

Responsible Gambling Fund Trustees



Annual Report 2007-08



The Hon Kevin Greene MP
Minister for Gaming and Racing
Level 31, Governor Macquarie Tower
1 Farrer Place
Sydney NSW 2000

Dear Minister

In accordance with section 10 of the *Annual Reports (Statutory Bodies) Act 1984*, we are pleased to submit to you for presentation to Parliament the annual report of the Responsible Gambling Fund (RGF) for the year ended 30 June 2008.

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 2005*.

Yours sincerely



Rev Harry Herbert
Chairperson
28 October 2008



John Picot
Trustee
28 October 2008

Contents

Chairperson's foreword	02
------------------------	----

About the RGF

Charters, aims and objectives	03
Management and structure	03

Review of operations

Counselling	06
Education / awareness	14
Research	18
Financial summary	24
Supplementary information	25

Financial statements

Appendices

Code of conduct	44
Grants approved in 2007-08	45
Index	48

Chairperson's foreword



During the past 12 months the Responsible Gambling Fund made steady progress on a range of important initiatives. It maintained a strong focus on preparing for the challenges of the future while responding effectively to the immediate needs of those affected by problem gambling. Funding was provided to assist problem gamblers and their families in more than 100 locations over 150,000 counselling hours.

Looking to strengthen service provision, the Fund introduced 4 year funding terms, which is expected to assist services with staff retention and enable longer-term planning, and with enhanced accountability. The Trustees provided the Minister for Gaming and Racing with recommendations about the allocation of \$31 million for gambling counselling services over 4 years, by far the largest single funding decision in the 12-year history of the RGF.

Given the substantial level of funding being considered, the process was overseen by a probity advisor to provide assurance that the assessment process was carried out transparently. All applications were assessed by an Independent Grants Assessment Committee resulting in a thorough, robust and well documented review process.

This year the Fund has achieved significantly increased levels of stakeholder engagement through regular detailed newsletters, service visits and by staging the first state-wide Problem Gambling Counsellors Conference. There was overwhelmingly positive feedback from the 142 people who attended the inaugural conference held in Sydney in April 2008. This event provided a great opportunity to share ideas and the latest developments related to problem gambling counselling and

policy developments. In view of the success of the Conference, preliminary arrangements have been made to stage a similar event in early 2009.

The conception and development of a marketing campaign targeting young males has been the major focus of the Fund's awareness activities over the past 12 months. The multimedia public awareness campaign was developed to focus on this group and launched on 3 July 2008. Working from a 'Gambling Hangover' theme, this \$1.8 million major campaign will encourage young men to be aware of the dangers of problem gambling and how to access the help available.

I wish to recognise the service of Michael Foggo who has been a Trustee of the Fund since 2006. His valuable contribution to the RGF will be greatly missed. Carol Mills, the Director-General of the Department of the Arts, Sport and Recreation, has been appointed as a Trustee in 2008 and I welcome her participation in the work of the Fund. The Trustees note the continued support of the Government, particularly through the former Minister for Gaming and Racing, Hon. Graham West MP and his key ministerial staff.

This year has been another year of achievement for the Responsible Gambling Fund and this is the result of sustained efforts by both the Trustees, its staff and the researchers and other specialists engaged for particular projects. On behalf of the Trustees, I thank them all for their efforts in working to achieve the Fund's aims and goals.

Reverend Harry Herbert
Chairperson
Responsible Gambling Fund Trustees
28 October 2008

About the RGF



Charter, Aims and Objectives

The Responsible Gambling Fund (RGF), formerly the Casino Community Benefit Fund, derives its income from a levy paid by the operator of the Sydney casino as required by the *Casino Control Act 1992*. This levy - set at a rate of 2% of the casino's gaming revenue - forms a part of the overall taxation arrangements that apply to casino gaming operations.

These 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. In October 2007 the Treasurer announced the settlement of the casino taxation negotiations, resulting in the continuation of the RGF levy at a rate of 2% for a further 12 years.

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 the expenditure of the 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 eleven 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 and activities that aim to reduce and prevent the harms associated with problem gambling.

To this end, a variety of organisations is funded to:

- deliver counselling and support services that will assist people with gambling-related problems, and those close to them, to reduce the negative impact of problem gambling on their lives;
- ensure a greater understanding of the nature of gambling, the potential for harm, and the availability of help and support, through a range of industry and community awareness and education activities; and

- undertake research to better inform the development and implementation of responsible gambling and related policy.

This also reflects 3 of the 4 key focus areas and objectives of the *National Framework on Problem Gambling 2004-2008*, to which NSW is a signatory. The National Framework aims to minimise the negative consequences of problem gambling to the individual, their family and community through a national approach.

The RGF's objectives also align with the Department of the Arts, Sport and Recreation *Corporate Plan 2007-2011* 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 risky 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 Responsible Gambling Fund

The Trustees are appointed by the Minister for Gaming and Racing and are subject to the 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 with regard to funding allocations. The Trustees also provide advice on responsible gambling and related policy issues.

The Trustees generally meet bi-monthly. During 2007/08, the Trustees held 6 formal meetings and, on occasion, transacted business outside of formal meetings. The Trustees also held a planning day in July 2008.

In June 2008, the Minister reappointed all Trustees - with the exception of Mr Michael Foggo - for 4-year terms expiring

About the RGF

on 30 June 2012. Mr Foggo was replaced by Ms Carol Mills, Director-General of the Department of the Arts, Sport and Recreation, who was similarly appointed for a 4-year term expiring on 30 June 2012.

The following information relates to the individuals who served as Trustees of the RGF for part or all of the reporting period:

Responsible Gambling Fund Branch

The Trustees are supported in their work by officers of the Department of the Arts, Sport and Recreation located within the Responsible Gambling Fund Branch in the NSW Office of Liquor, Gaming and Racing's (OLGR's) Policy, Research and Racing Division. The administrative costs of the RGF are primarily those associated with the operation of the Branch.

Trustee	Date of first appointment	Date of expiry of current appointment	Meetings attended 2007/08
Rev Harry Herbert, Chairperson Executive Director Uniting Care NSW.ACT Uniting Church in Australia	28 February 1995 ^[2]	30 June 2008	6
Mr David Ella President NSW Aboriginal Education Consultative Group Inc	3 May 2006	30 June 2008	4
Ms Lynda Summers Chair Regional Communities Consultative Council	3 May 2006	30 June 2008	6 ^[1]
Ms Maz Thomson Project Manager Community Sector Enterprise	3 May 2006	30 June 2008	3 ^[1]
Mr Clifton Wong Councillor Hurstville Council	3 May 2006	30 June 2008	4
Mr Michael Foggo Commissioner NSW Office of Liquor, Gaming and Racing	16 October 2006	30 June 2008	6
Mr John Picot Chief Executive Officer Society of St Vincent de Paul (NSW)	21 February 2007	30 June 2008	6 ^[1]

[1] Includes meetings held by teleconference.

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

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

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

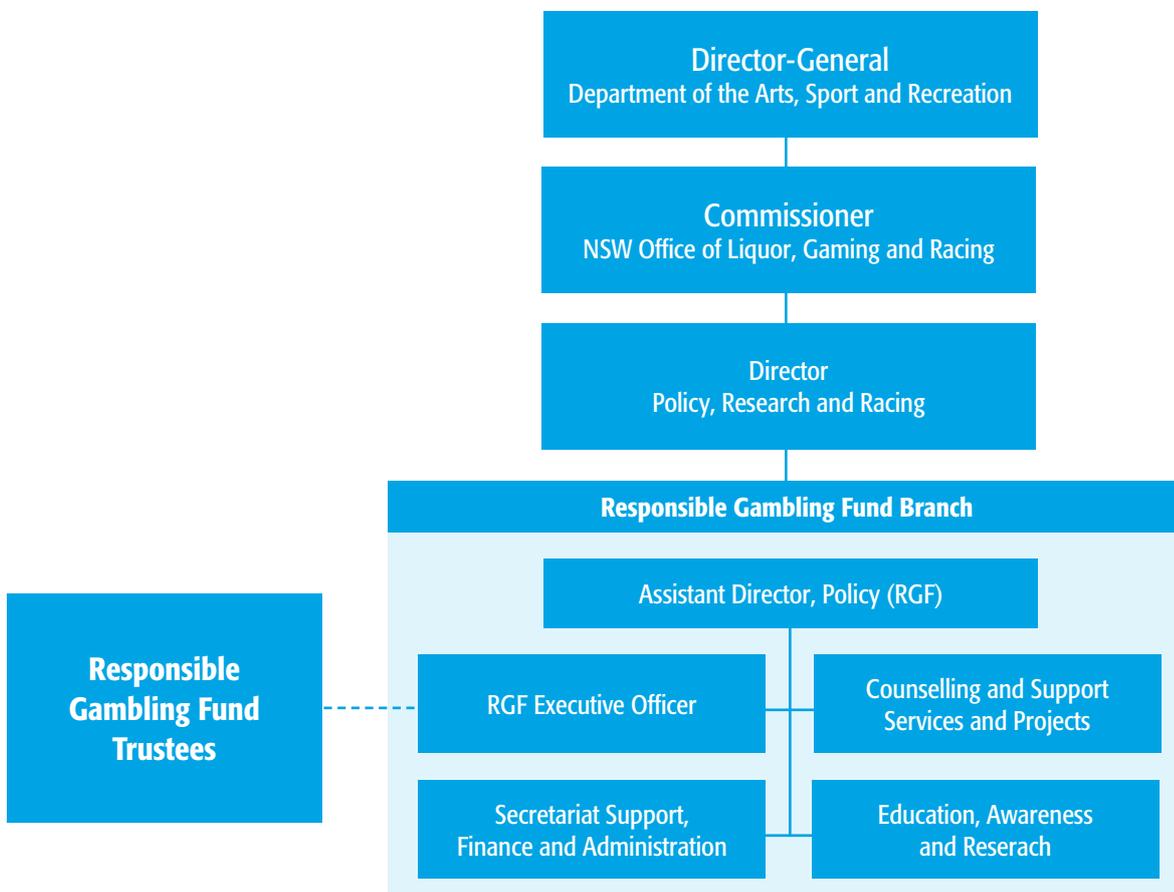
As at 30 June 2008, the OLGR officer with direct responsibility for the management of the Branch was Mr David Greenhouse. Senior RGF Branch officers, their position within the Branch, and their qualifications are as follows:

David Greenhouse, Assistant Director, Policy (RGF)
 Bachelor of Arts; Bachelor of Laws; Graduate Diploma of Legal Practice; Master of Public Policy; Graduate Certificate of Management

Dr Gavin Faunce, Senior Project Officer
 Bachelor of Arts (Hons); Doctor of Philosophy

Jabez Allies, Senior Project Officer
 Bachelor of Arts (Hons); Graduate Certificate in Public Sector Management

Organisation Chart - Responsible Gambling Fund Branch



Counselling

Counselling and Support Services

Overview

In 2007/08, 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. These comprised:

- the 24-hour G-line (NSW) telephone help and referral service (1800 633 635);
- 6 multi-region services offering specialist assistance for people from culturally and linguistically diverse (CALD) backgrounds and for Aboriginal people;
- 3 specialist support services providing, respectively, training programs for gambling counsellors; expert legal advice for individuals and services on gambling-related matters; and advice and advocacy on gambling issues as they affect people with disabilities; and
- 44 individual services conducting general face-to-face counselling services across the State.

