for the Problem Gambling Awareness Campaigns.

GRA

GRA was established in 2001 at the request of the Ministerial Council on Gambling (MCG). 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 RGF.

GRA research - First five year program 2004-2009

The table on page 284 outlines the six MCG research priority areas. It also outlines all GRA research projects and the status of each one. Published reports are available on the GRA website at www.gamblingresearch.org.au

MCG Research Priority Areas	GRA Research Projects	Status
1. National approach to definitions of problem gambling and consistent data collection	Problem gambling and harm definitions	Published
	Community and Disability Services Ministers Advisory Council (CDSMAC) data dictionary	Published
2. Feasibility and consequences of changes to gaming machine operation, such as pre-commitment of loss limits, phasing out note-acceptors, imposition of mandatory breaks in play and impact of link jackpots	Analysis of gambling consumers pre-commitment behaviour and effectiveness of pre-commitment strategies – Phase one	Published
	Factors that influence gambler adherence to pre-commitment decisions – Phase two	Due for completion in 2010-11
3. Best approaches to early intervention and prevention to avoid problem gambling	Meta-analysis of early intervention and prevention measures	Published
	The influence of venue characteristics on a player's decision to attend a gambling venue	Due for completion in 2010-11
	Children at risk of developing problem gambling	Due for completion in 2010-11
	Gambling and the impact of new and emerging technologies and associated products	Due for completion in 2010-11
4. Major study of problem gamblers, including their profile, attitudes, gambling behaviour and the impact of proposed policy measures on them	Identifying problem gamblers at the gambling venue	Published
	Gambling and co-morbid disorders	Due for completion in 2012-13
5. Benchmarks and ongoing monitoring studies to measure the impact and effect of strategies introduced to reduce the extent and impact of problem gambling, including studies of services that exist to assist problem gambling and how effective these services are	Analysis of Australian gambling research	Published
	Analysis of Australian gambling research	Update published
	Predictors of relapse in problem gambling	Published
	Gamblers at risk and their help-seeking behaviour	Due for completion in 2011-12

MCG Research Priority Areas	GRA Research Projects	Status
6. To research patterns of gambling and consider strategies for harm reduction in specific communities and populations, such as Indigenous, Rural, Remote or CALD communities, young people or older people.	Correlates of gambling-related problems among the Australian Indigenous population.	Published
	Exploring Indigenous gambling: Applying an innovative model for understanding Indigenous gambling behaviour, risk factors, consequences and potential interventions	Due for completion in 2010-11
	Youth and gambling	Due for completion in 2010-11
	International student gambling: The role of accultural, gambling cognition and social circumstances	Due for completion in 2010-11
	Correlates of gambling-related problems among CALD populations of Australia	Due for completion in 2010-11
	Representations of gambling in Australian English and non-English print and visual media	Due for completion in 2010-11

GRA research – Second five year program 2009-2014

In 2008, the MCG agreed to support a second five-year GRA 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 \$1 450 000 from the RGF from 2009 to 2014 to fund the second phase of GRA (\$290 000 per year).

The MCG's research priority areas for the second GRA research program 2009-2014 are:

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

In June 2009, GRA resolved to undertake a consultation process to help inform the new research plan. In NSW around

40 individual stakeholders were consulted including those from the gambling industries, researchers in the gambling field, consumer groups, Government agencies and problem gambling counselling providers. NSW stakeholders generated almost 60 research ideas for consideration by GRA.

GRA is currently developing the new research plan based on the feedback received from all jurisdiction stakeholders. GRA's research program will be further shaped by conclusions of the Productivity Commission's Inquiry into Gambling and any additional priorities as determined by the Council.

GRA has sought tenders for the first research project to be released under the second research program. The research will focus on interactive gambling.

GRA research – Commissioned

During 2009-10, GRA commissioned six new research projects:

Interactive Gambling

In June 2010, GRA sought tenders to conduct research into who, what, when and how people are gambling using interactive technology.

Gamblers at Risk and their Help-Seeking Behaviour

In September 2009, Southern Cross University was contracted to undertake research into the behaviour of those who seek formal and informal help for problem gambling and to develop guidelines to enhance help-seeking behaviour.

