

NSW Office of Responsible Gambling Annual Progress Report 2021–22

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Introduction

Our vision and purpose

The Office of Responsible Gambling's Strategic Plan for 2021–24 outlines our vision to work towards zero gambling harm. We are working to achieve this by:

- preventing and reducing gambling harm, for people at risk and the broader community
- improving individual and community wellbeing, for those affected by gambling harm
- supporting people to make informed choices about gambling
- contributing to public debate and influencing gambling harm prevention and minimisation by government, industry, community, and other stakeholders.

Our outcomes

Our Strategic Plan has identified the following outcomes, which we will work towards over 2021–24.

1. Research – Our research builds the evidence base to influence gambling policy, programs and behaviour.
2. Education & Awareness – We educate and empower individuals and the community so that they can make informed choices, take action to prevent and reduce gambling harm, and seek support when they need it.
3. Services & Support – Our support and treatment services are multimodal, integrated, tailored to the needs of diverse communities and are widely seen by professionals and people experiencing gambling harm as accessible and effective.
4. Leadership & Influence – We lead and influence stronger gambling harm prevention and minimisation culture and practice by government, industry, community, and other stakeholders.

About this report

This report is our first progress report against our Strategic Plan 2021–24. It highlights our significant achievements in 2021–22 and our ongoing delivery of core programs and services, including funding free GambleAware services across NSW.

We will produce this report annually to provide an overview of work in each of our four outcome areas of research, education and awareness, services and support and leadership and influence. The report also provides our audited financial statements and data on GambleAware clients and service delivery.



NSW working towards zero gambling harm

NSW Office of Responsible Gambling
Strategic Plan 2021 – 2024

GAMBLEAWARE
gambleaware.nsw.gov.au
1800 858 858



Strategic Plan 2021–24

Highlights from 2021–22

In September 2021–22 the Office of Responsible Gambling launched our new three-year strategic plan for 2021–2024. The plan was informed by consultation with people with lived experience of gambling harm, community organisations, service providers, researchers, the gambling industry and NSW gambling regulators. It sets out our priorities and direction for the next three years.

As well as continuing to deliver on our existing programs and projects, we achieved some major milestones in the first year of our new strategic plan. Some highlights include:

- The launch of the new GambleAware support and treatment model on 1 July 2021 which will reach more people experiencing gambling harm in NSW. Designed as a stepped model of care, clients can access services face-to-face, by telephone, video and online chat, as well as self-help on the GambleAware website.
- The appointment of statewide Multicultural and Aboriginal services:
 - Western Sydney Local Health District is working with GambleAware providers to build their cultural capability and to deliver culturally appropriate counselling and support services for NSW's diverse communities.
 - NSW Aboriginal Safe Gambling Services is working with GambleAware providers to build their cultural capability, guide their engagement of Aboriginal communities, and support the development of effective strategic partnerships in their local areas.
- The development of the RGF Research Agenda 2021–24, informed by consultation with researchers, policy makers and industry representatives. The agenda sets our research priorities and the range of activities we will fund.
- The release of our Education and Awareness Agenda 2021–24, based on consultation with community and industry stakeholders and people with lived experience. The agenda confirms our public health approach to prevent and reduce gambling harm for people at risk and the NSW general community and is guiding the work we do to educate and empower our communities.
- The launch of the Be Aware, Be GambleAware campaign to support the introduction of the new support and treatment model and ensure that the community knows GambleAware provides the information and support they need. To date the campaign has been achieving great results. Since the campaign launch, traffic to the GambleAware website has increased by 59%. Campaign recall is high among help seekers at 44% and 74% felt the ads were informative or told them something new. 96% felt the message of the ads to be believable.

- Winning the Best Regulatory Campaign Award from the International Association of Gaming Regulators for our Betiquette campaign which encourages young men to use some good old-fashioned etiquette when betting so they stay in control.

More detail on each of our core program areas is provided in the following pages.



Digital assets from the Be Aware, Be GambleAware campaign

Since the launch of the Be Aware, Be GambleAware campaign, traffic to the GambleAware website has increased by

59%



74%

of help seekers felt the ads from the campaign were informative or told them something new



96%

of the help seekers felt the message of the ads from the campaign to be believable



Our research builds the evidence base to influence gambling policy, programs and behaviour.

In 2021/22 we:

- published our Gambling Research Summary Report 2020–2021. The Gambling Research Summary provides a snapshot of Australian and international gambling research published between January 2020 and September 2021 and is the third in a series of research summaries commissioned by the RGF. The summary identified a range of areas for future research and is informing our research, programs and services.
- supported the release of three reports from national projects receiving funding support from the Responsible Gambling Fund through Gambling Research Australia. These reports were:
 - A behavioural trial of voluntary opt-out pre-commitment for online wagering in Australia
 - A behavioural trial for consistent gambling messaging under the national consumer protection framework
 - The second national study of interactive gambling in Australia.
- supported the publication of two research reports from the Responsible Gambling Research Grants program:
 - Development and randomised controlled trial of safer gambling practices for EGM play
 - Smartphone betting on sports, esports and daily fantasy sports amongst young adults.
- supported seven early career researchers through the Gambling Research Capacity Grants program, which aims to build capability and capacity for academic gambling research. These grants are supporting work on a range of topics, from family member treatment for gambling harm, to informed gambling choices in the age of digital transactions and the effects of gambling advertising on young people.
- informed the design and oversight of the cashless gaming trials Liquor and Gaming NSW is undertaking through its regulatory sandbox.
- commissioned the first component of stage two of our NSW Youth Gambling Study. We are funding Central Queensland University to undertake a qualitative study with young people in NSW aged 12 to 17 years, to examine four interrelated topics identified in the NSW Youth Gambling Study 2020: youth gambling transitions; parental influence; resilience and protective factors; and new and emerging online gambling advertising. The results of this research are due in November 2022.
- funded research on parents and their role in preventing gambling and gambling problems in adolescents. We have provided Central Queensland University with grant-funding for this study, which involves an online survey of over 1,000 NSW parents living with an adolescent aged 12 to 17 years. The results of this research will inform our approach to educating and supporting parents to reduce young people's risk of gambling harm.



