

4. IMPLICATIONS OF ON-LINE GAMBLING FOR YOUNG PEOPLE

4.1 LIKELY TAKE-UP OF ON-LINE GAMBLING SERVICES

One of the main objectives of this study has been to examine the likely impact of new forms of gambling services delivery on youth. From the suppliers perspective, this question is akin to commercial research into the likely take-up of on-line gambling services by the 'market' of the future, that is, by youth who are minors now, but will be legally able to use on-line gambling (either computer or broadcasting-based) within the next few years.

The main motivation behind this study has been the potential vulnerability of youth in the face of broader exposure and broader availability of gambling services, as opposed to the commercial perspective of potential take-up and market size. Yet the two perspectives coincide when considering the implications of these research findings with youth. The supplier-driven view of new forms of delivery frequently differs radically from the user and consumer view about the potential benefits or dis-benefits of new services and applications.

The supplier view, driven by the technologies and new opportunities for profit, frequently ignores, and/or vastly underestimates, the user and consumer perspective about the nature and purpose of the services or application. It will be argued that this is the case here with on-line gambling services, particularly as it applies to the future market of younger people. But, before that, it is necessary to review relevant key findings on which this argument is based.

REVIEW OF RELEVANT KEY FINDINGS

The following are the key points relevant to the issue of likely take-up of on-line gambling services. They are not necessarily in any order but each carries its own implications for either interest in, or lack of interest in, future on-line services. Together they form the 'big picture' against which the impact of on-line services can be assessed.

- Overall, the findings demonstrate sensible attitudes and perceptions by young people. There is strong awareness of the downsides of gambling and strong awareness of and exposure to the impact of problem gambling around them. Youth are gambling, but by far the majority are gambling sensibly, are not gambling with unrealistic expectations, and are clearly able to distinguish gambling for 'fun' from problem gambling.
- For the vast majority of the sample, gambling is about shared entertainment and leisure, about fun, hobbies, and relief from everyday routine. It takes place within a social context and the social context of family and friends is of critical importance to gambling motivations.
- Exposure to gambling occurs at very early ages within the family environment. External influences such as the easy availability of gambling, are important, but occur later, after the seeds of interest in gambling have already been planted from within the family.
- There is a strong existing usage base for video interactivity, particularly for boys. As well as this attraction to video interactivity, boys are also particularly attracted to sports-related gambling.
- There is no correlation between existing interests in gambling and existing interest in the Internet, particularly as it applies to heavy users of the Internet. While heavy Internet users had 'invented' their own form of gambling on the Net, it was not motivated by a desire to gamble, but by 'addiction' to the Internet. The most obvious form of addictive behaviour existing within the sample, was associated with Internet Relay Chat activity, not with gambling activities of any kind.
- Heavy Internet users saw future electronic commerce on the Net as representing everything which they did not want the Internet to become. There was strong suspicion about the security of financial transactions on the Net, and deep antagonisms towards the idea of the Net being taken over by commercial interests, or regulated in any way.
- Among those who were interested in gambling, there was the spontaneous recognition that gambling on-line would involve additional costs compared with existing means of gambling, and that on-line gambling on the Internet did not offer any additional benefits, in fact, it offered disbenefits since the social context of gambling was removed.

CONCLUSIONS

Given the above, it is highly questionable that on-line computer-based gambling activities will be appealing to the average young person, and certainly not to the youth who are already deeply involved in the Internet. If the genesis of gambling motivation occurs at very ages and takes place in the context of family and social relationships and 'fun' activities, it is not likely that isolated/lonely/individual to machine gambling activity will attract young people, even if they are familiar with the Internet.

But, on-line gambling delivered through future interactive broadcasting services, may very well hold a different set of attractions for young people, particularly if the services are focused around live sporting events, whether they be racing, football, or other sports games. Activities around the television set can be shared with family and friends in a way that differs vastly from one or two people sitting in front of a computer screen.

There is, or can be, a 'social context' created around a television in the home, and if the content (that is, sport) is of interest, the additional availability of gambling while watching that activity, is likely to be very appealing to some youth and adults alike. As well, if this form of gambling in the home becomes widely available in the future, and is taking place in the very context (that is, through immediate family relationships at home) in which children are exposed to gambling at very early ages, then clearly the exposure of youth is increased.