Gambling and Co-Morbid Disorders

In September 2009, Southern Cross University was contracted to undertake research to increase understanding of the role of co-morbid disorders in problem gambling and assist in the development of effective prevention and intervention measures to avoid problem gambling.

International Student Gambling – The Role of Accultural, Gambling Cognition and Social Circumstances

In August 2009, Swinburne and Bond Universities were contracted to undertake research to determine the extent and relevance of gambling and problem gambling among international students.

Correlates of Gambling-Related Problems among CALD Populations of Australia

In July 2009, Charles Darwin University was contracted to undertake research to determine the specific variables associated with the incidence of gambling-related problems among CALD populations of Australia.

Representations of Gambling in Australian English and Non-English Print and Visual Media

In July 2009, the University of South Australia was contracted to conduct research to determine how gambling is portrayed in the media, its implied promises and how this affects attitudes at a community and individual level.

GRA research – Published

During 2009-10, GRA published two research reports:

The Definition and Predictors of Relapse in Problem Gambling

In January 2010, GRA released a research report titled 'The Definition and Predictors of Relapse in Problem Gambling'. The research was conducted by Flinders University. The purpose of the research was to identify factors that contribute to relapse into problem gambling.

A Review of Australian Gambling Research: Implications for Inter-Jurisdictional Public Policy and Regulation: 2nd update version

In June 2010, GRA published a research report titled 'A Review of Australian Gambling Research: Implications for Inter-jurisdictional Public Policy and Regulation: 2nd update version.' The review was conducted by the University of Adelaide. The aim of the project was to provide a critical review of recent Australian gambling research and:

- (a) determine the extent to which this can be used to inform inter-jurisdictional and national public health policy
- (b) Influence national research priorities for GRA.

FINANCIAL SUMMARY

The accounts of the RGF for the year ended 30 June 2010 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 RGF's annual financial report included in this annual report.

The Audit Office has written to the Chairperson of the RGF 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 RGF substantially comprises a grant from the NSW Government through Communities NSW, together with interest accruing on bank balances. RGF funds were dispersed on approved grants (accounting for the bulk of the funding), or were committed to projects in progress. In 2009-10, approximately 8.2 per cent of the income to the RGF was expended on administration purposes.

Expenditure and forward commitments

Total expenditure from the RGF in 2009-10 was \$13.805 million. A summary table of this expenditure follows:

EXPENDITURE:	
Grants	\$12.712 million
Employment-related expenses	\$0.645 million
Other operating expenses	\$0.446 million
Depreciation	\$0.002 million
Total Expenditure	\$13.805 million

At year's end, there were outstanding forward commitments of \$30.573 million for projects and programs currently underway, including the Gambling Help telephone counselling and referral service, other gambling counselling services, and research and awareness programs.

Consultants

No consultants were engaged by or on behalf of the Trustees of the RGF 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 RGF, refer to the OLGR website, at www.olgr.nsw.gov.au

Promotion – Overseas visits

Neither the Trustees nor RGF 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 RGF stakeholders. As part of this, OLGR officers regularly attended periodic forums of gambling counselling services across the State to brief attendees, and visited all RGF-funded counselling services.

Payment of accounts

All accounts received in relation to matters requiring payments from the RGF 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 RGF.

Other statutory reporting requirements

For information on the matters listed below, refer to the annual report of CNSW:

- Human resources
- Equal employment opportunity
- Disability planning
- Land disposal
- Risk management and insurance activities
- Occupational health and safety
- Waste.

Committees

Advisory Committees

- RGF Communications Reference Group

CNSW: Pheona Arndell, Jenny Crocker

RGF-funded services: John Brett, Graeme Cole, Julie Curnow, Sue Etheridge, Patrick Flynn, Sondra Kalnins, Jeff Lucas, Barry Prater, Maree-Jo Richards, Ranya Yacou

Advisors: Annie Cooney, Sofia Lema.

Interagency Committees

- Clinical Supervision Working Group – Stephen Thomas, Project Officer, Education and Training
- Ethics Working Group – Stephen Thomas, Project Officer, Education and Training
- Ethics Complaints Panel – Stephen Thomas, Project Officer, Education and Training
- NSW Community Services and Health Industry Training Advisory Body – Stephen Thomas, Project Officer, Education and Training.