Education and awareness



We educate and empower individuals and the community so that they can make informed choices, take action to prevent and reduce gambling harm, and seek support when they need it.

In 2021/22 we:

- developed curriculum-ready resources for NSW high-school teachers to use in the classroom to support young people to be aware of the risks of gambling and make informed decisions. We have developed lessons that can be used in teaching the PDHPE, English and Maths curricula, informed by the findings of our NSW Youth Gambling Study 2020, and advice from teaching associations and subject matter experts. The lessons will be piloted in late-2022 for release in the 2023 school year.
- created the GambleAware for Parents workshop for delivery in school and community settings to educate parents about preventing gambling harm. This project is one of our responses to the NSW Youth Gambling Study 2020, which found that parents play a significant role in facilitating young people's gambling and are a significant influence on young people's gambling intention and behaviours.
- continued to support projects funded through Odds on Youth, which aims to build the capacity of youth and community organisations to reduce gambling harm among the young people who use their services. Highlights from this year included the Woodville Alliance producing a series of five youth-friendly and culturally appropriate short films in collaboration with young people from the Vietnamese community to raise awareness of the convergence of online gaming and gambling and its impact on young people.
- launched the Be Aware, Be GambleAware campaign to raise awareness of GambleAware as an information source and support service for anyone in NSW impacted by gambling harm. This campaign acts as a thought starter to encourage people to think about how gambling might be impacting their lives and encourages them to check out the full range of information, support and treatment options available through GambleAware. Since the campaign launch, traffic to the GambleAware website has increased by 59%.
- delivered the award-winning Betiquette campaign on mainstream and catch-up TV, as well as online during the NRL finals, designed to encourage young men to use some good old-fashioned etiquette when betting so they stay in control. The campaign ran on Nine and Nine Now, Optus Sport, Kayo, Fox Sport and Triple M and saw strong results -85% of frequent bettors exposed to the campaign took positive action and 88% planned to take action as a result of seeing the campaign.
- continued 'The number that changed my life' campaign which raises awareness about gambling harm and services available for people from culturally diverse backgrounds and their family and friends. The campaign aims to reduce stigma, educate about the signs of gambling harm, raise awareness of in-language support services and

encourage help-seeking by people impacted by gambling. This first phase of the campaign saw over 23,000 visits to the website and an increase of 27% in calls from the target languages.

- continued funding the Gambling Impact Society's Consumer Voices Program to raise awareness of the risks of gambling and reduce stigma, through education sessions to community services and organisations. These education sessions are delivered by people with lived experience who generously share their journey to raise awareness and help others. Sixty sessions were delivered in 2021–22 in addition to a two-day training event for new speakers and media training for program participants.
- coordinated a successful GambleAware Week campaign, featuring a new 'Let's Talk Gambling' podcast series with experts on all things gambling, from gaming through to the impacts of COVID-19. The media coverage of the week is estimated to have generated a reach of over 17 million from 101 radio news and interviews, 1 print article and 10 online articles. Highlights included interviews on ABC News 24 Breakfast TV, ABC Sydney radio and 2GB nights.
- continued to build community awareness of the risks of gambling. Our research indicates 27% of the NSW community understand 'very well' what being gamble aware means, and over half (57%) report they understand at least 'fairly well' what it means. The preliminary results from our annual community survey found that 50% of the NSW community has heard of either the Office of Responsible Gambling or GambleAware NSW. Additionally, almost half (49%) of people agree that people with a gambling problem shouldn't feel ashamed, suggesting that we are making headway in breaking down the stigma associated with gambling harm.



1800 858 858
改变了我人生的电话号码
 The number that changed my life

如果赌博可能是个问题，你可以 7 天 24 小时随时
 获得用普通话提供的免费保密帮助。

If gambling may be a problem,
 get free, confidential help in Mandarin 24/7.




gambleaware.nsw.gov.au/simplified



LET'S TALK
GAMBLING

GAMBLEAWARE WEEK 18-24 Oct 2021
gambleaware.nsw.gov.au



Assets from The number that changed my life and GambleAware Week campaigns

Spotlight on:

Local Prevention Grants program

In February 2020, the Office of Responsible Gambling offered councils, not-for-profits, and other community organisations the opportunity to apply for funding to reduce or prevent gambling harm through the Local Prevention Grants Program.

The program supported local strategies to support people to make informed decisions about gambling, break down stigma, and encourage people to seek advice and support.

Over \$1.5 million was awarded to projects targeting communities at risk of gambling harm. Five projects focused on Aboriginal communities and four on culturally and linguistically diverse (CALD) communities. Four were for young people, and six were based in regional NSW.

In 2021–22 the majority of the projects were completed. Highlights included:

- Cumberland Multicultural Community Services (CMCS) completed their My Money, My Way project. The project reached 160 people through educational workshops, and 5,064 individuals through social media. Evaluation of the workshops was positive, with 100% of participants reporting they had learnt more about gambling harm and strategies to minimise gambling risk.
- Wesley Community Services delivered 54 workshops to 591 community members at risk of harm as part of their Gambling Awareness and Money Management project. They also established 25 new referral pathways with organisations in alcohol and other drug treatment, housing support and multicultural community services to provide people who are at risk a soft entry to targeted support. An independent evaluation found the workshop increased awareness about gambling risks, enhanced participants understanding of financial situations, and empowered them to seek support.
- Lifeline Broken Hill successfully delivered their Gambling Harm Awareness program. They conducted a targeted local awareness campaign which reached nearly 400,000 people through social media, TV and radio ads, and community education events.
- The University of Technology Sydney made a real impact with their Aboriginal Animation Training & Resource Program. The four innovative animations they produced have reached over 414,264 people through being shown on Aboriginal Health TV, SBS and social media.