A total of \$9,266,129 was allocated from the RGF to fund these counselling and support services in 2007/08. Their contact details are available through the OLGR website at www.olgr.nsw.gov.au.

Funding Round

In November 2007, applications for funding were sought from not-for-profit organisations to provide counselling services for people with gambling problems, their families, and significant others in NSW. The closing date for applications was 17 December 2007, and 58 applications were received.

All applications were assessed by an Independent Grants Assessment Committee (IGAC). The IGAC was chaired by Ms Ruth Lavery (former Director, Independent Pricing and Regulatory Tribunal) and included senior representatives from the Internal Audit Bureau, the Council of Social Service of NSW, the Office of Fair Trading, the Rural Communities Consultative Council, and the South Australian Office of Problem Gambling.

Draft recommendations from the IGAC were considered by the RGF Trustees, who subsequently made recommendations for funding to the Minister. The funding round process was overseen by an independent probity advisor.

The announcement of successful funding applicants was made in April 2008 with over \$31 million in funding offered to the successful services for the four years to 30 June 2012. A list of the services awarded funding from 1 July 2008 is included at Appendix 2 of this report.

"G-line has helped me tremendously"

■ G-line caller, September 2007

Maintenance Funding 2008/09

In November 2007, the Minister approved a recommendation from the Trustees to continue funding for the 5 CALD and 3 specialist support services for a further 12 months from 1 July 2008. This was in anticipation of a CALD and specialist support services funding round - to commence later in 2008 - for these services to operate beyond 30 June 2009.

In April 2008, the Minister approved maintenance funding of \$206,400 to be allocated to the Aboriginal Health and Medical Research Council, which when combined with existing surplus funds, will fund the service's proposed activities through to 30 June 2009 (further information about the work of the AH & MRC is contained on pages 20 and 21).

An optional 12-month extension to the contract for the operation of the G-line service, held by McKesson Asia-Pacific P/L, was also taken up, with funding for that service continuing until at least 30 June 2009.

During the year, the Trustees also recommended the payment of an additional amount of \$78,832 to those services employing workers under the SACS Award. This amount was to cover an increase in that Award granted in 2007/08. The Minister accepted this recommendation.

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 G-line (NSW) service periodically reports to RGF Branch with summary information about those calling the G-line (NSW) service; and
- face-to-face counselling services submit data to RGF Branch through the online client data set (CDS) about people using those services.

G-line (NSW)

G-line (NSW) is a 24-hour, seven day, crisis counselling, information and referral service for people with gambling problems, their families and others in NSW. G-line (NSW) has operated since 1997, with close to \$8 million in funding from the RGF directed to the service over that time.

The G-line (NSW) telephone number is 1800 633 635.

The table below notes some key information about the characteristics of callers to the G-line (NSW) service over the past three years.

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 assists planning for future service provision and informing harm minimisation strategies.

The online system has significantly improved the efficiency, security, and accuracy of data collection. Subsequent revisions to the types of data collected through the CDS, undertaken in consultation with RGF-funded services, were implemented on 1 July 2005, 1 July 2006, and 1 July 2007, with the most recent revision implemented with effect from 1 July 2008. Data for 2007/08 are being analysed with full details to be reported in the 2008/09 annual report.

G-line data indicator	2005/06	2006/07	2007/08
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)	9,337 (54%)	9,620 (61%)	6,757 (59%)*
Calls from non-target group callers	7,921 (46%)	6,117 (39%)	4,789 (41%)
Gender of target group callers identifying themselves as gamblers	Males - 66% Females - 34%	Males - 68% Females - 32%	Males - 72% Females - 28%
% of target group callers reporting gambling on gaming machines	57%	64%	54%
Main characteristics of target group callers	Gamblers - 70% First-time callers - 66%	Gamblers - 68% First-time callers - 69%	Gamblers - 71% First-time callers - 71%
% of callers who had not sought any previous help for gambling related issues	23%	20%	23%
Most common means of learning about G-line (NSW)	1. Gambling venue notices/stickers 2. Telephone book 3. Brochures/pamphlets	1. Gambling venue notices/stickers 2. Telephone book 3. Brochures/pamphlets	1. Gambling venue notices/stickers 2. Telephone book 3. Other services

* The significant fall in calls to the G-line (NSW) service coincided with the introduction of the smoking ban in licensed premises with effect from 2 July 2007

Review of operations Counselling

The table below is a summary of key CDS information for the four finalised collection periods from January 2004:

CDS data indicator	Jan-Dec 2004	Jan-Jun 2005	Jul 2005-Jun 2006	Jul 2006-Jun 2007
Clients recorded as having received counselling services (no.)	5,211	3,149	4,924	5,462
Counselling session information				
Individual face-to-face problem gambling counselling sessions (no.)	19,102*	9,389*	14,557	17,604*
Telephone counselling sessions (no.)	2,599*	1,500*	1,808	3,124*
Group counselling sessions (no.)	1,971*	1,042*	899	875*
Individual face-to-face counselling session duration (minutes - mean)	69.0*	68.7*	68.0	68.6*
Telephone counselling session duration (minutes - mean)	29.5*	28.5*	31.8	26.6*
Group counselling session duration (minutes - mean)	84.9*	82.4*	91.1	87.0*
Client characteristics - general				
% of clients who were male	56.9%	55.7%	55.6%	56.6%
% of clients who were female	43.1%	44.3%	44.4%	43.4%
Female clients - age (years - mean)	43.0	43.6	42.8	43.9
Male clients - age (years - mean)	38.7	39.3	39.8	40.0
% of clients born in Australia	70.9%	72.3%	72.1%	71.9%
% of clients identifying themselves as indigenous	3.7%	3.2%	3.5%	3.1%
% of clients reported as speaking a language other than English at home	18.6%	19.1%	18.1%	17.2%
% of clients identifying themselves as a person with a gambling problem	76.2%	74.8%	71.9%	70.7%
% of clients identifying themselves as the partner/ex-partner/family member of a problem gambler ^[1]	17.2%	16.4%	18.1%	20.1%
% of partners/ex-partners/ family members who were female	78.8%	81.7%	79.5%	73.4%
% of clients reporting G-line (NSW) as the most commonly reported most recent referral source	32.7%	28.3%	24.5%	22.1%
Client characteristics - problem gamblers				
% of problem gamblers who were male	65.8%	65.0%	65.5%	66.2%
% of problem gamblers identifying the following as their most common preferred gambling venue:				
• registered club	47.7%	48.6%	50.4%	48.5%
• hotel/pub	37.5%	36.1%	34.3%	35.0%
% of problem gamblers identifying gaming machines as the principal preferred form of gambling activity	84.3%	84.4%	82.9%	81.4%

* includes financial counselling sessions

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

While the data is still being finalised, initial indications are that the total number of clients in 2007/08 was lower than in 2006/07, but slightly higher than in 2005/06.

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 to this end were included as part of the 2001 *“Policy Framework on Treatment Services for Problem Gamblers and their Families in NSW”*. 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.

“Thank you for being kind, caring and non-judgmental. You really have been a great help to me this morning and given me an idea of where to go from here.”

■ G-line caller, August 2007

During 2007/08, significant progress was made on 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 February 2006, the Minister approved an allocation from the RGF for this project. 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.



CASE STUDY

University of Sydney Gambling Treatment Clinic

The University of Sydney Gambling Treatment Clinic (GTC) has service locations at Darlington, Lidcombe, Parramatta, Campbelltown, Camden, and Tahmoor. Appointments are available at the Darlington location from 8am to 7pm, Monday to Friday, and at the Western Sydney and South West Sydney locations from 9am to 5pm, Monday to Friday. The GTC is staffed by a team of qualified and experienced psychologists and clinical psychologists. In 2007/08, the University of Sydney services were allocated RGF funding totaling \$964,116.

The therapy of choice for excessive gambling is an intensive form of cognitive therapy involving the core beliefs of the individual about gambling. The aim of therapy is to bring about a life-long change in beliefs about and attitudes towards gambling. Successful completion of the program involves ten one-hour sessions on average.

Supportive counselling is also provided for the problems that gambling has caused in the life of the individual and his or her family.

Following the completion of therapy for excessive gambling, the GTC maintains contact with the individual for a period of two years to find out whether the individual has reduced or ceased gambling and to determine whether the problems caused by gambling are no longer present. Improvement in quality of life is also monitored.

The GTC recently reported the following treatment outcomes, based on a sample of 190 consecutive problem gambling clients treated by GTC counsellors:

- 54% of clients were abstinent from gambling;
- 94% of clients had decreased their gambling significantly;
- 100% of clients no longer met DSM-IV criteria for pathological gambling.

These results were maintained for two years after treatment, and are based on data from the 60% of clients that could be followed up.

For more information, contact the service manager, Maree-Jo Richards, on telephone 9351-8761 or visit the GTC website at www.gtc.org.au.



CASE STUDY

Lake Macquarie Financial and Gambling Counselling Service

Lake Macquarie Financial and Gambling Counselling Service is a small rural service based at Woodrising, 5km from Toronto and 25kms from Newcastle in the Hunter region. The service operates Monday to Friday, 8:00am to 4:30pm, from the Woodrising Neighbourhood Centre, Haydenbrook Rd, Woodrising. The service employs one gambling counsellor and covers the entire Lake Macquarie LGA, which has a population of over 200,000 people. In 2007/08, the Lake Macquarie Financial and Gambling Counselling Service was allocated RGF funding of \$59,363.

The service's objectives are to provide:

- face to face and/or telephone counselling to anyone who indicates that they have a problem with their own or someone else's gambling behaviour;
- a free, non-judgemental, non-discriminatory and strictly confidential service;
- culturally appropriate services for culturally and linguistically diverse clients;
- appropriate referrals to other professional services, as required; and
- support for as long as the client indicates that a need exists.