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, Senior Project Officer, Research and Awareness.

APPENDICES

Appendix 1

Code of Conduct RGF Trustees

Under Section 11(2) of the *Independent Commission Against Corruption Act 1988*, the Director-General of CNSW has a duty to report to the Commission any matter that is suspected on reasonable grounds as constituting corrupt conduct. The Commission's 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 RGF.

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 2009-2010

Counselling and Treatment

Agency	Purpose	Amount
Anglican Counselling Service	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$100 644
Anglicare Canberra and Goulburn	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them.	\$195 852
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.	\$184 604
Auburn Asian Welfare Centre	To provide therapeutic counselling and support services to problem gamblers from the Chinese speaking community and those close to them.	\$276 018
Centacare New England / North West	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$85 412
Centacare Parramatta	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$89 152
Cessnock Family Support Service	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$69 833
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.	\$84 479
Department of Justice - Victoria	NSW contribution to national online problem gambling counselling service.	\$286 000

Agency	Purpose	Amount
Greek Welfare Centre	To provide therapeutic counselling and support services to problem gamblers from the Greek speaking community and those close to them.	\$97 466
Hopetstreet Urban Compassion	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$175 965
Lifeline Broken Hill	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$102 722
Lifeline Central West	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$361 313
Lifeline Harbour to Hawkesbury	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$36 681
Lifeline North Coast	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$160 800
Lifeline Western Sydney	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them,	\$196 508
McKesson Asia-Pacific Pty Ltd	To provide a 24-hour telephone crisis counselling, information and referral service to problem gamblers, their families, and others in NSW.	\$750 000
Mission Australia – City	To provide therapeutic and financial counselling to problem gamblers and those close to them.	\$263 732
Mission Australia – Hunter	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$298 766
Mission Australia – Illawarra	To provide therapeutic and financial counselling to problem gamblers and those close to them.	\$528 734
Mission Australia – North Coast	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$128 033
Mission Australia – Riverina	To provide therapeutic and financial counselling to problem gamblers and those close to them.	\$229 986
Mission Australia – South West Sydney	To provide youth therapeutic and financial counselling to problem gamblers and those close to them.	\$164 012
Northern Sydney Central Coast Area Health Service [Hornsby Drug, Alcohol & Gambling Service]	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$311 807
Peninsula Community Centre	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$172 572
St David's Uniting Care, Albury	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$204 580
St Vincent de Paul Society, NSW	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$144 807
St Vincent's Hospital	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$429 997
Sydney South West Area Health Service	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$304 682
Sydney West Area Health Service – Mt Druitt	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$187 744
Sydney West Area Health Service – Multicultural Problem Gambling Service	To provide statewide therapeutic counselling and support services to problem gamblers from NSW CALD communities and those close to them.	\$553 084
Sydney Women's Counselling Centre	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$111 537

Agency	Purpose	Amount
The Buttery	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$242 270
The Salvation Army	To provide financial counselling and support services to problem gamblers and those close to them.	\$30 039
UnitingCare Unifam Counselling & Mediation Service	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$97 734
University of Sydney – Camden	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$283 869
University of Sydney – Darlington	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$447 197
University of Sydney – Lidcombe	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$279 332
Vietnamese Community in Australia – NSW Chapter	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$137 704
Wagga Wagga Family Support Service	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$153 518
Wesley Mission – Central Coast	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$130 170
Wesley Mission – Newcastle	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$166 624
Wesley Mission – Penrith	To provide therapeutic financial counselling and support services to problem gamblers and those close to them.	\$246 471
Wesley Mission – St George	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$167 030
Wesley Mission – City	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$408 576
Woodrising Neighbourhood Centre	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$65 705