It is worth noting at this point in the analysis of findings, that there are significant differences between the demographics of those adults who are currently gambling from home through PhoneTAB, and the demographic profile of the average Internet user. These demographics are considered commercial-in-confidence by service providers and as such, cannot be discussed in detail here. But it is fairly obvious that PhoneTAB users tend to be older people, often reluctant or unable to go to racing venues or TABs, or people who are just otherwise busy or occupied with home duties. This is in stark contrast to the mostly young, predominantly male, computer literate profile of Internet users.

Thus, gambling from home via interactive broadcasting services which in this case, would offer additional benefits over existing PhoneTAB means, it is likely to be very appealing to these older consumers. This will be particularly true if the means of interactivity is user-friendly, and does not require high levels of computer literacy as does the use of the Internet. The implications of this are that the availability of on-line broadcasting gambling services could have a significant impact on those consumers and thereby increase the exposure of youth to gambling in the home.

Therefore, the overall conclusions are that Internet-based on-line gambling is not likely to be widely appealing, or widely taken-up by youth or adults, but on-line broadcasting gambling services, may well hold appeal and be taken-up by adults in particular demographic groups, which in turn, then increases exposure of youth to gambling in the home.

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But even with these conclusions, it is worth considering some of the other findings of this research, plus findings from other research into on-line services, which would lead to questioning whether the market for future on-line gambling services is as big as service providers and suppliers think it might be.

The difference in perspectives of providers and users is quite significant. Providers focus on the technology and/or the product. Users focus on the activity, how and why it is done and what they get out of it. With regard to gambling activities, users see not only the social context, but the emotional and psychological context of the atmosphere, the anticipation of placing the bet and the personal experience of collecting, as integral to the gambling experience.

With electronic cash transactions, many of these components of gambling activities are either eliminated or deferred. Electronic cash is virtual and impersonal. At the root of gambling motivations is the idea of winning money and having 'fun' while (hopefully) doing it. Even if on-line gambling in various forms, may appeal on particular occasions, or for particular situations, it is never going to satisfy these emotional components of normal gambling behaviours.

In addition, other research into non-gambling on-line applications (see appendix) clearly shows that usage patterns change over time, initial expectations are frequently unfulfilled, and activities such as computer games have limited interest cycles. Research into privacy matters shows users and consumers may be willing to trade-off some elements of privacy for security where it relates to large value financial transactions, but will be a lot more hesitant to leave rich electronic trails of their private entertainment and leisure activities.

In the introduction of any new produce or service, there will always be initial take-up based on the novelty effect, but unless the product or service offers significant advantages over the existing way of doing things, this novelty effect wears off quickly. Service providers and suppliers of future on-line gambling services may well be disappointed if they do not take these matters into consideration in their estimates of take-up for gambling applications.

4.2 IMPLICATIONS FOR PUBLIC POLICY

This section of the report will look at the implications for public policy by first outlining current initiatives for regulating on-line services, and then discussing public policy concerns specific to gambling applications, given the technologies being proposed and the implications of findings from this research.

CURRENT REGULATORY INITIATIVES FOR ON-LINE SERVICES

After a long period of public and consumer consultation, the Australian Broadcasting Authority's report, 'Investigations into the Content of On-Line Services' is now

with the Minister for Communications and the Arts. Given the current climate and expectations among regulators, industry participants, and experts, it is highly likely that the Australian Broadcasting Authority (ABA) will become Australia's 'content' super-regulator, following the principles and recommendations outlined in their June 1996 report.

There are three overall recommendations for the regulatory framework and these are:

- that the on-line industry will be essentially self-regulating, based on codes of practice which will be required to be developed by on-line service providers (known as ISPs for Internet Service Providers);
- that the ABA will identify matters which should be included in these codes of practice and formally register these matters or standards after a process of community consultation;
- and, that the ABA will monitor these codes of practice, industry compliance and the effectiveness of such codes, and that such monitoring will also include a complaints handling regime.