The launch of the University of Technology Sydney Aboriginal Animation Training & Resource Program

To measure the success of the program, we commissioned an independent evaluation. The evaluation was largely positive and found that the program produced the core intended outcomes of raising awareness of harm, and awareness of support services and reductions in stigma.

The funded projects generated insights that can be used to inform subsequent prevention programming such as the continued need for awareness raising, the importance of targeting communities and settings at the most risk of experiencing harm, the role of professionals and associated structures of support to identify harm and refer appropriately, and the need to address interfacing issues (e.g., gambling and cyber-safety).

The combined reach of the 14 projects was significant, reaching:

- over 500,000 people and an estimated 377 organisations through mass media, print and social media.

- an estimated 2,796 people and 30 organisations through information, sessions, workshops and meetings.
- an estimated 591 people and 196 organisations through training and repeated face-to-face interactions.

Despite the impacts of COVID-19 and natural disasters on project delivery, most grant recipients completed their activities. All projects were delivered in partnership with other organisations, with 169 organisations partnering with grant recipients to provide expertise, share resources, facilitate access to organisations and provide services.

The evaluation findings were received in July 2022 and will inform future programming by the Office.

Services and support

Our support and treatment services are multimodal, integrated, tailored to the needs of diverse communities and are widely seen by professionals and people experiencing gambling harm as accessible and effective.



In 2021/22 we:

- launched the new GambleAware support and treatment model on 1 July 2021 which will reach more people experiencing gambling harm in NSW. Designed as a stepped model of care, clients are able to access services face-to-face, by telephone, video and online chat, as well as self-help on the GambleAware website.
- funded GambleAware providers across 10 regions in NSW to provide community awareness and education, support and treatment, as well as two specialist Aboriginal and multicultural services to work with GambleAware providers.
- continued funding the NSW GambleAware Helpline which provided 8,903 NSW residents with telephone crisis support as well as the national Gambling Help Online service which delivered 2,163 online chat counselling sessions to NSW residents.
- saw 4,830 clients in over 16,822 sessions across our GambleAware service system, with 14% delivered face-to-face, 48% online and 38% by telephone. More information about GambleAware service delivery and clientele is provided below and in appendix 2.
- further enhanced the GambleAware website which had over 108,580 unique users and 251,371 page views. New content added this year included the new legal information hub which provides useful information and support options to help people experiencing legal issues associated with gambling. It has information about:
 - financial problems such as fines, debt and bankruptcy
 - criminal charges such as financial crimes
 - family law issues such as separation and divorce
 - consumer rights and employment rights
 - going to court
 - free or low-cost options for professional legal support.



- launched two new apps to support people impacted by gambling harm:
 - GamblingLess: In-the-Moment which acts as a counsellor in your pocket and is designed to provide 24/7 support to individuals who want to take immediate steps to address their gambling. The app is tailored to individual needs with interactive activities to curb urges, tackle triggers and explore expectations.
 - Gambling Habit Hacker helps people change their gambling behaviour, by allowing them to set daily goals to limit spending or gambling activity over 4-week periods. The app offers check-ins, advice and support to help people meet the goals they set.



Screens from the two new support Apps

The apps are available on the Apple App Store and Google Play as part of our long-term plan to introduce more online support options for people experiencing gambling harm.

Spotlight on: GambleAware service delivery data

Client and session numbers

 **4,830** clients received counselling services in 2021–22.

16,822 counselling sessions were delivered:


2,345
face-to-face


6,450
by telephone


8,027
online

In addition, there were:


294
group sessions


245
couple or family sessions

Client profile



63%

Male clients



76%

clients with a gambling problem



16%

partners or family members



14%

of clients who identified themselves as Aboriginal, Torres Strait Islander, or both



37%

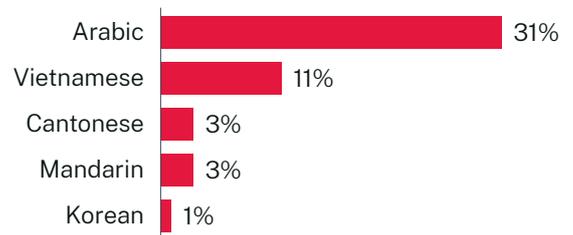
Female clients



7%

of clients reported that they spoke a language other than English at home

Of these languages, the most commonly spoken were:

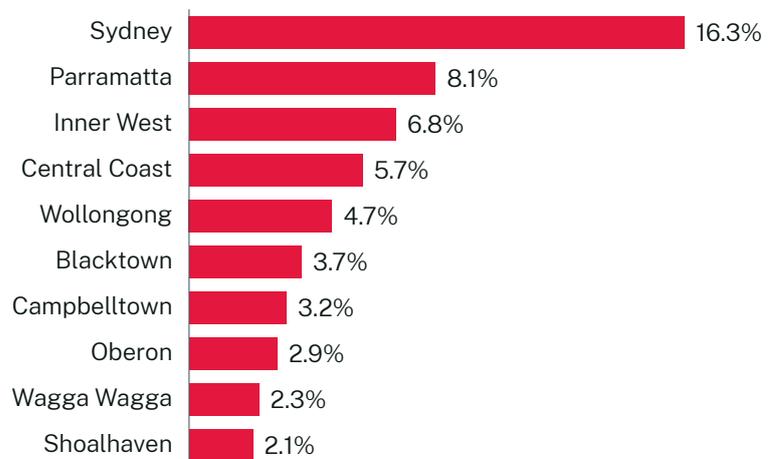


Session location

In 2021–22, face-to-face counselling sessions were conducted in 50 Local Government Areas.