Research and Other Projects

Agency	Purpose	Amount
Association of Children's Welfare Agencies (Centre for Community Welfare Training)	To provide comprehensive statewide training services for RGF-funded service workers and health/welfare workers, in geographically accessible locations, and coordinate an annual two-day NSW conference for RGF-funded problem gambling counsellors.	\$393 665
Association of Children's Welfare Agencies (Centre for Community Welfare Training)	To deliver the Minimum Qualification project to problem gambling counsellors.	\$200 000
Department of Justice – Victoria	SW contribution to Gambling Research Australia program.	\$290 000
Quality Management Services	To undertake the review and accreditation of problem gambling counselling services funded by the RGF.	\$255 510
UnitingCare Unifam Counselling & Mediation Service	To deliver the Minimum Qualification project to problem gambling counsellors.	\$200 000
Wesley Mission – Wesley Legal Services	A specialist legal service to provide legal advice, information and assistance to problem gamblers, family members and others affected by problem gambling, together with promotion and community education.	\$229 332
Woolcott Research	To conduct a review of self-exclusion scheme documentation.	\$6 000

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FINANCIAL STATEMENTS



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 Responsible Gambling Fund (the Fund), which comprises the statement of financial position as at 30 June 2010, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, a summary of significant accounting policies and other explanatory notes.

Auditor's Opinion

In my opinion, the financial statements:

- present fairly, in all material respects, the financial position of the Fund as at 30 June 2010, and its financial performance for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations)
- 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 (including the Australian Accounting Interpretations) and the PF&A Act. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

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. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance 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 Fund'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 Fund's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Trustee, 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 controls.

Independence

In conducting this audit, the Audit Office of New South Wales has complied with the independence requirements of the Australian Auditing Standards and other relevant ethical requirements. 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.



David Nolan
Director, Financial Audit Services

20 October 2010
SYDNEY

RESPONSIBLE GAMBLING FUND

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2010

CERTIFICATE OF ACCOUNTS

Pursuant to Section 41C(1B) of the *Public Finance and Audit Act 1963*, 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 2010 has been prepared in accordance with applicable Australian Accounting Standards (which includes Australian Accounting Interpretations), the requirements of the *Public Finance and Audit Act 1963* 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 and financial performance for the year ended 30 June 2010.
- (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: 20 / 10 / 2010



Ruth Lavery
Trustee

Date: 20 / 10 / 2010

STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2010

	Notes	2010	2009
		\$'000	\$'000
Expenses			
Operating expenses			
Employee related	2(a)	645	635
Other operating expenses	2(b)	446	577
Depreciation and amortisation	2(c)	2	5
Grants and subsidies	2(d)	12,712	12,436
Total Expenses		13,805	13,653
Revenue			
Interest revenue	3(a)	824	1,089
Grants	3(b)	12,507	11,896
Other revenue	3(c)	9	357
Total Revenue		13,340	13,342
Government Contributions			
Acceptance by the Crown Entity of employee benefits and other liabilities	4	9	7
Total Government Contributions		9	7
SURPLUS / (DEFICIT) FOR THE YEAR		(456)	(304)
Other Comprehensive Income for the Year		-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		(456)	(304)

The accompanying notes form part of these financial statements.

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2010

	Notes	2010	2009
		\$'000	\$'000
ASSETS			
Current Assets			
Cash and cash equivalents	5	25,427	25,493
Receivables	6	692	615
Total Current Assets		26,119	26,108
Non-Current Assets			
Plant and equipment	7	2	3
Intangible assets	8	1	2
Total Non-Current Assets		3	5
Total Assets		26,122	26,113
LIABILITIES			
Current Liabilities			
Payables	9	642	169
Provisions	10	59	67
Total Current Liabilities		701	236
Non-Current Liabilities			
Provisions	10	1	1
Total non-current liabilities		1	1
Total Liabilities		702	237
NET ASSETS		25,420	25,876
EQUITY			
Accumulated funds		25,420	25,876
TOTAL EQUITY		25,420	25,876

The accompanying notes form part of these financial statements.

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2010

	Accumulated Funds	Accumulated Funds
	2010	2009
	\$'000	\$'000
Balance at the beginning of the Year	25,876	26,180
Surplus / (Deficit) for the Year	(456)	(304)
Total Other Comprehensive Income	-	-
Total Comprehensive Income for the Year	(456)	(304)
Balance at the end of the Year	25,420	25,876

The accompanying notes form part of these financial statements.