The service also works closely with its local community to identify needs and barriers to accessing service, through:

- conducting workshops and information sessions on problem gambling and related issues; and
- conducting regular media interviews to promote the service and to increase community awareness of the adverse effects associated with problem gambling.

The service has a large Aboriginal population in its local area and is currently working with Aboriginal service providers to increase awareness and build referral networks to provide culturally appropriate services. It is also building partnerships with local Probation and Parole services, which have recently included gambling questions on their intake forms. The service has immediate access to financial counselling for its clients, and all staff are trained financial counsellors.

The service has an extremely variable client base, covering all age groups and socio-economic situations.

For more information, contact the service's gambling counsellor, Judy Wiersma, on telephone 4950-5108.

The key providers contracted by the RGF to deliver services to assist with the accreditation process during 2007/08 were:

- Quality Management Services, whose objective was the accreditation of RGF-funded counselling services;
- Centre for Community Welfare Training, which was funded to provide training and assistance to help services fulfil the requirements of the accreditation program; and
- Bradfield Nyland Group, for the Management Support Online (MSO) subscription service for RGF-funded services. MSO is an online service that allows mostly smaller, regional organisations to access information and resources that will assist them in achieving accreditation. RGF funding for this service ceased in November 2007.

In August 2007, the Trustees approved the provision of additional funding to RGF-funded services to assist them undergo the accreditation process. Following an Expression of Interest process, 17 services were awarded funding totalling \$108,297.

In December 2007, the Trustees agreed that in cases where it was clear at the time of external review that a service would be unable to meet all standards required for full accreditation, even given an appropriate grace period, QMS could switch to undertaking a service development review as an interim step to achieving full accreditation.

In May 2008, the Trustees approved the payment of financial incentives to services for the purpose of engaging peer reviewers for external reviews of RGF-funded services.

At year's end, 20 services had undergone an external review and 14 services had been accredited.

Minimum Qualifications for Counsellors

The development of a minimum qualification for problem gambling counsellors working within RGF-funded services is one of the key strategies of 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 2005 Government response to the subsequent IPART recommendations on this issue supported the proposed priority development of a minimum qualification - to be known as the Diploma of Problem Gambling Counselling. The Diploma will consist of 13 units that are nationally accredited general community service competencies already in place, and the following 3 specially developed problem gambling specific competencies:

- Orientation to problem gambling work;
- Assess the needs of clients who have problem gambling issues; and
- Counselling clients with problem gambling issues.

The project has been developed in partnership with the NSW Community Services and Health Industry and Training Advisory Board (ITAB) and the problem gambling counselling sector.

A major component of the project has been the development of resources to support the minimum qualification. The resource development was nearing completion at 30 June 2008, with the RGF Branch awaiting final feedback from academics and experts in the field of problem gambling.

On 1 July 2008, an External Review Panel convened by the NSW Vocational Education and Training Advisory Board (VETAB) recommended that VETAB accredit the Diploma of Problem Gambling Counselling for five years. VETAB meets to consider this recommendation on 29 September 2008.

To provide recognition for many highly qualified problem gambling counsellors, RGF Branch has developed a flexible approach to meeting the minimum qualification requirements.

Female caller rang to congratulate a G-line counsellor on her suggestion to buy Woolworths vouchers when the caller received her fortnightly pension. For the first time in many years she has received her money, paid her bills and bought food vouchers. The caller said that she was looking forward to a good fortnight and even had a little money left over which she intended to use to have a few lunches out. She also said she feels empowered, and wanted G-line to know how positive the counsellor's advice had made her feel.

■ G-line caller, August 2007

A minimum qualification pathway strategy, consisting of four separate pathways to meet the minimum standard for current problem gambling counsellors, has been developed.

Code of Ethics

The policy framework provides for the development of a code of ethics and professional standards for counselling service providers working with people with gambling problems and those close to them. The purpose of the code is to recognise common aims and an agreed set of values, principles and behaviours, within the RGF-funded gambling counselling sector. It also provides a uniform system for accountable practice, outlining and protecting the rights and responsibilities of clients, practitioners, colleagues and others.

During 2007/08, an independent Ethics Complaints Panel (ECP) was established on a six-month trial basis to raise ethical standards in the RGF-funded sector by identifying issues and seeking possible solutions to complaints. St James Ethics Centre provided two days of ethical decision making training to assist the ECP. The ECP met three times during this period and newsletters were published to document some of the issues raised and the suggested approaches to dealing with these issues. The ECP trial is currently being reviewed.

In addition, work commenced on translating the client charter into a postcard-sized handout, and the complaint form into 22 community languages.



CASE STUDY

St Vincents Hospital Gambling Treatment Program

The St Vincent's Hospital Gambling Treatment Program was established in March 1999 to provide a structured, time-limited intervention for individuals experiencing problem gambling and their significant others, utilising evidence-based, cognitive behavioural techniques. In 2007/08, St Vincent's Hospital was allocated RGF funding of \$388,500.

The service currently has five clinical psychologists, each working four days per week. Three of the clinical psychologists provide regular sessions on Saturdays, making St Vincent's Hospital Gambling Treatment Program the only RGF-funded service offering regular weekend counselling sessions.

The main aim of treatment is to provide people with the skills necessary to stop gambling and to prevent a relapse. Initially, the sessions concentrate on educational and behavioural strategies, followed by cognitive and relapse prevention strategies. Some of the specific topics covered include:

- coping with urges to gamble and high-risk situations for gambling;
- self-motivation;
- coping with stress and other negative emotions;
- cognitive therapy (i.e. challenging gambling-related thoughts and beliefs); and
- relapse prevention.

There are typically 8-12 treatment sessions followed by booster sessions at 3, 6 and 12 months post treatment.

The service takes self-referrals and accepts clients from all over NSW. Located in Darlinghurst, and therefore close to the centre of Sydney, staff see a wide variety of clients, often from very different cultural and socioeconomic backgrounds.

In addition to providing treatment, the service is also involved in education and research. The service staff regularly present material on problem gambling to other mental health professionals and offer on-site placements and clinical supervision for intern clinical psychologists. The service has also been involved in a number of research projects conducted in conjunction with different university departments.

For more information, contact the Manager of the service, Abigail Kazal, on telephone 8382-3448.

"I was so distressed and low when I rang and the counsellor was so lovely and non-judgmental and I would like to thank her for that. I cannot say how grateful I am that she was there. It was a very positive experience for me and I am sure that further good things will come from it".

■ G-line caller, February 2008

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.

The clinical supervision project has been progressed by a Clinical Supervision Working Group comprising representatives from various RGF-funded services.

In 2007/08, an expression of interest process to select accredited clinical supervisors for RGF-funded gambling counsellors was conducted. Those successful in obtaining accreditation were included in the *Directory of RGF Accredited Clinical Supervisors for Problem Gambling Counsellors*. In addition, Clinical Supervision Guidelines for the Problem Gambling Counselling Sector were published. Both of these resources were launched at the NSW Problem Gambling Counsellors' Conference in April 2008 and are available through the OLGR website at www.olgr.nsw.gov.au.

In addition, a regular professional forum to provide ongoing support and professional development for RGF accredited counsellors was established by the Centre for Community Welfare Training.

Inaugural NSW Gambling Counsellors Conference

The inaugural NSW Problem Gambling Counsellors Conference was held on 2-3 April 2008 at the Citigate Central Hotel in Sydney. It was intended to have a different focus to the annual conference of the National Association of Gambling Studies, being more practitioner-based and focussing on practical counselling strategies for assisting problem gamblers and their families. The Centre for Community Welfare Training (CCWT) organised the conference in conjunction with RGF Branch.

A total of 142 people attended the event, with participants representing:

- 42 of the 48 local counselling services funded by the RGF
- All statewide services funded by the RGF
- 4 of the 5 multicultural services funded by the RGF
- NSW Government agencies and RGF Trustees
- Other relevant stakeholder groups (e.g. QMS, AHA, RGF accredited clinical supervisors).

A total of 31 participants from regional services were supported by travel and accommodation subsidies to attend the conference.

The conference program included:

- Opening addresses from the Hon Graham West MP, Minister for Gaming and Racing, and Rev Harry Herbert, Chairperson of the RGF Trustees;
- 10 concurrent interest group sessions, each held three times during the conference;
- A forum on Responsible Gambling Awareness Week;
- An RGF "Hot Topics" Session;
- A plenary session on practice frameworks, where an expert panel explored different frameworks for the treatment of problem gambling;
- An interactive session from the Playback Theatre, which explored the challenges and opportunities in the problem gambling counselling field.

An evaluation report prepared by CCWT indicated that the conference was rated highly by participants with the second NSW Problem Gambling Counsellors Conference to be held in April 2009.

Education / awareness

During 2007/08, the RGF continued to fund a wide range of projects and activities to build community awareness of problem gambling issues and services.

Following is an outline of:

- the Gambling Hangover awareness campaign;
- general education and awareness activities; and
- education and awareness activities undertaken by RGF-funded services during the year.

“You don’t know how much G-line just being there to listen really helps people”.

■ G-line caller, May 2008

Gambling Hangover awareness campaign

During 2007/08, the planning, development and coordination of this major awareness campaign was undertaken.

On 25 September 2007 the Minister for Gaming and Racing approved the Trustees’ recommendation that an allocation of up to \$1.8 million from the RGF be made to fund a statewide problem gambling awareness campaign over 2 years. The aim of the campaign was to increase awareness of problem gambling among young males, create dissatisfaction with problem gambling, and provide self-help strategies for changing behaviour including where to get help.

The campaign was developed in response to the RGF-funded 2006 gambling prevalence study which found that the problem gambling rate for 18-24 year olds was four times higher than any other age group. The 18-24 year olds represent 40% of all problem gamblers and yet only make up 12% of the adult population in NSW. The study also found that the bulk of problem gamblers in this age group were male.

The Campaign Palace, a leading Sydney advertising agency, won the tender to develop the campaign. The main strategy of

the ‘Gambling Hangover’ campaign was to target young men during the morning-after remorse phase following a gambling binge, when they are most likely to take action. Morning radio, statewide and regional newspapers and signage at railway stations and on buses were chosen specifically to target them at this time. To encourage a quick response to the ad, it was decided to place SMS numbers as well as the G-Line (NSW) number and a new website address in campaign ads.

The campaign materials were focus tested with young men from the target group, with very positive results. An online survey was also conducted to test the level of awareness among young men and their parents about problem gambling issues and services. This survey will be repeated over the course of the campaign to test changes in attitudes and knowledge.