Top 10 LGAs	No. of sessions
Sydney	2735
Parramatta	1368
Inner West	1144
Central Coast	952
Wollongong	795
Blacktown	620
Campbelltown	545
Oberon	487
Wagga Wagga	380
Shoalhaven	348

Proportion of counselling sessions per LGA



Leadership and influence

We lead and influence stronger gambling harm prevention and minimisation culture and practice by government, industry, community, and other stakeholders.



Aaron Warburton, CEO Canterbury Bankstown Bulldogs, Natalie Wright, Director Office of Responsible Gambling, Blake Solly, CEO South Sydney Rabbitohs at the partnership launch in March 2022

In 2021/22 we:

- collaborated with industry and community service partners to deliver GambleAware Week 2021, which saw 6,500 visitors to the website during the week, and 450 views of the podcast series. Campaign messaging was communicated through extensive media coverage including on prime-time TV news and over 100 radio news and interviews.
- expanded the Reclaim the Game program, which challenges the normalisation of sports betting and advertising in sport, with four new partners. The Canterbury-Bankstown Bulldogs and South Sydney Rabbitohs NRL clubs and the Sydney Kings and Sydney Flames in basketball, joined existing partners - Cricket NSW (Sydney Sixers and Sydney Thunder), Sydney Swans, Macarthur FC and the Western Sydney Wanderers. These partnerships reached millions of people viewing sports at home and in stadium at over 40 home games, as well as through targeted online communication. A survey of our partners' fans has found promising changes in attitudes and behaviours towards gambling, and increased awareness of services and support.
- developed and piloted an improved Responsible Conduct of Gambling (RCG) training course, online RCG refresher and a new Advanced RCG course. The courses will be finalised and implemented in 2022-23.
- partnered with the Centre for Community Welfare Training (CCWT) to deliver training for community workers to support screening and referral of people affected by gambling harm in community service settings and related sectors. CCWT have conducted 6 workshops with 122 participants, with more workshops planned in 2022.



- worked with the Royal Australian College of General Practitioners (RACGP) to develop and deliver gambling harm awareness training for GP's, with over 350 GPs participating in the webinars and over 5,400 listening to the podcasts. This training is being well received with over 92% of participants rating the overall quality of the training as good or excellent and about 80% of participants reporting their learning needs were entirely met.



Above: Rabbitohs players Cody Walker, Blake Taaffe and Jai Arrow
Below: Bulldogs players Jake Averillo, Braidon Burns and Tevita Pangai Junior

In 2021/22 we worked with the Royal Australian College of General Practitioners to develop and deliver gambling harm awareness training for GP's.



350 GP's
participated in the webinars

5,400
listened to the podcasts



92%
of participants rated the overall quality of the training as good or excellent



80%
of participants reported that their learning needs were entirely met

About us

Who we are

The Office of Responsible Gambling is part of the Hospitality and Racing division of the NSW Government Department of Enterprise and Investment.

Along with Liquor & Gaming NSW, the Office of Racing and related entities the Independent Liquor & Gaming Authority and Greyhound Welfare and Integrity Commission, we moved from the Department of Customer Service to the newly formed Department of Enterprise, Investment and Trade (DEIT) on 1 April 2022 as a part of Machinery of Government changes.

Our governance framework

The Minister for Hospitality and Racing oversees the Responsible Gambling Fund (RGF), which is administered by Trustees. The Trustees perform an expert advisory role to assist the Minister make decisions about the appropriate allocation of funds, as well as other gambling policy matters where an arm's length and expert view is appropriate.

The Office of Responsible Gambling leads the development of responsible gambling strategy and public policy advice to the NSW Government and supports the Trustees to provide advice and guidance to the Minister on funding responsible gambling initiatives consistent with the strategic direction.

The operation of the RGF and Trustee decision-making is conducted within a harm minimisation framework that recognises gambling as a lawful activity and that safeguards are needed to protect consumers and the community from gambling harm.

The Office and the RGF work closely with the regulator Liquor & Gaming NSW, as well as GambleAware Providers who deliver direct services to the community. More information is available in our Strategic Plan.

Our role administering other funds

The Office also administers the Clubgrants Category 3 Infrastructure Grants and the Community Development Fund. More information about these grants is available on the NSW Government Grants and Funding website.

The RGF Trustees

In 2021–22, the Trust had ten Trustees with expertise from diverse fields including public health, law, government, gambling industry, academia, business and social research.

John Dalzell (Chair)

John Dalzell is regarded as one of Australia's leading dispute resolution lawyers. In 2016, he was voted by his peers as one of Australia's best litigation lawyers, and has previously advised the NSW Government on liquor and gaming legislation.

Mr Dalzell has significant experience in conducting all forms of dispute resolution, which includes successful mediations, arbitrations, conciliations and commercial settlement negotiations. In addition to chairing the Trust, he is the chair of Dentons, a global litigation and dispute resolution group. He also represents clients in Royal Commissions, Special Commissions of Inquiry, the Supreme Court, the Federal Court and all appeal courts, including the High Court of Australia.

Before migrating to Australia, Mr Dalzell was a barrister in London, specialising in trials before juries and commercial disputes. Prior to taking up law, he was a Royal Marines Commando.

Dr Clive Allcock

Clive Allcock is an experienced psychiatrist who has done significant work in the field of treatment of problem gamblers. Although he retired from full-time clinical employment in 2006, he continues to work part time for the Mental Health Review Tribunal. He also takes on consultancy work, including acting as an expert witness in legal cases involving gamblers and gambling issues.

Dr Allcock was a founding member of the National Association of Gambling Studies, and has held senior academic positions including Clinical Senior Lecturer at the Department of Psychological Medicine at the University of Sydney.