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2010

	Notes	2010	2009
		\$'000	\$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee related		(610)	(558)
Grants and subsidies		(12,659)	(12,436)
Other		(1,341)	(791)
Total Payments		(14,610)	(13,785)
Receipts			
Interest received		742	1,458
Grants		12,507	11,896
Other		1,295	382
Total Receipts		14,544	13,736
NET CASH FLOWS FROM/(USED IN) OPERATING ACTIVITIES	12	(66)	(49)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of plant and equipment		-	(4)
NET CASH FLOWS FROM INVESTING ACTIVITIES		-	(4)
NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS		(66)	(53)
Opening cash and cash equivalents		25,493	25,546
CLOSING CASH AND CASH EQUIVALENTS	5	25,427	25,493

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2010

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 eight (8) trustees for the year ended 30 June 2010. They were:

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

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

Under this Agreement, Star City Pty Limited is required to pay a 2% casino community benefit levy annually on casino gaming revenue.

These financial statements for the year ended 30 June 2010 were authorised by the Chairperson on 20 October 2010.

(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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2010

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 09/04) 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:

Asset Category	Useful life in years
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.

(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) Comparative Information

Comparative information have been reclassified in the financial statements where necessary, to conform to the basis of presentation and classification used in the current year. The following reclassification change was made to the comparative information in the financial statements.

Reclassification of non-cash contribution from the Crown Entity – A reclassification of \$7,000 was made between employee related expenses and acceptance by the Crown Entity for employee benefits and other liabilities to better reflect the non-cash contribution from the Crown Entity.

(r) 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. The following is a list of those standards that will have an impact on the financial statements:

AASB 2009-5 Amendments to Australian Accounting Standards arising from the Annual Improvements Project – prescribes small amendments to a number of existing Australian Accounting Standards.

AASB 9 Financial Instruments and AASB 2009-11 Amendments to Australian Accounting Standards arising from AASB 9 – sets out requirements for the classification and measurement of financial assets.

These standards will be implemented after the 2009/10 financial year.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2010

	2010	2009
	\$'000	\$'000
2 Expenses		
(a) Employee related expenses		
Salary and wages (including recreation leave)	605	592
Workers' compensation insurance	2	2
Payroll tax and fringe benefit tax	38	41
	645	635
(b) Other operating expenses		
Auditor's remuneration – audit of the financial statements	11	10
Rental	37	76
Travelling	18	21
Fees for services received	328	423
Other	52	47
	446	577
(c) Depreciation and amortisation		
Plant and Equipment	1	4
Intangible assets	1	1
	2	5
(d) Grants and subsidies		
Gambling Help	712	682
Responsible Gambling grants	9,683	9,291
Grants outside funding rounds	2,317	2,463
	12,712	12,436
3 Revenue		
(a) Interest revenue		
Interest revenue from financial assets not at fair value through profit or loss	824	1,089
	824	1,089
(b) Grants		
NSW Government through Communities NSW	12,507	11,896
	12,507	11,896
(c) Other revenue		
Other Revenue	9	357
	9	357

	2010	2009
	\$'000	\$'000
4 Acceptance by the Crown Entity of Employee Benefits and Other Liabilities		
Long service leave	9	7
	9	7

5 Current Assets - Cash and Cash Equivalents

Cash at bank	25,427	25,493
	25,427	25,493

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)	25,427	25,493
Closing cash and cash equivalents (per Statement of Cash Flows)	25,427	25,493

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

6 Current Assets - Receivables

Interest receivable	466	383
Trade debtors	126	221
Prepayments	-	7
GST Receivable	100	4
	692	615

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 2010.

	Total
	\$'000
7 Non-Current Assets - Plant and Equipment	
At 30 June 2010 - fair value	
Gross carrying amount	38
Accumulated depreciation	(36)
Net Carrying Amount	2
At 30 June 2009 - fair value	
Gross carrying amount	38
Accumulated depreciation	(35)
Net Carrying Amount	3

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2010

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.