RGF Branch worked closely with the Department of Commerce’s Communications and Advertising Branch in finalising details of the campaign.

It is intended this campaign will run during the second half of 2008 and – following evaluation – again in 2009.

Gambling Hangover website

To support the aim of the Gambling Hangover campaign of providing self-help strategies including where to get help, a new website was under development during 2007/08.

The Gambling Hangover website, launched on 2 July 2008 at www.gamblinghangover.nsw.gov.au, provides a range of interactive tools to access and manage problem gambling. Key features of the website include,

- a quiz to assess level of problem gambling;
- a calculator to assess level of gambling losses;
- 5 things you can do right now;
- SMS reminder messages about responsible gambling and problem gambling;
- a new problem gambling workbook;

- map-based directory of counselling and support services throughout NSW;
- video stories of young male problem gamblers and a gambling treatment professional; and
- resources for family and friends

Work also began on creating an online counselling feature for the website. A number of options were considered, including discussions with other jurisdictions regarding a national online counselling service for problem gambling. It is expected that online counselling for people with gambling problems will be launched in 2009.

Gambling Hangover partnerships

Much work was done in 2008 on creating partnerships with relevant organisations to help promote the Gambling Hangover campaign at the local level. It was hoped these local organisations would include the web banners and links to the Gambling Hangover campaign on their websites as well as including information about the campaign in their e-communications, newsletters and publications. Partnership groups included:

- Financial counsellors
- Other gambling-related support organisations
- Help organisations and websites aimed at young men and young people
- Social welfare organisations including Centrelink and Legal Aid
- Industry groups such as the National Farmers' Federation and apprentice programs
- Student organisations in TAFE and Universities
- Other NSW Government websites such as Community Builders and NSW Health
- Health and mental health advocacy groups and organisations
- Local courts

- General practitioners
- Local councils
- Social services including Families Australia and Relationships Australia

Feedback from the partners has been very positive with organisations supportive of the campaign and enthusiastic to promote it locally. These local relationships will continue to be enhanced by RGF Branch over coming years to raise awareness of problem gambling and where help is available.

General education and awareness activities

G-line (NSW)

The RGF funds the advertising of G-line (NSW) in the white pages every year. The number appears under 'G-line' and with the listing of crisis hotlines in the front of the book. There is also a reference under 'gambling problems'.

An advertisement has also been booked for Gambling Hangover in the 2009 white and yellow pages. It has also been listed online with both white and yellow pages with a full page feature. The online ads provide the G-line number, the website address www.gamblinghangover.nsw.gov.au as well as information about the signs of problem gambling.

RGF statewide training

The RGF funds the Centre for Community Welfare Training (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 also 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 that are not provided through CCWT.

Service forums

RGF Branch officers continued to attend regional gambling counsellors' forums during 2007/08. 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 RGF Branch officers and other stakeholders, and undertake structured training. In 2007/08, RGF Branch staff attended two Western NSW/Riverina-Murray forums, four Northern NSW forums, two Hunter/Central Coast forums, and one Sydney forum. Issues discussed related to funding and reporting, service accreditation, education and training, data collection, research, and general gambling policy and community awareness matters.

From 1 July 2008, the RGF Branch officers will also visit each RGF-funded service at least once per year.

RGF e-Newsletter

The circulation of a periodic email newsletter to funded services - which commenced in 2006/07 - continued with a further 12 issues distributed in 2007/08. The key aim of the e-newsletter is to alert services to the progress of key RGF-funded activities, policy reviews and other matters of interest. Feedback from recipients about the usefulness of the e-newsletter has been very positive.

School/TAFE counsellor problem gambling resource

RGF Branch has been involved in discussions with the NSW Department of Education and Training to explore possible avenues for providing early intervention and prevention strategies in relation to problem gambling. As part of these discussions, support was received for a NSW version of the Victorian problem gambling guide for schools counsellors. Further discussions with a range of other stakeholders (TAFE NSW, Australasian Gaming Council, NSW Parents and Citizens

Association, Association of Independent Schools, and NSW Catholic Education Commission) have been very supportive of such a problem gambling guide for NSW schools and TAFE. RGF Branch is pursuing licensing arrangements to reproduce and adapt the problem gambling guide for NSW.

It is anticipated that the NSW school/TAFE counsellor problem gambling resource will be launched at the beginning of the 2009 school year.

RGF-services education and awareness activities

A part of the funding provided to RGF-funded gambling counselling services is allocated by services to conducting a wide range of local community education and awareness activities. Their 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.

Following are some examples of awareness activities undertaken by some individual services:

The Buttery Northern Rivers Counselling Service

The Buttery Northern Rivers Gambling Service in Bangalow serves most towns in the far north coast including Byron Bay, Bellingen, Lismore, Ballina and Tweed Heads. It provides face to face counselling for problem gamblers and their families, and also has an extensive community awareness program that reaches out to local gamblers, clubs and organisations.

In the past year the service has met individually with dozens of local gambling venues in their area to develop ways of reaching people with gambling problems. Many venues have agreed to display the service's own brochure and to co-operate more actively on self-exclusion and other harm minimisation activities. The result has been that a total of 12% of clients who approached the service during the year did so after finding out about it through staff or brochures at the venue where they gambled.

The service also runs its own website, www.nrgs.org.au, featuring self-help and diagnostic resources for gamblers in the region. In the past year, the site has attracted between 1,000 and 1,500 visits per month, of which 800-1200 are first-time visitors. Many gave strong positive feedback, such as this comment from Victoria, the wife of a problem gambler:

“Thanks for your help and can I say your website is by far the most useful as it gave me some framework to ask questions that weren’t sarcastic or back-handed.”

The service also runs public awareness sessions, which this year included talks to groups of students at Southern Cross University in Lismore on the issue of problem gambling.

Mission Australian Hunter Gambling Counselling Service

The Hunter Gambling Counselling Service (HGCS) has permanent offices in Newcastle, Singleton and Tuncurry, with counselling rooms in seven other Hunter Valley towns. In 2007/08, an active promotions program saw the proportion of client referrals from local sources increase significantly. The team made presentations to several organisations, including community services, Probation and Parole and homeless services as well as GPs and psychologists to promote awareness among these key referral groups. The HGCS’s well-regarded electronic newsletter now goes to 200 relevant organisations every two months, keeping them up to date with issues and developments.

The HGCS also promoted both its own services and the issue of problem gambling through a very successful program of media activity. As well as sending out a number of its own media releases, it was approached for comment by the Newcastle Herald, Maitland Mercury, Singleton Argus, Lower Hunter Star, Gloucester Advocate and Great Lakes Advocate during Responsible Gambling Awareness Week in May 2008.

During the year, the service also ran a successful liaison program with local indigenous communities. The service first developed a brochure aimed particularly at Aboriginal problem gamblers and their families. Ten prominent members of the indigenous community who attended the initial presentation

were strongly supportive of more activity for Aboriginal people in the area, and plans were made to meet again in the future to establish stronger ties. The meeting was followed up with a service visit to the Awabakal Medical Centre, where brochures and scatter cards will be displayed on an ongoing basis.

Multicultural Problem Gambling Service

The Multicultural Problem Gambling Service (MPGS) is unique among service providers in that it meets the needs of a large number of communities spread across the entire Sydney metropolitan area. The cultural role of gambling is different in each community, as is the perception of problem gambling, and the service must be sensitive and responsive to each.

The MPGS has a total of 49 bilingual sessional clinicians providing problem gambling counselling in 31 languages to CALD communities in NSW. During the year, the service produced a leaflet in Dari, Thai, Maltese, Polish, Portuguese, Serbian, Somali and Tetum to add to its existing resources in other languages.

Throughout 2007/08, MPGS provided a total of 66 promotional activities to inform CALD communities about problem gambling and the services it provides. These ranged from public information sessions at community venues, to meetings and discussions with stakeholders from a wide variety of CALD communities. The service is very active in ethnic media, and has produced weekly articles and advertising in Korean Top Weekly Magazine, The Turkish News Weekly, The Spanish Herald, Sociedad Nacional, The Persian Herald and La Fiamma. It has also promoted the issue and the service on language-specific SBS radio programs and on 2SER.

Research

Since 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 the other States and Territories as part of Gambling Research Australia (GRA) - the national gambling research program.

Total allocations from the RGF toward gambling-related research activities, since its inception to 30 June 2008, have been \$7.82 million.

During 2007/08, the Stage 1 Research Plan was rolled out along with other NSW-specific research projects and a range of research projects being conducted under the auspices of GRA.

Following is an outline of:

- the Stage 1 Research Plan
- the NSW-specific research projects that were commissioned, in progress, or completed during 2006/07; and
- current GRA research.

Stage 1 Research Plan

During 2007/08, the Trustees recommended to the Minister for Gaming and Racing the allocation of up to \$1.16 million from the RGF for several research projects and activities contained in the Stage 1 Research Plan. The projects and activities are scheduled to be commissioned between 2008 and 2010. The Minister approved the recommendation in December 2007.

The Stage 1 Research Plan contains a list of proposed gambling-related research projects that will be directly relevant to Government responsible gambling policy development, with most having their origins in the 2004 IPART responsible gambling review. The key projects in Stage 1 Research Plan are as follows.

- Review of RGF-funded gambling research
- Pseudo-underage gambling research
- ATMs and gambling machine note acceptors

- Responsible conduct of gambling training
- Prevalence study
- Statewide needs analysis – gambling counselling and support services
- Pseudo-underage gambling research (follow-up)

Independent Review

For each project, excluding the review of existing RGF-research, an amount of \$5,000 (totalling \$30,000) was allocated to provide for the costs of independent peer review at both the proposal and final draft report stages. This is in line with the IPART recommendation that such review should occur for all RGF-funded research projects.

Expert Research Advisor

During the year, the Trustees considered that the development and future conduct of the RGF research program would benefit substantially from being able to call upon the assistance of a suitably qualified, experienced and respected academic. The role of general advisor to the RGF research program would run for an initial period of 12 months. An amount of up to \$25,000 was allocated for this role.

Dr Clive Allcock was appointed to the role in December 2007. Dr Allcock has had an extensive involvement in the gambling sector as an academic and practitioner including speaking at numerous forums about gambling issues over the years.

NSW Research – Commissioned / In Progress

Pseudo-underage gambling research

In December 2007 the Minister approved up to \$150,000 from the RGF for an evaluation of the occurrence of patron identification (ID) checks by staff in gambling venues. The principal focus of the research is to examine how staff interact with people who appear to be under the age of eighteen and who seek to engage in gambling. A secondary focus is to determine whether, or to what extent, persons who appear underage are able to enter, and to purchase liquor at, gambling venues.