While at this stage, these codes of practice are essentially voluntary, there are many in the industry who believe we are not far away from a future where ISPs will be licensed, in which case, failure to comply with an industry-wide codes of practice regime, would result in loss of licence to operate as an on-line service provider.

Within these broader recommendations, the ABA report also spends considerable time outlining issues associated with the restriction of access to material unsuitable for minors. These include recommendations concerning the use of filtering software built into Internet browsers, the application of age verification procedures, and the provision of information and formal links with the schools education sector.

In the case of the latter, the recommendations include providing practical information to parents and schools administration about the management of student access to on-line services. As well the ABA will establish an on-going relationship to ensure the educational sector is informed about codes of practice and other developments within the industry.

The recommendations concerning the use of filtering software, such as Net Nanny, might be effective methods for control over access to undesirable content at schools where the installation and set-up of browsers (such as Netscape) is done by teachers and use of the Internet is supervised. But such filtering software is unlikely to be effective in the home environment for several reasons. Firstly, it must be installed at the time of set-up and the average parent is not likely to have the skills, even if they can afford the expense of buying the software. Secondly, it can still be deleted by any user with a better than average knowledge of computers, and most youth who are heavy users of the Net have such skills. If it is deleted, it will leave a record of that and an observant supervisor would know eventually — but that is hardly a foolproof control device.

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In the case of access restriction by age, the ABA has recommended 'reasonable age verification procedures which aim to limit the holding of an on-line account to persons over the age of 18 or to persons who are of an age appropriate to receive the information made available to them'. (ABA Report, Page 123). ISPs will *not* be required to guarantee that potential account holders are 18 or over, but would be required to ensure that 'reasonable steps' have been taken. ISPs would not be in breach of the code of they met this criteria, even if the account holder turned out to be a minor. Presumably, ISPs are also not going to be held responsible for minors using other peoples' accounts, or providing false identifiers on-line.

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The ABA inquiry and subsequent report, has focused mostly on existing content concerns, such as pornography, violence, and associated material. There was one submission (see Appendix) to the ABA inquiry about on-line gambling, but for the most part, there has not been a lot of attention paid to the problems specific to the regulation of on-line gambling.

While there is an analogy with the prevention of access to minors to pornography and violence, there are also significant differences involved, inasmuch as gambling involves the need for a two-way financial transaction. It also brings with it all the previously mentioned concerns specific to gambling regulation, such as the potential for fraud, money laundering, rigging and numerous other matters of concern to governments and financial authorities. Thus the complexities of regulation not only involve content, but the method of undertaking the transaction, the technologies associated with it, and the licensing requirements specific to gambling placed upon the providers of the services.

It is fairly obvious that industry codes of practice for on-line service providers are not going to do much to prevent access to gambling services for inventive minors determined to gamble in that way. It is also fairly clear that the ultimate responsibility for the prevention of access to minors for future gambling services will sit with state government regulators who licence gambling service providers, not with content regulators like the ABA. As well, if the only means of controlling access is to link controls to payment systems, the financial sector regulators such as the Reserve Bank, or some future equivalent responsible for smart card technologies, will also have a role to play.

As previously discussed in Section 2.2, on-line eligibility authentication based on biometric data is the only almost foolproof way of linking controls to payment systems. But it is unlikely that such sophisticated techniques will be widely applied to mass market services in the immediate future, if for no other reason than the enormous costs involved in setting up those systems. It may well be that in the longer term future such systems will be commonplace, but meanwhile, on-line gambling services will be implemented much sooner than that.

What then are the options? If state and territory governments are committed to the kind of 'harm-minimisation' policies and approaches as the NSW state government has recently announced, how should, or can, this be applied to on-line gambling services regarding the prevention of access to minors? Solutions will have to be built in to the legislation and licensing agreements which facilitate on-line gambling applications. As well, since the on-line world is borderless, there will be not be much point in well-considered regulation unless it is consistent, applying to all on-line gambling service providers across the country.

Given that many suppliers and service providers in both the financial services and gambling industry sectors, see the anonymous stored value card as the 'holy grail' for all electronic commerce possibilities, the options suggested below are likely to be resisted by some. But considering the findings of this research concerning the commonplace usage of debit cards by minors, the knowledge of parental PINs and often authorised usage of parents' credit and debit cards, plus the general inventiveness and risk-taking behaviours of those most likely to try more serious forms of gambling as minors, these solutions seem the only workable approach.