Professor Paul Delfabbro

Paul Delfabbro is an internationally renowned gambling researcher, and a lecturer in Psychology at the University of Adelaide.

His PhD thesis covered the demographic, behavioural and cognitive factors underlying gambling in South Australia. He has also authored or co-authored

numerous journal articles and reports covering issues including gambling among adolescents, analysis of the structural characteristics of gaming machines, population prevalence studies, responsible gambling measures, gender differences and the behavioural profiling of problem gamblers in venue environments.

Among Professor Delfabbro's awards and prizes are the 2015 Thomson Reuters Citation Award in Social Sciences and the Pro Humanitate Literary Award for his book *Children in Foster Care*.

Professor Joel Negin

Joel Negin is head of the School of Public Health at the University of Sydney. He is an experienced manager, project coordinator and researcher with a focus on health issues affecting vulnerable populations. His research work at the University of Sydney has included health policy and financing, health-worker migration, and serving remote populations with health services.

Professor Negin also has extensive experience in fieldwork, project management and research with academic institutions, government, United Nations agencies and strategy consulting firms.

In addition, he has held positions with the Monitor Group strategic consultancy and the Earth Institute at Columbia University.

Mark McCrindle

Mark McCrindle, founder and manager of McCrindle Research, is a social researcher. He undertakes qualitative and quantitative research projects with companies of all sizes, government agencies and not-for-profit organisations.

In 1994, he established the Australian Leadership Foundation. This foundation provides training programs for young people in schools and higher education as well as at-risk youth.

Mr McCrindle is also a director of Compassion Australia, and is the author of books including *The ABC of XYZ: Understanding the Global Generations and Word Up: A Lexicon and Guide to Communication in the 21st Century*.

Janett Milligan

Janett Milligan is a senior executive who has held leadership positions at NSW Government agencies. She also has strong governance experience as a board member of bodies including Barnardos Australia, Venues NSW, Western Sydney Parklands Trust and Western Sydney Stadium Steering Committee. Ms Milligan is currently the Chair of Barnardos Australia.

Ms Milligan has served in various executive director roles in the Office of Sport, and as Executive Director of Strategic Policy and Planning at the then NSW Department of Ageing, Disability and Home Care.

She has wide experience in strategy development and implementation, leadership, organisational change, asset management and stakeholder relations, and is a graduate of the Australian Institute of Company Directors.

Elizabeth Lyne

Elizabeth Lyne is a qualified accountant with over 20 years' experience. She has provided taxation, business advisory and audit services in the agriculture, government, health, construction, property, retail, hospitality, travel and not-for-profit sectors, and has held senior finance roles in energy and meat processing enterprises.

Ms Lyne is a sitting member of the NSW Civil & Administrative Tribunal (Guardianship Division) and conducts hearings throughout regional NSW. She has extensive board experience. She is a director of NSW Crown Holiday Park Land Manager and NSW Rural Assistance Authority and a past director of Riverina Division of General Practice and Primary Health, Murrumbidgee Medicare Local and Murrumbidgee Primary Health Network.

Ms Lyne is a Graduate of the Australian Institute of Company Directors, is a Certified Practising Accountant and holds a Bachelor of Business from the University of Technology, Sydney. She lives on the family farm in the South-West Slopes region.

Anne Fitzgerald

Anne Fitzgerald is an experienced former executive in the clubs sector and has diverse experience on numerous boards from the hospitality, arts and community sectors. Ms Fitzgerald is currently the CEO of the Talent Development Project and the Chair of Youth Off the Streets.

Ms Fitzgerald holds her MBA, a Graduate Diploma of Public Administration and a Bachelor of Arts. She is a Graduate of the Australian Institute of Company Directors.

Robert Lagaida

Robert Lagaida has had a 30-year career in the NSW public health sector, which included senior executive roles in policy and program development, capital works, hospital service management, finance and corporate services. He has experience on a range of boards including the government, health and community sectors, and is a graduate of the Australian Institute of Company Directors and a Fellow of the Certified Practising Accountants. He also received a Public Service Medal in recognition of his contributions to the NSW public hospital system.

Mr Lagaida holds a Bachelor of Economics, a Graduate Diploma in Information Services and a Master of Commerce.

Anthony Keon

Anthony Keon is the CEO of Hospitality and Racing, with responsibility for Liquor & Gaming NSW, Office of Racing and Office of Responsible Gambling.

Anthony has wealth of experience in senior executive leadership roles across a diverse range of regulatory and government functions – which span a variety of regulatory environments, including, work health and safety, liquor and gaming, exploration and mining, mine rehabilitation, coal seam gas and charitable fundraising.

Prior to joining Government, Anthony started his career in the hospitality sector, operating late trading pubs and nightclubs in both Sydney and regional locations.

Appendix one – Financial Statements

This appendix provides financial statements for the Responsible Gambling Fund (RGF), which is used to fund the work of the Office.

The RGF is established under the *Casino Control Act 1992* (the Act) which requires each casino licence in NSW to make contributions to the Fund, with contributions currently set at two per cent of gaming revenue.

The Act and associated governance arrangements provide that these funds are used for purposes relating to responsible gambling. These include activities which enable a person to make informed decisions about participating in gambling, minimise the potential for harm associated with gambling and to reduce the incidence and prevalence of problem gambling.

The RGF also receives revenue from the point of consumption tax on online wagering as required in Section 13N *Betting Tax Act 2019* and the levy on gaming machine leasing applications and community benefit payments for gaming machine increase applications, as required under the *Gaming Machines Act 2001*.

The RGF is governed by a Trust Deed and Policy Guidelines. The guidelines are issued by the Minister, consistent with section 115 of the *Casino Control Act*.

The following financial statements provide an overview of revenue and expenditure for 2022-23.