A request for proposal to conduct the research was issued in June with applications closing on 14 July 2008. The research will be completed in 2009.

Needs Analysis of Problem Gambling Counselling Services for NSW CALD Communities

The RGF is funding a needs analysis to determine the most appropriate model for the delivery of problem gambling counselling to people of culturally and linguistically diverse (CALD) backgrounds in NSW. Funding of up to \$150,000 was approved by the Minister in November 2007. An additional \$3,000 was approved for independent review of the needs analysis at the research proposal stage and at the draft report stage.

In February 2008, the Cultural and Indigenous Research Centre Australia (CIRCA) was commissioned to undertake the review after a competitive tender process. The needs analysis is due for completion in 2008.

The needs analysis will also include an investigation into how problem gambling treatment services for CALD communities can best connect with the target clientele and how they can best be promoted to encourage those from CALD backgrounds to engage with them.

Needs Analysis of Specialist Support Services for Problem Gambling Counselling in NSW

The RGF is funding a needs analysis to determine the optimal range and configuration of specialist support services for problem gambling counselling services in NSW. Current specialist support service providers are the Centre for Community Welfare Training, Ability Options (Intellectual Disability Service) and the Wesley Community Legal Service.

Funding of up to \$150,000 was approved by the then Minister in November 2007. An additional \$3,000 was approved for independent review of the needs analysis at the research proposal stage and at the draft report stage.

Male caller rang to say thank you to G-line and that he appreciates all the help he has received over the past year or so. He said 'you guys are legends' and he reported that he would like to help others one day with their gambling problems. He reported managing his gambling a lot more effectively over the past six months.

■ G-line caller, March 2008

In February 2008, McDonnell-Phillips was commissioned to undertake the review after a competitive tender process. The needs analysis is due for completion in 2008.

NSW Health survey

The RGF is funding the inclusion of gambling questions in the NSW Population Health Survey. The Trustees have recommended funding of up to \$27,000 for the inclusion of the nine Canadian Problem Gambling Index questions in the 2008 survey.

The NSW Population Health Survey is an ongoing telephone survey of NSW residents and is one of the main mechanisms through which NSW Health monitors population health. The aim of including gambling questions is to link gambling information with key health information, such as drug and alcohol use, mental health, self-rated health status and social capital. The questions will gauge the respondents' level of problem gambling.

The information gathered from the survey is expected to better support the planning of assistance services, particularly between gambling and non-gambling specific services. Importantly, the survey is also expected to provide useful information about gambling and potential gambling problems amongst people from culturally and linguistically diverse backgrounds, Aboriginal people, and people between 16 and 17 years of age.

Counselling outcome projects

The RGF is funding 2 projects to gauge the outcomes for clients who utilise RGF-funded gambling counselling services.

Client follow-up – University of Sydney

The RGF is funding the University of Sydney to develop and pilot a procedure for evaluating counselling effectiveness in RGF-funded services. An allocation of \$65,665.60 has been made from the RGF for this project.

The research stems from the 2004 IPART responsible gambling review which noted that a standardised tool for measurement of client outcomes should be developed, and once established, incorporated into the problem gambling services program of accreditation. This research complements the client follow-up work being conducted by G-line (NSW), below.

The report of the research is currently being finalised.

Client follow-up - G-line (NSW)

As part of its contract to operate the G-line (NSW) service, the RGF is also funding McKesson Asia-Pacific to conduct a pilot follow-up of callers to G-line.

The project involves making a series of three follow-up calls to consenting G-line callers, at intervals of 1 month, 3 months, and 6 months from the time of initial contact. At follow-up, callers are asked a series of questions about their gambling behaviour and their satisfaction with any RGF-funded counselling service to which they presented since being referred by G-line.

Interim reports for this project suggest a high level of effectiveness among RGF-funded counselling services. From August 2006 to June 2008, over 80% of clients surveyed at one-month, three-month and six-month follow-up reported being better able to manage their gambling after attending counselling.

"You guys do a splendid job there. Thank you".

■ G-line caller, September 2007

NSW Research – Completed

Shutdown of gaming machines

Research into the shutdown of gaming machines concluded in 2007/08. The contract to conduct the research was awarded to Blue Moon Research after a competitive tender process. The research investigated the impacts of the current legislative requirement that gaming machines in registered clubs and hotels be shutdown for a period of six hours each day. An amount of \$149,919 was provided from the fund for the research plus an additional \$3,000 for independent review.

The final report was submitted in May 2008.

Gambling and Aboriginal communities

Research into gambling and Aboriginal communities concluded in 2007/08. Undertaken by the Aboriginal Health and Medical Research Council (AH&MRC), the research looked into gambling and approaches to minimise associated harms within Aboriginal communities. An amount of \$82,500 was provided from the RGF for the conduct of the research.

The research found that Aboriginal people were reluctant to seek assistance for gambling problems because of the shame and stigma surrounding the issue. A lack of alternative recreational activities, particularly in rural areas, also contributed to Aboriginal problem gambling. Common problems associated with gambling in Aboriginal communities included financial hardship, neglect of children, family disputes and involvement with the criminal justice system.

The final report, titled 'Pressing problems: Gambling issues and responses for NSW Aboriginal communities', was released in March 2008 and is available through the OLGR website at www.olgr.nsw.gov.au.

The RGF is also funding the AH&MRC to undertake a related project titled, 'Responding to gambling issues and problems for Aboriginal communities in NSW'. This project aims to respond to the issues raised in the research report. It will help 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 will also provide more support for mainstream problem gambling counselling services to engage and work better with Aboriginal communities and organisations.

Gambling Research Australia

NSW, through the RGF, is contributing \$1.45 million over 5 years to the national gambling research program, known as Gambling Research Australia (GRA). GRA is an initiative of the Ministerial Council on Gambling, which comprises the Ministers responsible for gambling in each State and Territory Government, and the Australian Government. The aim of GRA is to develop a national gambling research program, based on the Council's priority research areas, and to create a clearinghouse for gambling research. An RGF Branch officer represents NSW on GRA, which meets periodically to review research progress and to attend to other GRA business.

The following GRA research projects were active during 2007/08:

GRA Research – Commissioned / In Progress

Gambling and CALD Populations

Researcher – Undergoing grants selection

Purpose:

- Culturally appropriate interventions for CALD communities
- Refugee populations, acculturation, international students, migrant communities
- Gambling supply and cultural response and risk

Factors that Influence Gambler Adherence to Pre-Commitment Decisions

Researcher – Under procurement

Purpose:

- Identify aspects of gaming machine design that may influence a consumer to change or adhere to a pre commitment decision
- Determine activities and features offered at gambling venues that support or undermine a pre-commitment decision
- Identify other factors that may influence a consumer's pre-commitment decision

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

Researcher – Under procurement

Purpose:

- Investigate the relationship between particular venue characteristics and gambling behaviour
- Discover whether certain venue features are more or less likely to attract and maintain problem gamblers

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

Researcher – Dr Jim Phillips, Monash University

Purpose:

- Investigate new technologies and products being adopted by the gaming industry
- Determine the impact of the new gambling technology and products on various demographic groups and on problem gambling behaviour
- Identify strategies to reduce the harm associated with new technologies and products

Male caller rang to say how helpful he has found the G-line counsellors and how much better he feels when he has someone to talk to about his gambling.

■ G-line caller, July 2007

Youth and Gambling

Researcher – Australian Council for Education Research (ACER)

Purpose:

- Investigate youth gambling behaviour including risk factors.

For this study, young people are defined as those aged between 10 and 24 years.

Exploring Indigenous Gambling: Applying an Innovative Model for Understanding Indigenous Gambling Behaviour, Risk Factors, Consequences and Potential Interventions

Researcher – Dr Nerilee Hing, Southern Cross University

Purpose:

- Investigate Indigenous gambling behaviour, risk factors, community consequences and potential interventions.

Correlates of Gambling Related Problems Among the Australian Indigenous Population

Researcher – Dr Martin Young, Charles Darwin University

Purpose:

- Investigate the relationship between problem gambling, region, socio-demographic and socio-economic variables.

Children at Risk of Developing Problem Gambling

Researcher - Professor Alun Jackson, Melbourne University

Purpose:

- Identify risk factors associated with the children of problem gamblers
- Develop guidelines for policy-makers and program developers to help ensure interventions are designed to ameliorate risks

Predictors of Relapse in Problem Gambling

Researcher - Dr Malcolm Battersby, Flinders University

Purpose:

- Investigate the factors that contribute to relapse into problem gambling behaviour
- Determine if the process of relapse into problem gambling can be reliably predicted

Analysis of Australian Gambling Research

Researcher - Associate Professor Paul Delfabbro, University of Adelaide

Purpose:

- Assess Australian public gambling research literature
- Analyse it from an inter-jurisdictional policy and Australian public information perspective
- Provide advice on how the research may feed into the GRA research plan

GRA Research – Completed

Identifying Problem Gamblers at the Gaming Venue

Researcher - Associate Professor Paul Delfabbro, University of Adelaide

Results:

Best predictors of problem gambling were found to be

- gambling continuously
- playing very fast
- leaving the venue to find money
- crying after losing
- being nervous or edgy

Female caller rang to say she had successfully not gambled for two weeks after receiving wonderful advice from a G-line counsellor.

■ G-line caller, December 2007

Meta-Analysis of Gambling Early Intervention and Prevention Measures

Researcher - Professor Mark Oakley Brown, Monash University

Results:

The following principles for primary prevention intervention were recommended based on the research:

- Interventions be implemented to children aged 12 to 14 and that they be school-based
- That interventions increase awareness of the risks associated with gambling and help develop coping and problem resolution skills
- That the most effective form of intervention is the video-activity-lecture combination

National Data Dictionary

Researcher - Community and Disability Services Minister's Advisory Council – Gambling Working Party

Results:

- A set of data item definitions were developed that will assist with the consistent data collection by problem gambling services staff across jurisdictions

Further information about Gambling Research Australia is available from the GRA website at www.gamblingresearch.org.au. Visitors to the site are also able to subscribe to the periodic GRA email newsletter.

Female caller rang to say that she had finally stopped gambling for a significant period of time. She said that the anti-smoking laws helped her to finally make the decision to both quit smoking and stop gambling. She rang to say how grateful she was for the G-line service. She said that she had called a number of times over the last few years and wanted to say a big thank you to all the counsellors involved.

■ G-line caller, March 2008

Financial summary

The accounts of the RGF for the year ended 30 June 2008 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 an appropriation from the Consolidated Fund, 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 2007/08, approximately 10.14% of the income to the RGF was expended on administration purposes.