	2010	2009
	\$'000	\$'000
Net carrying amount at start of year	3	2
Additions	-	4
Depreciation expense	(1)	(4)
Adjustment to depreciation for assets transferred to Communities NSW	-	1
Net carrying amount at end of year	2	3

	Total
	\$'000

8 Non-Current Assets - Intangible Assets

At 30 June 2010 - fair value

Gross carrying amount	4
Accumulated amortisation	(3)
Net Carrying Amount	1

At 30 June 2009 - fair value

Gross carrying amount	4
Accumulated amortisation	(2)
Net Carrying Amount	2

Reconciliation

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

	2010	2009
	\$'000	\$'000
Net carrying amount at start of year	2	3
Additions	-	-
Amortisation expense	(1)	(1)
Net carrying amount at end of year	1	2

9 Current Liabilities - Payables

Accrued salaries, wages and on-costs	7	7
Creditors	635	162
	642	169

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 2010.

	2010	2009
	\$'000	\$'000
10 Current / Non-Current Liabilities - Provisions		
(a) Current		
Employee benefits and related on-costs		
Recreation leave	45	56
Leave on-costs	14	11
	59	67
Total Provisions	59	67
(b) Non-current		
Long service leave on-costs	1	1
	1	1
Total Provisions	1	1
Aggregate employee benefits and related on-costs		
Provisions - current	59	67
Provisions - non-current	1	1
Accrued salaries, wages and on-costs (Note 9)	7	7
	67	75

11 Commitments for Expenditure

Other Expenditure Commitments

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

The commitments for these approved projects are as follows:

	2010	2009
	\$'000	\$'000
Not later than one year	16,300	15,472
Later than one year and not later than five years	14,273	24,972
Later than five years	-	-
Total (including GST)	30,573	40,444

The commitments include GST of \$2,780,000 (2008-09 \$3,677,000) recoverable from the ATO consequent to its payment.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2010

	2010	2009
	\$'000	\$'000
12 Reconciliation of Cash Flows from Operating Activities to Surplus from Operations		
Net cash from operating activities	(66)	(49)
Decrease / (increase) in creditors	(473)	(5)
Increase / (decrease) in receivables	77	(177)
Decrease / (increase) in provisions	8	(68)
Depreciation / Amortisation	(2)	(5)
Surplus / (Deficit) for the year	(456)	(304)

13 Financial Instruments

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 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

Financial Assets	Notes	Category	2010	2009
			\$'000	\$'000
Financial Assets				
Cash and cash equivalents	5	N/A	25,427	25,493
Receivables (excluding prepayments and statutory receivables)	6	Loans and receivables (measured at amortised cost)	591	604
Total			26,018	26,097
Financial Liabilities				
Payables (excluding unearned revenue and statutory payables)	9	Financial liabilities (measured at amortised cost)	642	169
Total			642	169

(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 (2010: \$11,000 ; 2009: \$96,000) and less than 3 months past due (2010: nil ; 2009: \$124,000) are not considered impaired and together these represent 9% of the total trade debtors. There are no debtors which are currently not past due or impaired whose terms have been renegotiated.

	Total	Past Due but not impaired	Considered impaired
	\$'000	\$'000	\$'000
2010			
< 3 months overdue	-	-	-
3 months - 6 months overdue	114	114	-
> 6 months overdue	-	-	-
Total	114	114	-
2009			
< 3 months overdue	124	124	-
3 months - 6 months overdue	-	-	-
> 6 months overdue	-	-	-
Total	124	124	-

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2010

(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

	\$'000							
	Weighted Average Effective Int. Rate	Nominal Amount	Interest Rate Exposure			Maturity Dates		
			Fixed Interest Rate	Variable Interest Rate	Non-interest bearing	< 1 Year	1-5 Years	> 5 Years
2010								
<i>Payables:</i>								
Accruals		7			7		7	
Creditors		635			635		635	
Other								
		642			642		642	
2009								
<i>Payables:</i>								
Accruals		7			7		7	
Creditors		162			162		162	
Other								
		169			169		169	

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.

		\$'000			
	Carrying Amount	-1%		+1%	
		Profit	Equity	Profit	Equity
2010					
<i>Financial assets</i>					
Cash and cash equivalents	25,427	-254	-	254	-
2009					
<i>Financial assets</i>					
Cash and cash equivalents	25,493	-255	-	255	-

(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 2010 (2009: Nil).

15 After Balance Date Events

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

END OF AUDITED FINANCIAL REPORT

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