The suggested solutions are as follows. None of them are completely foolproof concerning the prevention of access to minors, but they will at least provide some protection against minors gaining easy access to on-line gambling services.

- The use of anonymous stored value cards should be prohibited as the means of conducting transactions with on-line gambling service providers.
- Transactions should only be allowed with an identified stored value card issued at an external source where the 100 points identification check can be verified. That is, gambling accounts or player's accounts, should not be allowed to be processed on-line, instead, player's cards issued externally by authorised providers such as the TAB or Lotteries authorities or authorised agencies.

This would still not prevent minors from unauthorised use of other people's cards, but at least they would not be able to collect, if collection of possible winnings was restricted to the same external procedures, with both PIN and authorised signature required.

- If the player's card is a reloadable card where winnings were delivered on-line, there should be at least a limit put on the amount of value which can be reloaded into the card without going to an external source, and there would be an electronic trail of the transactions, authorised and unauthorised, so that parents would soon find out about unauthorised use.
- If the government decides to allow the operations of virtual casinos in Australia, then the procedures for establishing an account with such service providers should be made as difficult and secure as possible, again, requiring identification checks at an external source, or by utilising the most sophisticated security devices as the only means of on-line access.
- On-line gambling applications should be prohibited on public access vending machines or kiosks where there is no means of preventing access by minors. If

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such means of gambling are approved, they should at least be limited to age-restricted venues, with clubs and/or other possible venues required to place more rigorous controls over entry than is currently the case in some instances.

4.3 IMPLICATIONS FOR RESPONSIBLE GAMBLING EDUCATION

The purpose of this part of the report is to make some recommendations which will feed into the debate concerning the most effective means of responsible gambling education for youth, either in schools or by some other method. Based on the findings concerning youth attitudes toward various forms of special education, the following recommendations are divided into two approaches, school-based education and public education strategies.

SCHOOL-BASED EDUCATION

We have seen from the findings of this research, that the standard means of special education in schools, do not have a big impact on youth. The possible exception to this are documentary kits about AIDS and safe sex education, and the impressions left by near to peer group age speakers who can talk, without preaching, about their own negative experiences with drugs or alcohol. We have also seen that informal and tangential education on gambling odds occurring in math classes about probability theory, have left a positive impression on youth, and have probably helped contribute to the overall sensible and realistic attitudes to gambling shown by the majority of the sample.

Given the above, one would have to conclude that the production of 'responsible gambling' education kits is not worth the likely cost involved, and may well also contribute to drawing attention to yet another activity which adults do not want kids to do! It may be a lot more productive to put funds behind a process whereby math teachers are informed about the value of using gambling odds to illustrate probability theory and perhaps some special materials could be developed for that purpose.

Learning about gambling in this casual and informal way is likely to be far more effective than formalised programs which, no matter how balanced they may be, will always carry a 'thou shalt not' implication from the perspective of youth. It is also apparent that the majority of youth do not need to be told about the social consequences of problem gambling, since the vast majority of them are already well aware of these downsides through personal word-of-mouth networks.

Other programs for older youth about to leave school, to do with money management and sensible use of entertainment and leisure funds (of which gambling is just one of the components) could be useful to the average young person who is looking for realistic input to life experience with new found freedoms after leaving school. Considering that youth are already so heavily involved in using their own debit

cards, and are likely to be heavy users of debit, credit and future stored value card transactions in the future, programs for older youth about to leave school could be focused on understanding these financial matters. Entertainment and leisure expenditure which includes the cost of responsible gambling activities could be included as a part of such 'real world' scenarios.

PUBLIC EDUCATION

If the critical influences on both interest in, and exposure to, gambling are people-based from within the family, and if these influences occur at much younger ages than children's awareness of the wide availability of gambling from their own observations, then exposure to the people who introduce the 'gambling culture' is significantly more important than new/wider forms of delivery. If that is true, then responsible gambling education across the general community with the adults who influence children's gambling behaviours, becomes *the* critical issue for the future.