It is anticipated that, from 2008/09, annual expenditure from the RGF will start to exceed the RGF's expected annual income, necessitating a draw down from the RGF cash balance that has built up since the establishment of the RGF in 1995. The extent of these draw downs is likely to increase over each subsequent year.

Expenditure and forward commitments

Total expenditure from the RGF in 2007-08 was \$11.667 million. A summary table of this expenditure follows:

Expenditure	
Grants	\$10.348 million
Employment-related expenses	\$0.622 million
Other operating expenses	\$0.691 million
Depreciation	\$0.006 million
Total Expenditure	\$11.667 million

At year's end, there were outstanding forward commitments of \$9.495 million for projects and programs currently underway - including the G-line (NSW) telephone counselling and referral service, other gambling counselling services and research and awareness programs.

Supplementary information

Consultants

One consultant was engaged by or on behalf of the Trustees of the RGF during the year. The total cost of this engagement was \$12,700.

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 NSW Office of Liquor, Gaming and Racing 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, RGF Branch officers regularly attended periodic forums of gambling counselling services across the State to brief attendees. Branch officers also continued the development and distribution of a periodic email newsletter to all RGF-funded services to share information about issues relevant to the sector and to invite feedback on matters of interest.

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

In relation to information on the matters listed below, reference should be made to the annual report of the Department of the Arts, Sport and Recreation:

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

Committees

Advisory Committees

Independent Grants Assessment Committee

Ruth Lavery, Chair; Bronwyn Jones, consultant Internal Audit Bureau; Ruth Shanks, member, Rural Communities Consultative Council; Alison Peters, Council of Social Services of NSW; Leanne Head, Office of Problem Gambling, South Australia; and Gavin Blatchford, NSW Office of Fair Trading.

Internal Committees

Gambling Hangover Working Party

Jabez Allies, A/Senior Project Officer, Research and Awareness; and Jenny Crocker, Senior Communications Consultant.

Inter-Agency 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.

Project Management Committee for the Minimum Qualification Project

Stephen Thomas, Project Officer, Education and Training;
Gavin Faunce, A/Senior Project Officer, Gambling Counselling Services

TAFE/School Counsellor Resource Reference Group

Stephen Thomas, Project Officer, Education and Training; David Greenhouse, Assistant Director, Policy (RGF); Michael Foggo, and David Ella, (RGF Trustees).

National and Inter-State Committees

Community and Disability Services Ministers' Advisory Council (Gambling Working Party)

Gavin Faunce, A/Senior Project Officer, Gambling Counselling Services; and Jabez Allies, A/Senior Project Officer, Research and Awareness.

Gambling Research Australia

Jabez Allies, A/Senior Project Officer, Research and Awareness.

Financial Statements

Responsible Gambling Fund

Financial report for the year ended 30 June 2008

RESPONSIBLE GAMBLING FUND

FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2008

CERTIFICATE OF ACCOUNTS

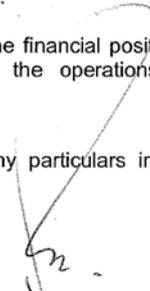
Pursuant to Section 41C(1B) of the *Public Finance and Audit Act 1983*, I declare on behalf of the Responsible Gambling Fund that:

- (i) the financial report of the Responsible Gambling Fund for the year ended 30 June 2008 has been prepared in accordance with applicable Australian Accounting Standards (which includes Australian Accounting Interpretations), the requirements of the *Public Finance and Audit Act 1983* and the *Public Finance and Audit Regulation 2005*, and Treasurer's Directions.
- (ii) the financial report exhibits a true and fair view of the financial position of the Responsible Gambling Fund as at 30 June 2008 and the operations for the year ended.
- (iii) there are no circumstances which would render any particulars in the financial report to be misleading or inaccurate.



Rev Harry J Herbert
Chairperson

Date: 20 / 10 / 2008



John Picot
Trustee

Date: 20 / 10 / 2008



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 report of the Responsible Gambling Fund (the Fund), which comprises the balance sheet as at 30 June 2008, the operating statement, statement of recognised income and expense, cash flow statement, a summary of compliance with financial directives for the year then ended, a summary of significant accounting policies and other explanatory notes.

Auditor's Opinion

In my opinion, the financial report:

- presents fairly, in all material respects, the financial position of the Responsible Gambling Fund as at 30 June 2008, and its financial performance and cash flows for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations)
- is in accordance with section 41B of the *Public Finance and Audit Act 1983* (the PF&A Act) and the Public Finance and Audit Regulation 2005.

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

The Trustees' Responsibility for the Financial Report

The Trustees of the Fund are responsible for the preparation and fair presentation of the financial report 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 the financial report that is 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 report 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 report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, 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 report 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 Trustees, as well as evaluating the overall presentation of the financial report.

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, or
- 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, and
- 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.

A handwritten signature in dark ink, appearing to read 'David Nolan'.

David Nolan
Director, Financial Audit Services

Operating statement for the year ended 30 June 2008

	Notes	Actual 2008 \$'000	Budget 2008 \$'000	Actual 2007 \$'000
Expenses excluding losses				
Operating expenses				
Employee related	2(a)	622		884
Other operating expenses	2(b)	698		370
Depreciation	2(c)	6	6	10
Grants and subsidies	2(d)	10,348	12,200	9,284
Total expenses excluding losses		11,674	12,206	10,548
Revenue				
Interest revenue	3(a)	1,367	934	1,093
Other revenue	3(b)	1	-	-
Total revenue		1,369	934	1,093
Net cost of services	12	10,305	11,272	9,455
Government contributions				
Recurrent appropriation	4	11,316	12,200	11,346
Total government contributions		11,316	12,200	11,346
SURPLUS / (DEFICIT) FOR THE YEAR		1,011	928	1,891

The accompanying notes form part of these financial statements

Statement of recognised income for the year ended 30 June 2008

	Notes	Actual 2008 \$'000	Budget 2008 \$'000	Actual 2007 \$'000
TOTAL INCOME AND EXPENSE RECOGNISED DIRECTLY IN EQUITY				
Surplus / (deficit) for the year		1,011	928	1,891
TOTAL INCOME AND EXPENSE RECOGNISED FOR THE YEAR	10	1,011	928	1,891

The accompanying notes form part of these financial statements

Financial Statements RGF

Balance sheet as at 30 June 2008

	Notes	Actual 2008 \$'000	Budget 2008 \$'000	Actual 2007 \$'000
ASSETS				
Current Assets				
Cash & cash equivalents	6	25,546	25,592	24,658
Receivables	7	793	630	630
Total current assets		26,339	26,222	25,288
Non-current assets				
Plant and equipment	8	5	5	11
Total non-current assets		5	5	11
Total assets		26,344	26,227	25,299
LIABILITIES				
Current liabilities				
Payables	9	164	130	130
Total current liabilities		164	130	130
Total liabilities		164	130	130
Net assets		26,180	26,097	25,169
EQUITY				
Accumulated funds		26,180	26,097	25,169
Total equity	10	26,180	26,097	25,169

The accompanying notes form part of these financial statements

Cash flow statement for the year ended 30 June 2008

	Notes	Actual 2008 \$'000	Budget 2008 \$'000	Actual 2007 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES				
Payments				
Employee related		(623)	–	(893)
Grants and subsidies		(10,348)	(12,200)	(9,285)
Other		(1,339)	–	(739)
Total payments		(12,310)	(12,200)	(10,917)
Receipts				
Interest received		1,200	934	980
Other		682	–	378
Total receipts		1,882	934	1,358
Cash Flows from government				
Recurrent appropriation		11,316	12,200	11,346
Net cash flows from government		11,316	12,200	11,346
NET CASH FLOWS FROM OPERATING ACTIVITIES	13	888	934	1,787
CASH FLOWS FROM INVESTING ACTIVITIES				
Purchase of plant and equipment		–	–	–
NET CASH FLOWS FROM INVESTING ACTIVITIES		0	–	(4)
NET INCREASE IN CASH				
Opening cash and cash equivalents		24,658	24,658	22,875
CLOSING CASH AND CASH EQUIVALENTS	6	25,546	25,592	24,658

The accompanying notes form part of these financial statements

Summary of compliance with financial directives for the year ended 30 June 2008

	2008				2007			
	Recurrent Appropriation \$'000	Expenditure/Net Claim on Consolidated Fund \$'000	Capital Appropriation \$'000	Expenditure/Net Claim on Consolidated Fund \$'000	Recurrent Appropriation \$'000	Expenditure \$'000	Capital Appropriation \$'000	Expenditure \$'000
ORIGINAL BUDGET APPROPRIATION/EXPENDITURE								
Appropriation Act	12,200	11,316	-	-	12,200	11,346	-	-
Additional Appropriations	-	-	-	-	-	-	-	-
s21A PF&AA – special appropriations	-	-	-	-	-	-	-	-
s24 PF&AA – transfer of functions between departments	-	-	-	-	-	-	-	-
s26 PF&AA – Commonwealth specific purpose payments	-	-	-	-	-	-	-	-
	12,200	11,316	-	-	12,200	11,346	-	-
OTHER APPROPRIATIONS/EXPENDITURES								
Treasurer's Advance	-	-	-	-	-	-	-	-
Section 22 – expenditure for certain works and services	-	-	-	-	-	-	-	-
Transfers to/from another agency (s32 of the Appropriation Act)	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Total Appropriations/Expenditure/Net Claim on Consolidated Fund	12,200	11,316	-	-	12,200	11,346	-	-
Amount drawn down against Appropriation		11,316				11,346		
Liability to Consolidated Fund		-				-		

Actual expenditures on grants did not reach the estimated levels. The Summary of Compliance is based on the assumption that Consolidated Fund moneys are spent first (except where otherwise identified or prescribed).

Notes to and forming part of the financial statements for the year ended 30 June 2008

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**(a) Reporting Entity**

The Casino Control Act 1992 provides for the establishment of the Responsible Gambling Fund (the Fund). The governing Trust Deed was executed by the Hon Grant McBride, Minister for Gaming and Racing on 3 May 2006.