Responsible Gambling Fund

Financial Report

30 June 2022

RESPONSIBLE GAMBLING FUND

FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2022

STATEMENT BY THE RESPONSIBLE MANAGER

I declare, in my opinion the accompanying financial report:

- a) provides details of the transactions of the Responsible Gambling Fund for the year ended 30 June 2022;
- b) has been prepared as a special purpose financial report in accordance with the basis of the accounting policies described in Note 1.

Further, I am unaware of any circumstances which would render any particulars included in the financial report to be misleading or inaccurate.



James Hebron
Acting Chief Executive Officer
Hospitality & Racing

Date: 20 December 2022

RESPONSIBLE GAMBLING FUND			
STATEMENT OF INCOME AND EXPENDITURE			
FOR THE YEAR ENDED 30 JUNE 2022			
	Notes	Actual 2022 \$'000	Actual 2021 \$'000
Expenses excluding losses			
Personnel services expenses	2(a)	3,055	3,730
Other operating expenses	2(b)	5,992	7,441
Grants and subsidies	2(c)	17,050	23,212
Amortisation	2(d)	219	47
Total Expenses excluding losses		26,316	34,430
Revenue			
Grants and contribution	3(a)	5,300	5,300
Retained taxes, fees and fines	3(b)	18,634	18,366
Other revenue	3(c)	237	580
Total Revenue		24,171	24,246
Net result		(2,145)	(10,184)

The accompanying notes form part of the financial statements.

RESPONSIBLE GAMBLING FUND			
STATEMENT OF NET ASSETS			
AS AT 30 JUNE 2022			
	Notes	Actual 2022 \$'000	Actual 2021 \$'000
ASSETS			
Current Assets			
Cash and cash equivalents	4	24,385	23,439
Receivables	5	3,621	2,183
Total Current Assets		28,006	25,622
Non-Current Assets			
Intangible Assets	6	2,726	986
Total Non-Current Assets		2,726	986
Total Assets		30,732	26,608
LIABILITIES			
Current Liabilities			
Payables	7	11,025	4,060
Grant payable	8	1,230	1,926
Total Current Liabilities		12,255	5,986
Total Liabilities		12,255	5,986
Net Assets / (Liabilities)		18,477	20,622

The accompanying notes form part of the financial statements.

RESPONSIBLE GAMBLING FUND		
STATEMENT OF FUND ACTIVITIES		
FOR THE YEAR ENDED 30 JUNE 2022		
	Actual 2022 \$'000	Actual 2021 \$'000
Opening balance	23,439	32,569
Cash receipts		
Net GST refund	4,617	4,463
Receipts under Casino Control Act 1992	13,075	14,503
Receipts under Betting Tax Act 2001	5,000	5,000
Receipts under Gaming Machines Act 2001	5,005	3,887
Receipts from Commonwealth for Strong and Resilient Communities Program	300	300
Cash payment		
Payments for the purposes of responsible gambling, administrative and secretarial support	(27,051)	(37,283)
Closing balance	24,385	23,439

The accompanying notes form part of the financial statements.

RESPONSIBLE GAMBLING FUND

NOTES TO AND FORMING PART OF THE FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2022

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) The Fund

The Responsible Gambling Fund (Fund) was established under section 115 (4) of the *Casino Control Act 1992* (the Act) as a Special Deposit Account.

The financial report of the Fund has been prepared as a special purpose financial report on the basis that the Fund is not a reporting entity under the Australian Accounting Standards.

The Fund receives income from a levy, under section 115 of the Act, on each casino licence in NSW as well as community benefit payments and gaming machine lease levies under sections 36A and 25C of the *Gaming Machines Act*. In addition, section 13N of the *Betting Tax Act 2018* allows (and for a defined period, requires) the Treasurer to pay to the Fund certain amounts.

The objective of the Fund is to make recommendations to the Minister on the allocation of funds for programs and initiatives that promote responsible gambling and help reduce the gambling harm in the areas of research, community education, support services and support for policy and regulation.

The financial report for the year ended 30 June 2022 has been authorised for issue by the Chief Executive Officer, Hospitality & Racing on the date the accompanying Statement by the Chief Executive Officer was signed.

Under the *Administrative Arrangements (Second Perrottet Ministry—Transitional) Order 2021* dated 21 December 2021, the Fund was transferred from the Department of Customer Service (DCS) to the Department of Enterprise, Investment and Trade (DEIT). This Order took effect from 1 April 2022 and there is no anticipated financial impact on the Fund.

(b) Basis of Preparation

The financial report of the Fund has been prepared on an accruals basis and in accordance with the significant accounting policies disclosed below. Such accounting policies are consistent with the previous financial year unless otherwise stated.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency.

(c) Accounting for the Goods and Services Tax (GST)

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

- amount of GST incurred by the Fund as a purchaser that is not recoverable from the Australian Taxation Office (ATO) is recognised as part of the cost of acquisition of an asset or as part of an item of expense; and
- receivables and payables are stated including GST.

(d) COVID-19 and financial impact on the fund

The pandemic and natural disasters during the financial year, primarily coronavirus (“COVID-19”) and floods, have had a major impact on individuals, businesses and the government sector. There has been no impact on the Fund’s liquidity or credit risk profiles as a result of these factors.

There is no uncertainty about the Fund’s ability to continue as a going concern as at 30 June 2022 as liquidity and credit risk are not significant areas of risk for the Fund.

(e) **Comparative Information**

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

Where necessary, comparative disclosures in financial statements and in the notes to the financial statements have been amended to conform to the current year presentation.

2. EXPENSES EXCLUDING LOSSES

Payments from the Fund are governed by Part 8, Sections 115 (5) to (8) of the Act, the Responsible Gambling Fund Trust Deed and the Policy Guidelines issued by the Minister who is allocated responsibility for administration of the Act.