The wider availability of gambling within the community is here to stay — the cat is already out of the bag as it were and is not going to be put back considering the revenues involved. Children are going to be exposed to gambling within their families and networks of personal contacts, and considering the penetration of gambling within the community, nothing is going to stop that. The best strategy therefore will be to target the people who are exposing children to gambling, not only about responsible gambling themselves, but about the influence of their own gambling behaviours on children, and the impact of *how* they introduce gambling to their children.

There are three possible approaches to doing that — one, through public education programs, two, through requirements placed upon advertising by gambling service providers, and three, by general media coverage of matters to do with problem gambling in the community. Community service and/or public education programs are not always easy to fund, they are usually short-term, and effectiveness is highly dependent on the 'cleverness' of the advertising involved. But simple messages based on the idea of 'remember, what you do will influence your kids' may have the desired effect on the majority who are gambling, but may not have thought about how they were influencing their kids.

Regarding the second approach, in NSW there are already requirements placed on advertising by gambling service providers, for example, the Sydney Casino is not allowed to use advertising strategies which may be particularly appealing to young people. This approach is the negative approach saying 'don't do anything which might attract minors or youth'. Yet the realities are that what attracts youth is likely to be exactly the same as what attracts adults — the NSW TAB 'adrenalin bet' ad being the classic example of that.

A better approach may be to require gambling service providers to more clearly spell out the odds and to say something positive about how they *want* their customers to be responsible gamblers, and are willing to provide some form of help or

assistance if customers get into trouble. The Sydney Casino is taking such an approach and offering associated counselling services. It is our understanding that the NSW government has approached all major gambling service providers in the state on the matter of such initiatives to encourage responsible gambling.

It was clear from the research findings that the third form of public education which occurs informally as a result of news and current affairs coverage, had the biggest impact on youth in this sample. It is obvious that the news cannot be manipulated to suit the interest of responsible gambling education directed at either adults or youth. But it is possible that media proprietors, editors and producers, could be encouraged to provide balanced coverage to do with gambling, so that problem gambling and its social consequences are discussed at least as much as news of people who win millions of dollars in Lotto, or large amounts at the races.

4.4 SYNOPSIS OF RECOMMENDATIONS

In summary, the recommendations offered for further discussion and public policy debate are as follows:

REGULATORY INITIATIVES

- Prohibit anonymous stored value cards as the means of conducting transactions with on-line gambling service providers.
- Require on-line gambling service providers to only offer on-line services to those customers prepared to use an identified stored value card, or 'player's card', which must be issued at an external source capable of the maximum checks on eligibility authentication.
- If such a 'player's card' is to be a reloadable card, put limits on the amount of value which can be reloaded on-line, requiring larger winnings to be collected from external sources based on the provision of legitimate identification.
- If virtual casino operations are to be allowed in Australia, make the procedures for establishing on-line accounts as difficult and secure as technically possible, preferably using digital signatures or biometric security devices as the only means of access.
- Prohibit on-line gambling applications delivered through public access vending machines or kiosks where there is no adequate means of preventing use by minors.

There is another recommendation arising from the research in this study which has not been previously discussed in Section 4, but which is based on implications from consultation with stakeholders discussed in Section 2. In researching the background to this study it was clear that state-government gambling authorities took far more responsible and considered positions concerning future service delivery in

general and the prevention of access to minors in particular, than private sector suppliers or service providers. Thus, the recommendation is:

- Appropriate legislative and regulatory controls to ensure that all gambling service providers hold the same high level of integrity and commitment to 'harm minimisation' policies as applied to youth access, are critical and compliance should be strictly monitored by government

EDUCATIONAL INITIATIVES

- Develop strategies to encourage informal and tangential learning about realistic approaches to gambling for entertainment and leisure as part of other school curricula and personal development programs. In particular, foster informal learning about gambling odds in mathematics classes, and include discussion of possible responsible gambling expenditure in money management programs for older students about to leave school.
- Develop public education strategies to specifically target the adults who expose children to gambling at very early ages, which focus on responsible gambling in general and the impact of the way they introduce their children to gambling in particular.
- Apply more rigorous controls on advertising by gambling service providers so that the public in general is given a more realistic view of gambling odds, as well as raising awareness of responsible gambling behaviours and how to find help for problem gambling.
- Develop strategies to influence the media to provide more balanced coverage of gambling so as to encourage greater public awareness of the downsides and social consequences of problem gambling in the community.