The Fund was administered by seven (7) trustees for the year ended 30 June 2008. They were:

- Reverend Harry Herbert, Chairperson
- Mr David Ella
- Ms Lynda Summers
- Ms Maz Thomson
- Mr Clifton Wong
- Mr Michael Foggo
- Mr John Picot

Section 115 of the Act provides:

- i) A responsible gambling levy is to be paid to the Casino Control Authority (the Authority) in respect of each casino licence.
- ii) The amount of the levy is to be:
 - a) as agreed from time to time by the Treasurer and the casino operator concerned; or
 - b) in the absence of agreement, as determined by the Treasurer from time to time.
- iii) The levy is due and payable at the times and in the manner required by the agreement or Treasurer's determination.
- iv) The levies paid to the Authority are to be paid into a Responsible Gambling Fund established in the Special Deposits Account in the Treasury and a separate account is to be kept for the levies paid in respect of each casino licence.
- v) The money derived from payment of those levies in respect of a casino licence is to be the subject of the creation and operation of a trust deed appointing trustees and containing provisions approved by the Minister relating to the expenditure of that money for purposes relating to responsible gambling.
- vi) The trustees of each trust deed may make recommendations to the Minister as to the application of money (appropriate to the trust deed concerned) for purposes relating to responsible gambling and the Minister may pay money out of the Fund in accordance with any such recommendations.
- vii) The trustees of a trust deed, when making recommendations for payment of money out of the Fund, are required to take into account any policy guidelines issued to the trustees by the Minister for the purpose of giving effect to the provisions of the trust deed relating to expenditure for purposes relating to responsible gambling.

- viii) The Minister may also pay money out of the Fund for any purpose that is consistent with the provisions of the trust deed but only after consulting with the trustees on the proposed expenditure.

A Casino Duty and Responsible Gambling (formerly Community Benefit) Levy Agreement entered into between the former Treasurer and the casino operator - Star City Pty Limited (formerly known as Sydney Harbour Casino Pty Limited) - on 14 December 1994, has determined the amount of casino duty and amount of casino community benefit levy to be paid by the casino operator, pursuant to the Casino Control Act, and the times and manner in which the duty is due and payable.

Under this Agreement, Star City Pty Limited is required to pay a 2% casino community benefit levy on casino gaming revenue from the commencement of gaming operations which occurred on 13 September 1995.

The Fund is a reporting entity with no entities under its control. The Fund is responsible as an agent of the State for the administration of funds collected by the State of NSW. This financial report for the year ended 30 June 2008 has been authorised by the Chairperson on 20 October 2008.

The fund was formerly called the Casino Community Benefit Fund.

(b) Basis of Preparation

The Fund's financial report is a general purpose financial report, which has 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 is measured at fair value. Other financial report 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 report.

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) Revenue Recognition

Revenue is recognised at the fair value of the consideration or contribution received or receivable. Additional comments regarding the accounting policies for the recognition of revenue are discussed below.

Notes to and forming part of the financial statements for the year ended 30 June 2008

(i) **Parliamentary Appropriations and Contributions**

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

An exception to the above is when appropriations are unspent at year end. In this case, the authority to spend the money lapses and generally the unspent amount must be repaid to the Consolidated Fund in the following financial year. As a result, unspent appropriations are accounted for as liabilities rather than revenue.

(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, revenue 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 fall due wholly within 12 months of the reporting date 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. The Fund's liabilities for annual leave of \$85,128 at 30 June 2008, (\$60,785 in 2007) are assumed by the Department of the Arts, Sport and Recreation.

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

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

(ii) **Long Service Leave and Superannuation**

The Fund's liabilities for long service leave and defined benefit superannuation of \$94,435, at 30 June 2008, (\$66,360 in 2007) are assumed by the Department of the Arts, Sport and Recreation.

(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)**

Revenues, expenses and assets are recognised net of the amount of GST, except where:

- 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.
- receivables and payables are stated with the amount of GST included.
- Cash flows are included in cash flow statement on a gross basis.

(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 costing \$5,000 and above individually is 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.

Notes to and forming part of the financial statements for the year ended 30 June 2008

(k) Depreciation of Plant and Equipment

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

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

<u>Asset Category</u>	<u>Depreciation Life in years</u>
Computer Hardware	4
Photocopier	4

(l) Receivables

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

(m) 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.

(n) 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.

(o) Budgeted Amounts

The budgeted amounts are drawn from the budgets as formulated at the beginning of the financial year and with any adjustments for the effect of additional appropriations, s 21A, s 24 and/or s 26 of the Public Finance and Audit Act 1983.

The budgeted amounts in the Operating Statement and the Cash Flow Statement are generally based on the amounts disclosed in the NSW Budget Papers (as adjusted above). However, in the Balance Sheet, the amounts vary from the Budget Papers, as the opening balances of the budgeted amounts are based on carried forward actual amounts i.e. per the audited financial report (rather than carried forward estimates).

(p) Comparative Information

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

(q) New 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 operative. These have not been early adopted by the department. The following is a list of those standards that will have an impact on the financial report:

AASB 101 Presentation of Financial Statements – prescribes the basis for presentation of the financial statements.

AASB 2007-08 Amendments to Australian Accounting Standards arising from AASB 101.

AASB 1004 Contributions – aligns specific Australian Accounting Standards for government departments to AEIFRS.

These standards will be implemented for the 2008/09 financial year.

Notes to and forming part of the financial statements for the year ended 30 June 2008

	2008 \$'000	2007 \$'000
2 EXPENSES EXCLUDING LOSSES		
(a) Employee related expenses		
Salary and wages (including recreation leave)	581	831
Workers' compensation insurance	4	4
Payroll tax and fringe benefit tax	37	49
Total	622	884
(b) Other operating expenses		
Auditor's remuneration - audit of financial reports	10	9
Rental	98	35
Travelling	24	15
Fees for services received	492	265
Postal	-	1
Stores	1	3
Other	73	42
Total	698	370
(c) Depreciation		
Plant and equipment	5	10
Intangible asset - software	1	-
Total	6	10
(d) Grants and subsidies		
G-line	493	605
Responsible Gambling grants	8,644	7,615
Grants outside funding round	1,211	1,064
Total	10,348	9,284

Notes to and forming part of the financial statements for the year ended 30 June 2008

	2008 \$'000	2007 \$'000
3 REVENUE		
(a) Investment revenue		
Interest revenue from financial assets not at fair value through profit or loss	1,368	1,093
Total	1,368	1,093
(b) Other revenue		
Other revenue	1	-
Total	1	-
4 APPROPRIATIONS		
Recurrent appropriations		
Total recurrent draw-downs from NSW Treasury (per Summary of Compliance)	11,316	11,346
	11,316	11,346
Comprising:		
Recurrent appropriations (per Operating Summary)	11,316	11,346
Total	11,316	11,346

5 PROGRAM / ACTIVITIES OF THE FUND

The appropriation to maintain the Responsible Gambling Fund is included in the Department of the Arts, Sport and Recreation's annual appropriation within the following program:

Office of Liquor, Gaming and Racing

Objectives: Regulation and balanced development, in the community interest, of the gaming, racing, liquor and charity industries in New South Wales.

Financial Statements RGF

Notes to and forming part of the financial statements for the year ended 30 June 2008

	2008 \$'000	2007 \$'000
6 CURRENT ASSETS - CASH AND CASH EQUIVALENTS		
Cash at bank	25,546	24,658
Total	25,546	24,658
For the purposes of the Cash Flow Statement, cash and cash equivalents include cash at bank		
Cash and cash equivalent assets recognised in the Balance Sheet are reconciled at the end of the financial year to the Cash Flow Statement as follows:		
Cash and cash equivalents (per Balance Sheet)	25,546	24,658
Cash and cash equivalents (per Cash Flow Statement)	25,546	24,658
Refer Note 14 for details regarding credit risk, liquidity risk and market risk arising from financial instruments		
7 CURRENT ASSETS - RECEIVABLES		
Interest receivable	752	584
Australian Tax Office (GST)	41	46
Total	793	630

Details regarding credit risk, liquidity and market risk, including financial assets that are either past due or impaired, are disclosed in Note 14.

Notes to and forming part of the financial statements for the year ended 30 June 2008

	Total \$'000
8 NON-CURRENT ASSETS - PLANTS AND EQUIPMENT	
At 30 June 2008 - fair value	
Gross carrying amount	51
Cost of assets transferred to Department of the Arts, Sport and Recreation	(13)
Accumulated depreciation	(46)
Accumulated depreciation of assets transferred to Department of the Arts, Sport and Recreation	13
Total	5
At 30 June 2008 - fair value	
Gross carrying amount	51
Accumulated depreciation	(40)
Net carrying amount	11

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

	2008 \$'000	2007 \$'000
Net carrying amount at start of year	11	17
Additions	-	4
Depreciation expense	(6)	(10)
Net carrying amount at end of year	5	11

9 CURRENT LIABILITIES - PAYABLES

Accrued salaries, wages and on-costs	4	6
Creditors	160	124
Total	164	130

Details regarding credit risk, liquidity risk and market risk, including a maturity analysis of the above payables are disclosed in Note 14

	2008 \$'000	2007 \$'000
10 CHANGES IN EQUITY		
Accumulated funds		
Balance at the beginning of the financial year	25,169	23,278
<u>Changes in equity - other than transactions with owners as owners</u>		
Surplus for the year	1,011	1,891
Balance at the end of the financial year	26,180	25,169
11 COMMITMENTS FOR EXPENDITURE		
Other expenditure commitments		
At 30 June 2008, the Responsible Gambling Fund has 80 projects which have received Ministerial approval to be undertake but have not yet been completed. Grant instalments still to be paid is \$38.522m		
The commitments for these approved projects are as follows:		
Not later than one year	13,910	12,694
Later than one year and not later than five years	28,497	1,244
Later than five years	-	-
Total (including GST)	42,407	13,938

The commitments include GST of \$3,855,000 (2006-07 \$1,267,000) recoverable from the ATO consequent to its payment.

12 BUDGET REVIEW

Net cost of services

The actual net cost of services was lower than the budget by \$967,000. The difference is mainly due to a lower level of grants made to approved projects during the year, compared to the Treasury approved recurrent appropriation. However the grants paid during the year is higher by 11.5% compared to the payments made in 2007.

Notes to and forming part of the financial statements for the year ended 30 June 2008

	2008 \$'000	2007 \$'000
13 RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES TO NET COST OF SERVICES		
Net cash from operating activities	888	1,787
Cash flows from Government/Appropriations	(11,316)	(11,346)
Decrease / (increase) in creditors	(34)	6
Increase / (decrease) in receivables	163	108
Depreciation	(6)	(10)
Net cost of services	(10,305)	(9,455)

14 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 this financial report.

The Audit Committee of the Department of the Arts, Sport and Recreation has overall responsibility for the establishment and oversight of risk management and reviews and agrees policies for managing each of these risks. Risk management policies are established to identify and analyse the risks faced by the Fund, to set risk limits and controls and to monitor risks. Compliance with policies is reviewed by the Audit Committee on a continuous basis.