(a) **Personnel service expenses**

	2022	2021
	\$'000	\$'000
Department of Customer Service (DCS)	2,518	3,730
Department of Enterprise Investment & Trade	537	
	3,055	

The Fund does not have any employees and receives administrative, operational and secretarial support from DCS and DEIT. The Fund reimburses DCS and DEIT for personnel services expenses.

(b) **Other Operating expenses**

	2022	2021
	\$'000	\$'000
Advertising	1,015	2,525
Administration service charge	597	670
Auditor's remuneration	33	32
Consultancy	-	31
Fees for service	2,685	2,748
Legal fees	142	117
Sponsorships	726	580
Trustee's remuneration	287	280
Other	507	458
	5,992	7,441

Recognition and Measurement

The administration service charge is the allocation of the cost of services performed by DCS and DEIT on the behalf of the Fund. The Fund reimburses DCS and DEIT for administration service charges.

(c) **Grants and Subsidies**

	2022	2021
	\$'000	\$'000
Grants for Gambling Help services	2,272	14,784
Grants for GambleAware services	13,219	3,155
Grants for community benefit payments	1,049	1,592
Other grants	510	3,681
	17,050	23,212

Grants for Gambling Help services - These grant payments were to legacy Gambling Help services for counselling under the Gambling Help model. GambleAware replaced Gambling Help from 1 July 2021 and Gambling Help services ceased operating on 31 December 2021.

Grants for GambleAware services - These are grant payments to GambleAware providers NSW for the delivery of community engagement, support and treatment services.

Grants for community benefit payments - The Fund receives payments when a venue is approved to increase the number of gaming machines at the venue. The Fund, in conjunction with an independent panel, recommends the recipients of the community benefit payments which include not for profit organisations and registered charities that support the social wellbeing of the local community.

Other Grants - These grants include payments to organisations for gambling research, education and awareness prevention programs, innovation and technology.

Recognition and Measurement

The grant expense is recognised based on the total grant commitment entered into during the financial year.

(d) Amortisation

	2022	2021
	\$'000	\$'000
Amortisation	219	47

Recognition and Measurement

The Fund's intangible assets (computer software) are amortised using the straight-line method over a period of four (4) years. The amortisation period, and the amortisation method for an intangible asset with a finite useful life, are reviewed at the end of each financial year.

3. REVENUE

(a) Grants and contribution

	2022	2021
	\$'000	\$'000
Grants appropriated from the <i>Betting Tax Act 2001</i>	5,000	5,000
Commonwealth grant	300	300
	5,300	5,300

Recognition and Measurement

Section 13N of the *Betting Tax Act 2018* authorises the appropriation and payment of revenue to the Fund from the Consolidated Fund appropriated by Parliament. Revenue is recognised when the Fund has the right to receive the appropriation.

Except as specified below, appropriations are recognised as revenue when the Fund obtains control over the assets comprising the appropriations. Control over appropriations is normally obtained upon the receipt of cash.

(b) Retained Taxes, Fees and Fines

	2022	2021
	\$'000	\$'000
Responsible gambling levy	13,420	14,479
Gaming machine lease revenue	487	384
Community benefit payment receipts	4,727	3,503
	18,634	18,366

Recognition and Measurement

Income is measured at the fair value of the consideration or contribution received or receivable. Specific accounting policies for the recognition of income include:

(a) Responsible gambling levy

Section 115(1) of the Act authorises the payment of the responsible gambling levy by casino operators to the Fund in respect of each casino licence. The amount of the levies and timing of payments are determined by the agreement, or the Treasurer's determination in the absence of this agreement. The current agreement with Star Casino was entered into for the period from 1 July 2020 to 30 June 2041. The agreement with Crown Casino commences from the date that VIP gaming commences.

Revenue is recognised when the Fund has the right to receive the levy.

(b) Gaming machine lease revenue

As per section 25C of the *Gaming Machines Act 2001*, the levy is payable based on the lease of a gaming machine entitlement as approved by the Independent Liquor & Gaming Authority at the time of application. The amount of levy is determined in accordance with the regulations of the *Gaming Machines Act 2001* and is payable to the the Fund.

Revenue is recognised when the Fund has the right to receive the levy.

(c) Community benefit payment receipts

Community Benefit Payment receipts are received by the Fund when a venue increases the number of gaming machine entitlements at the venue as per section 36A of the *Gaming Machine Act 2001*. The amount is payable by a venue to the Fund.

Revenue is recognised when the Fund has the right to the receipt.

(c) **Other Revenue**

	2022	2021
	\$'000	\$'000
Unclaimed and forfeited winnings	237	580

Recognition and Measurement

Unclaimed winnings comprise winnings derived from gambling activities at the casinos but not claimed.

Forfeited winnings apply to wagering by minors and excluded persons, which is prohibited, under section 86A of the Act. A minor or excluded person is not entitled to any winnings from a successful wager and those winnings are forfeited to the casino operator. .

As per sections 89A and 90 of the Act, the Casino operator must pay the amount of any unclaimed winnings to the Fund within 3 months of the winnings being forfeited or after the winning becomes unclaimed winnings. A winning becomes an unclaimed winning when it is not claimed within 12 months.

Income is recognised on receipt of unclaimed or forfeited winnings.

4. CURRENT ASSETS - CASH AND CASH EQUIVALENTS

	2022	2021
	\$'000	\$'000
Cash at bank and on hand	24,385	23,439

Cash collected by, appropriated or granted to the Fund is used to fund its operating objectives controlled by the Fund.

5. CURRENT ASSETS - RECEIVABLES

	2022	2021
	\$'000	\$'000
Retained taxes, fees and fines	1,700	1,118
GST receivable	121	491
Other debtor	1,623	424
Prepayment	177	150
	3,621	2,183

Recognition and Measurement

Receivables

Receivables are initially recognised at fair value plus any directly attributable transaction costs. At the end of each reporting period, the Fund will accrue any outstanding levy incurred in the period but not yet received.