FURTHER RESEARCH

- Conduct further research investigating the incidence of problem gambling amongst young people and its impact on them and the wider community.

5. CONCLUSIONS

5.1 THE CULTURE OF GAMBLING

If nothing else, this study has shown how deeply imbedded gambling is within Australia popular culture. If one of the measures of popular culture is what children and youth are exposed to at early ages and what patterns of attitudes and behaviours they take up under the influence of their parents and other family members, then gambling for entertainment and leisure is clearly an integral part of the Australia psyche.

While the study has shown that youth clearly *are* gambling, and minors are gambling either with or without the compliance of adults, it has also shown that overall, the majority have sensible attitudes toward gambling, strong awareness of the downsides and potential for problem gambling, and 'normal' (for the Australian psyche!) patterns of behaviours about gambling activities. The strong findings about sensible perceptions and behaviours on the part of the majority of youth in this sample were somewhat surprising to those conducting the study. They raise the question why should this be so, given such early exposure, the wide availability of gambling, and cultural norms which encourage gambling behaviours?

It could be suggested that this study has taken a kind of 'snap picture' of a future generation of gamblers with more sensible and balanced attitudes and behaviours than their parents' generation. This speculation is based on the theory that these sensible and balanced attitudes and behaviours may be a result in greater youth

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exposure to the negative side-effects of problem gambling than their parents' generation. Their parents' generation was the 'first cab off the rank' for the phenomenal changes which have taken place in gambling since computerisation of the industry. They are the generation which has been most exposed to wide availability and new forms of delivery of gambling services, without yet having as much exposure to the penetration of problem gambling within the community.

It is estimated by the Australian Institute for Gambling Research that problem gambling effects between a one half percent and seven percent of the community, with the average being about one percent of the population. While the percentage may seem small, translated into numbers in a state such as NSW, it represents a large number of people and causes significant costs to the community. If we were to speculate about the incidence of problem gambling, or potential problem gambling within the sample of youth recruited for this study, the proportion would be higher than one percent because there was a slight sample bias to lower socio-economic groups and the recruiting of two groups of 'at risk' /or unemployed youth.

Of the 114 respondents in this sample, there were probably two to four youths who exhibited attitudes and behaviours which could be described as problem gambling. All were boys and all were from the 'at risk' groups in either Sydney or Dubbo. There were also a small number of other respondents, who, for a variety of reasons, could be seen to be potentially vulnerable to problem gambling.

These reasons were, in one case, the devotion of a disproportionate amount of time and effort to gambling combined with poor confidence levels about anything else, and in other cases, a sense of isolation from the rest of the community and strong attraction to the allure of money associated with gaming activities on the part of a few, but not all, youth of Indo-Chinese background. Again, all were boys, and all were from comparatively disadvantaged backgrounds.

These observations would lead to the suggestion that psychological factors, poor education and employment opportunities, and socio-economic disadvantage in general, are more important in creating vulnerabilities to problem gambling, than the wide availability of gambling activities. It is clear however, that wide availability provides the opportunities. New forms of delivery for gambling services will increase exposure in the short term, assuming at least *some* take-up of new on-line services.

But it is questionable whether new delivery mechanisms themselves will significantly impact on what is already deeply embedded within the culture, to the extent that it changes the culture for better or worse. In that sense, the culture of gambling remains the constant. While these new forms of delivery no doubt *will* contribute to greater exposure in the home environment, they may not be the most important factors to consider, compared to other socio-economic and psychological factors which already exist within the culture of gambling, with or without the addition of future on-line services.

5.2 THE FUTURE OF ON-LINE SERVICES AND YOUTH

It has been suggested above that despite young people being very much a part of the Australian culture of gambling, we may be looking at a generation of future gamblers somewhat less seduced by the wide availability of gambling because of their greater exposure to it, and its negative side-effects within the community. This is speculation, and only a longitudinal research study could provide any hard evidence to support it.