(a) Financial Instrument Categories

Class	Note	Category	Carrying Amount 2008 \$'000	Carrying Amount 2007 \$'000
Financial Assets				
Cash and cash equivalents	6	N/A	25,546	24,658
Receivables (excluding prepayments)	7	Loans and receivables (measured at amortised cost)	793	630
Total			26,339	25,288
Financial Liabilities				
Payables (excluding unearned revenue)	9	Financial liabilities (measured at amortised cost)	164	130
Total			164	130

Notes to and forming part of the financial statements for the year ended 30 June 2008

(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.

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

The Fund has no debtors.

(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.

	Weighted Average Effective Int. Rate	Nominal Amount	Interest Rate Exposure			Maturity Dates		
			Fixed Interest Rate	Variable Interest Rate	Non-interest Bearing	< 1 yr	1-5 yrs	> 5 yrs
2008								
<i>Payables:</i>								
Accruals		4			4	4		
Creditors		160			160	160		
Other								
		164			164	164		
2007								
<i>Payables:</i>								
Accruals		6			6	6		
Creditors		124			124	124		
Other								
		130			130	130		

Notes to and forming part of the financial statements for the year ended 30 June 2008

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 balance sheet.

(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 sheet date. The analysis is performed on the same basis for 2007. The analysis assumes that all other variables remain constant.

Interest rate risk

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

	Carrying amount	\$'000			
		-1% Profit	Equity	-1% Profit	Equity
2008					
<i>Financial assets</i>					
Cash and cash equivalents	25,546	-255	-255	255	255
2007					
<i>Financial assets</i>					
Cash and cash equivalents	24,658	-247	-247	247	247

(e) Fair Value

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

15 CONTINGENT ASSETS AND CONTINGENT LIABILITIES

There are no contingent assets or liabilities at 30 June 2008 (2007: Nil).

16 AFTER BALANCE DATE EVENTS

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

END OF AUDITED FINANCIAL REPORT

Code of conduct - Responsible Gambling Fund Trustees

Under section 11(2) of the *Independent Commission Against Corruption Act 1988*, the Commissioner of the NSW Office of Liquor, Gaming and Racing has a duty to report to the commission any matter that is suspected on reasonable grounds as constituting corrupt conduct. 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 Responsible Gambling Fund.

2. Confidentiality

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

3. Impartiality

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

4. Professional Integrity

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

5. Conflict of Interest

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

Grants approved in 2007-08

Counselling and treatment

Agency	Purpose	Amount
Ability Options Ltd	To provide support and information to funded problem gambling treatment and support services which have clients with a disability.	\$152,154
Aboriginal Health and Medical Research Council	To undertake a range of community awareness, workforce enhancement, and capacity building strategies to address problem gambling issues among Aboriginal people in NSW.	\$206,400
Anglican Counselling Service	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$94,000
Anglicare Canberra & Goulburn	To provide sessional counsellors for therapeutic counselling and support services to problem gamblers and those close to them.	\$186,423
Arab Council Australia	To provide treatment and support services to problem gamblers and significant others.	\$120,692
Auburn Asian Welfare Centre	To provide treatment and support services to problem gamblers and significant others.	\$203,483
Centacare New England / North West	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$79,774
Centacare Parramatta	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$83,266
Centre for Community Welfare Training	To provide co-ordination and provision of a specialist training service for RGF funded workers in the problem gambling treatment and support services sector in NSW, and a training service for RGF funded services for the accreditation program.	\$357,067
Cessnock Family Support Service	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$65,223
Greek Welfare Centre	To provide treatment and support services to problem gamblers and significant others.	\$91,032
Hopetree Urban Compassion	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$164,349
Lifeline - Broken Hill	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$103,941
Lifeline Central West	To provide for therapeutic counselling and support services to problem gamblers and those close to them.	\$337,462
Lifeline Harbour to Hawkesbury	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$36,410
Lifeline North Coast	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$152,640
Lifeline Western Sydney	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them,	\$183,536
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.	\$246,322
Mission Australia - Hunter	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$279,043
Mission Australia - Illawarra	To provide therapeutic and financial counselling to problem gamblers and those close to them.	\$493,830
Mission Australia - North Coast	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$119,581
Mission Australia - Riverina	To provide therapeutic and financial counselling to problem gamblers and those close to them.	\$214,804
Mission Australia - South West Sydney	To provide youth therapeutic and financial counselling to problem gamblers and those close to them.	\$153,185

Appendix 2 □ Grants approved in 2007-08

Counselling and treatment cont'

Agency	Purpose	Amount
Multicultural Problem Gambling Service (Sydney West AHS)	To provide a specialist gambling counselling and information service for problem gamblers, their families and significant others, from a non-English speaking background.	\$554,938
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.	\$291,223
Peninsula Community Centre	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$161,180
St David's Uniting Care, Albury	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$191,075
St Vincent's de Paul Society NSW	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$135,248
St Vincent's Hospital	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$401,612
Sydney South West Area Health Service	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$284,568
Sydney West Area Health Service - Mt Druitt	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$177,450
Sydney Women's Counselling Centre	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$104,174
The Buttery	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$226,277
The Salvation Army	To provide financial counselling and support services to problem gamblers and those close to them.	\$84,168
UnitingCare Unifam Counselling & Mediation Service	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$91,282
University of Sydney - Camden	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$265,130
University of Sydney - Lidcombe	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$260,892
University of Sydney - Darlington	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$417,676
Vietnamese Community in Australia - NSW Chapter	To provide treatment and support services to problem gamblers and significant others.	\$82,487
Wagga Wagga Family Support Service	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$146,184
Wesley Community Legal Service	To provide legal advice, information, and support to problem gamblers, families and others, education and training on legal issues relating to problem gambling; advice and advocacy on financial matters around bankruptcy, etc as a result of problem gambling.	\$214,193
Wesley Mission - Central Coast	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$121,577
Wesley Mission - Newcastle	To provide therapeutic counselling and support services to problem gamblers and those close to them.	\$155,624
Wesley Mission - Penrith	To provide therapeutic financial counselling and support services to problem gamblers and those close to them.	\$230,200
Wesley Mission - St George	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$156,004
Wesley Mission - Surry Hills	To provide therapeutic and financial counselling and support services to problem gamblers and those close to them.	\$381,604
Woodrising Neighbourhood Centre	To provide for therapeutic counselling and support services to problem gamblers and those close to them.	\$61,367

Research and other projects

Agency	Purpose	Amount
Blue Moon Quantitative Research Pty Ltd	To conduct an evaluation of the effectiveness of the shutdown of gaming machines in NSW.	\$136,290
Cultural and Indigenous Research Centre Australia	To conduct a needs analysis to help inform Government funding and resource allocations for problem gambling counselling targeting people from culturally and linguistically diverse (CALD) backgrounds.	\$136,000
Gambling Impact Society	To conduct a seminar during the Responsible Gambling Awareness week.	\$6,740
Gambling Impact Society	To convert the community education resource 'Less than even' from video to DVD.	\$1,614
McDonnell-Phillips Pty Ltd	To conduct a needs analysis to help inform Government funding and resource allocations as to the optimal range and configuration of specialist support services for problem gambling counselling services in NSW.	\$134,745.45
NSW Health	Inclusion of the nine questions that make up Canadian Problem Gambling Index in the NSW Health Survey.	\$17,000
Woolcott Research	To conduct a study examining awareness levels of problem gambling amongst young males and test creative concepts that could potentially be used in an awareness campaign.	\$44,850

Index

A

Annual report production	49
Appendices	44-47
Approved grants	45-47
Auditors letter	28

C

Case studies.....	9, 10, 12
Certificate of accounts.....	27
Chairperson's foreword.....	2
Charter, Aims and Objectives.....	3
Client data set.....	7-8
Clinical supervision.....	12
Code of conduct.....	44
Code of ethics.....	11
Committees.....	25-26
Consultants.....	25
Consumer response.....	25
Contacting the RGF.....	Back cover
Controlled entities.....	25
Counselling.....	6-13
Counselling outcome projects.....	20
Counsellors Conference.....	13

E

e-Newsletter	16
Education / Awareness.....	14-17
Expenditure and forward commitments.....	24

F

Financial statements.....	27-43
Financial summary.....	24
Funding Round – counselling.....	6

G

Gambling and Aboriginal communities.....	20-21
Gambling Hangover campaign.....	14-15
Gambling Research Australia.....	21-23
G-line (NSW).....	7, 15

I

Improving service delivery.....	9-12
---------------------------------	------

M

Maintenance funding - counselling.....	6
Management and structure.....	3
Minimum qualifications for counsellors.....	11

N

Needs analysis research.....	19
NSW Health survey.....	19
NSW research - commissioned / in progress.....	18-20
NSW research - completed.....	20-21

O

Other statutory reporting requirements.....	25
Organisation structure.....	5
Overview - counselling.....	6
Overseas visits.....	25

P

Payment of accounts.....	25
Promotion – Publications.....	25
Pseudo-underage gambling research.....	18-19

R

Research.....	18-23
Research Plan – Stage 1.....	18
RGF Branch.....	4-5

S

School counsellor resource.....	16
Service accreditation.....	9-10
Service information - usage.....	7-8
Services education and awareness activities.....	16-17
Services forums, etc.....	16
Shutdown of gaming machines.....	20
Summary of compliance with financial directives.....	32
Supplementary information.....	25
Submission letter.....	

T

Training.....	15-16
Trustees of the fund.....	3-4

Acknowledgments

Prepared by

RGF Branch of the NSW Office of Liquor, Gaming and Racing
on behalf of the RGF Trustees

Published by

Policy, Research and Racing Division,
NSW Office of Liquor, Gaming and Racing

Project manager

David Greenhouse

Design and production

Megan Serrano

Printing

200 copies of this report were printed by Beaver Press
at a cost of \$10.87 per unit

Special thanks to the trustees and officers of the department
who contributed to the report and helped in its editing

ISSN 1443-2714

RGF Branch business hours are 9.00am to 5.00pm, Monday to Friday (excl. public holidays)
The trustees of the RGF and RGF Branch officers, may be contacted as follows:

Office: Level 11, 323 Castlereagh Street, Sydney
Telephone: (02) 9995 0992
Post: GPO Box 7060, Sydney NSW 2001
Fax: (02) 9995 0374
Email: rgf@olgr.nsw.gov.au
Website: www.olgr.nsw.gov.au



Department of the Arts, Sport and Recreation



NSW Office of
Liquor, Gaming & Racing