Trade receivables that do not contain a significant financing component are measured at the transaction price.

GST receivables are recognised based on GST incurred in the financial reporting period. GST may be accrued based on a tax compliant invoice in accordance with the guidelines of the ATO.

Prepaid expenses are recognised when the Fund pays more than \$5,000 for good and/or services where the receipt of goods and/or services was not received/ incurred as at the financial reporting date.

6. INTANGIBLE ASSETS

	2022	2021
	\$'000	\$'000
Software	858	858
Accumulated amortisation	(265)	(47)
Software in development	2,133	175
	2,726	986

Recognition and Measurement

Intangible assets are recognised only if it is probable that future economic benefits will flow to the Fund and the cost of the asset can be measured reliably. Intangible assets are measured initially at cost. Where an intangible asset is acquired at no or nominal cost, the cost is its fair value as at the date of acquisition. Following initial recognition, intangible assets are subsequently measured at fair value only if there is an active market. As there is no active market for the Fund's intangible assets, the intangible assets are carried at cost less any accumulated amortisation and impairment losses.

All research costs are expensed. Development costs are only capitalised when it is considered that the Fund can obtain control of the development project, measure these costs reliably and these costs are deemed to bring future economic benefit to the Fund.

The useful life of intangible assets is determined to be a maximum of four (4) years due to the rapid changes in technology and computer software being susceptible to technological obsolescence.

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

7. CURRENT LIABILITIES – PAYABLES

	2022	2021
	\$'000	\$'000
Payables	11,025	4,060

Recognition and Measurement

Payables represent liabilities for goods and services provided to the Fund and other amounts. \$6.6m of these payables are to GambleAware providers for services delivered, where contracts specify a progress payment to be made in June 2022. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial.

8. CURRENT LIABILITIES PROVISIONS

	2022	2021
	\$'000	\$'000
Grant payable	1,230	1,926

Recognition and Measurement

The current liability payable for grants is the total outstanding contractual obligations on each grant funding agreement as at the end of each financial year. It is the intention of the Fund to reflect the total unpaid liability as at the end of each financial year based on the grant agreements entered up to that date. The recognition of this liability is over and above the requirements of only recognising the liability based on the legal obligation as per AASB 137 *Provisions, Contingent Liabilities and Contingent Assets*.

As a result of this approach, the Fund is recognising all of the contracted outflows in the Statement of Income and Expenditure in the financial year in which the arrangement is entered into. The Fund is of the opinion that this reflects a true and fair view of the results of its operations during the financial year because if the Fund had not received sufficient grant income to fund its operations, the Fund may not have entered into funding agreements above its working capital requirements. In doing so, the Fund is reflecting all of its financial commitments to enable the user of the financial statements to understand the impact of all grant agreements entered into during the financial year. This is consistent with the presentation of the financial statements of the Fund in the prior years.

9. CONTINGENT ASSETS AND LIABILITIES

The Fund is not aware of any contingent assets or liabilities as at the end of the financial year.

END OF AUDITED FINANCIAL REPORT

Appendix two – Detailed service and clientele data

This appendix provides further information on the treatment and support services funded through the RGF, in addition to the data presented in the body of the report.

The data relates to service delivery by the GambleAware providers funded across 10 regions in NSW to provide community awareness and education, support and treatment. The data presented here is based on the service reporting of providers for the year 2021-22.

Client demographics

Age

Age	Percentage
30-39	25.8%
40-49	21.4%
20-29	19.8%
50-59	17.8%
60-69	10.2%
70-79	3.3%
10-19	1.4%
80-89	0.2%

Gender

Gender	Percentage
Male	63.3%
Female	36.6%

Suburbs

Top ten suburbs of residence

Broken Hill
Orange
Bathurst
Armidale
Albury
Ashfield
Dubbo
Tamworth
Lavington
Cessnock

Gambling activities

Where they gamble

Preferred gambling venue	Percentage
Hotel / pub	41.5%
Club	29.4%
Home	16.3%
Other	4.5%
TAB	4.5%
Casino	2.1%
Newsagent	0.9%
On course (Racing/sports betting)	0.8%
Work	0.1%

Preferred means of gambling

Preferred means of gambling	Percentage
In person	73.63%
Online	22.32%
No preference	2.06%
Telephone	1.06%
Other	0.94%

Forms of gambling

Principal gambling activity	Percentage
Gaming machines	63.8%
Horse / greyhound racing	15.8%
Sports betting	12.2%
Other	2.5%
Casino games	2.4%
Poker	1.7%
Lotteries	1.0%
Instant Scratchies	0.3%
Keno	0.2%
Bingo / Housie	0.1%

Secondary gambling activity	Percentage
Sports betting	24.8%
Horse / greyhound racing	24.8%
Gaming machines	19.1%
Lotteries	9.4%
Other	5.3%
Casino games	5.0%
Keno	4.4%
Instant scratchies	3.5%
Poker	3.2%
Bingo/Housie	0.6%

Access to services

Referral source

Where client was referred from	Percentage
Another mental health service/ counsellor	22.1%
Other	20.3%
Gambling Helpline	15.0%
Family/friend/colleague	11.5%
Gambling Help Online	5.9%
GambleAware website	5.3%
Internet advertising	5.1%
Justice system or a legal service	3.9%
Gambling venue	3.3%
Financial counsellor	3.1%
Media (i.e.TV/radio/brochure)	2.2%
Medical service or GP	1.7%
Religious organisation	0.4%
Another gambler	0.2%

Referral to other service providers

Clients receiving support from other services	Percentage
No support received from other services	32.1%
Other health/welfare service	28.8%
Mental health service	12.9%
Financial counselling service	9.7%
Other	5.7%
Legal service	3.1%
Drug and alcohol service	3.0%
Gambling counselling service/s	2.4%
Self-help group	2.2%