This is not to suggest that youth are not interested in gambling. They clearly are and some of them are clearly vulnerable. Strategies have been recommended to address these vulnerabilities with regard to gambling in general and on-line gambling in particular. In addition, this study points to the need for further study into youth problem gambling, particularly among disadvantaged young people.

But we have also seen in the study a 'division of culture' between the majority of youth in the sample and the minority who are the leading-edge users of computers and on-line services. Among the heavy users of the Internet, the findings show strong evidence of addictive (and self-acknowledged addictive) behaviours, more obvious than with any problem gambling activities.

It is therefore worth suggesting in the conclusion to this study, that the potential for addiction to the Internet and on-line activities such as the Internet Relay Chats, is at least as important a matter of concern as youth gambling. The ABA has provided recommendations to address issues to do with youth and on-line content. But Internet content, and youth access to it, is going to be very difficult to control, the Internet was initially designed after all, *not* to be controlled.

Teenagers are very inventive and more technically astute than their average supervisor. Difficulties and policy challenges associated with the future of youth gambling may pale in comparison to the broader issues involving youth and on-line services in general. The future may well hold a scenario where parents, teachers and policy-makers would prefer to see young people doing a bit of responsible gambling with their family and friends, rather than locked into a virtual world of addictive behaviours on the Internet!

APPENDIX 1

QUESTIONNAIRE

1. **HOW OLD ARE YOU ?** (tick the box for your age group)
 10 years or under 14 - 16 years
 11 - 13 years 17 - 21 years

2. **ARE YOU ?** (Tick box which applies)
 Male Female

3. **DO/DID YOU GO TO A PUBLIC OR PRIVATE SCHOOL ?**
(tick the box which applies)
 Public Private

4. **DO YOU SPEAK ANY OTHER LANGUAGES AT HOME OTHER THAN ENGLISH ?** (tick the box which applies)
 English only Other language or languages

5. **DO YOU LIVE WITH** (tick the box which applies to your household)
 Both parents One parent
 Other relatives Friends
 Other (example, student dorms, or live alone)

6. **LOCATION**
 Sydney Dubbo

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7. **HAVE YOU EVER HAD A 'BET' OR GAMBLED ON ANY OF THE FOLLOWING THINGS, EVEN IF THE TICKET WAS PURCHASED OR GIVEN TO YOU BY SOMEBODY ELSE?** (tick as many boxes as apply to the kind of gambling you have done)

- | | |
|--|---|
| <input type="checkbox"/> Raffle tickets | <input type="checkbox"/> Bingo games |
| <input type="checkbox"/> Card games | <input type="checkbox"/> Keno games |
| <input type="checkbox"/> Scratchies | <input type="checkbox"/> Soccer pools |
| <input type="checkbox"/> Lotto tickets | <input type="checkbox"/> Footy betting tickets |
| <input type="checkbox"/> Melbourne Cup sweeps | <input type="checkbox"/> Electronic Gaming Machines |
| <input type="checkbox"/> Horseracing
(other than Mel Cup) | <input type="checkbox"/> Dog racing |
| <input type="checkbox"/> Other sports betting tickets | <input type="checkbox"/> never/does not apply to me |

8. **ABOUT HOW OLD WERE YOU WHEN YOU HAD A 'BET' OR GAMBLED FOR THE FIRST TIME ON ANY OF THESE THINGS ABOVE ?** (tick one box)

- | | |
|---|--|
| <input type="checkbox"/> 10 years or under | <input type="checkbox"/> 14 - 16 years |
| <input type="checkbox"/> 11 - 13 years | <input type="checkbox"/> 17 - 21 years |
| <input type="checkbox"/> Does not apply to me | |

9. **DO YOU EVER DO ANY OF THE FOLLOWING THINGS ?**
(tick as many boxes as apply to you)

- | | |
|---|--|
| <input type="checkbox"/> Use the Internet at school | <input type="checkbox"/> Play video games in video arcades |
| <input type="checkbox"/> Use the Internet at home | <input type="checkbox"/> Play video games at home |
| <input type="checkbox"/> Use the Internet at friend's place | <input type="checkbox"/> Never do any of the above |
| <input type="checkbox"/> Internet Cafe | |

APPENDIX 2

BACKGROUND REFERENCES

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