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Gaming and
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Evaluation of
the Three
Hour
Shutdown of
Gaming
Machines





Evaluation of the Impact of the Three Hour Shutdown of Gaming Machines - Final Report

NSW Department of Gaming and Racing

Client Contact: Jill Hennessy & Jabez Allies
ACNielsen Contact: Ann-Louise Brockelsby & Kathryn Gabay
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Statement of Professional Commitment

ACNielsen certifies that the information contained in this report has been compiled in accordance with sound market research methodologies developed by, or for, ACNielsen. ACNielsen believes that this report represents a fair, accurate and comprehensive analysis of the information collected, with all sampled information subject to normal statistical variance.

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Executive Summary

Introduction

The NSW Department of Gaming and Racing (DGR) commissioned ACNielsen to conduct research to establish the impact of the three hour shutdown of gaming machines. The research addressed the following objectives:

1. Has the shutdown helped minimise problem gambling?
2. What has been the impact of the shutdown on recreational gamblers?
3. What has been the impact of the shutdown on venues?
4. What has been the impact on the wider community?

Parts 1-4 of this executive summary are structured around the above objectives, and part 5 compares the results between the various markets.

The conclusions are outlined in the following section.

1. Impact of Shutdown on Problem Gamblers

Methodology

The impact of the shutdown on problem gamblers and their family is examined from two perspectives:

1. Directly from problem gamblers and their family, based on the qualitative research conducted (n=10 depth interviews amongst problem gamblers and n=5 depth interviews amongst family of problem gamblers - all of whom were recruited from lists provided by support agencies); and
 2. Indirectly from the support agencies, based on their understanding and knowledge of their clients. These results are based on n=5 depth interviews and n=40 telephone interviews conducted amongst support agencies.
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The Problem Gambler's Perspective

Motivations for gambling

For the problem gamblers interviewed, the key motivations underlying their gambling behaviour are escapism from difficult issues, loneliness and relaxation after work. The way the gaming environment (particularly that within clubs) and poker machines are designed plays a significant role in attracting people to use gambling as a means to escape, relax and feel less lonely.

Once gambling becomes a problem for an individual, they fall into a cycle of gambling to chase their losses in order to be able to pay for basic necessities such as rent and groceries, and it becomes an overriding motivation.

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Executive Summary, Continued

Pattern of gambling

The problem gamblers interviewed tend to prefer clubs to hotels because the environment is perceived to be more comfortable, anonymous and, with more machines, some perceive clubs to payout more than hotels.

The problem gamblers in this research choose to play poker machines alone to allow themselves to escape from reality, maintain concentration on the game and be immune from bad luck they believe others can bring them.

The main factors which influence the frequency with which these problem gamblers play poker machines are availability and access to money, convenient venue opening hours, family or work responsibilities and the opportunities presented for being alone (which is connected to family and work responsibilities).

Duration of gambling sessions is driven by the amount of money available to spend, access to money, extent of winnings (with problem gamblers tending to play all the money they can access or that they win), venue opening hours and work and family commitments. The format of the machines, and specifically the music, lights, features and links, is highly influential in encouraging gamblers to play for longer.

Impact of problem gambling

Problem gamblers suffer numerous negative effects as a result of their gambling behaviour including financial, emotional, relationship, health and employment related issues.

Awareness of Government strategies

The problem gamblers in the research are aware of a range of Government strategies to reduce the harm caused by problem gambling, including self-exclusion, warning and counselling notices and/or brochures in venues and on machines and, most notably, the G-line campaign.

The G-line campaign is perceived to be particularly effective by the problem gamblers researched at raising awareness of the seriousness of problem gambling. It is also seen to be effective at prompting concerned relatives of problem gamblers to initiate counselling sooner and perhaps preventing the situation to decline to “rock bottom” before help is sought.

There are some concerns amongst problem gamblers about the G-line advertising campaign’s ability to relate to gamblers who are at the height of their problem and unwilling to recognise the need to change their behaviour.

All problem gamblers and family of gamblers interviewed believe there should be a reduction in the number of machines in NSW.

Most are aware of the three hour shutdown but did not raise it spontaneously as a Government initiative they were aware of.

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Executive Summary, Continued

Impact of the shutdown

The majority of problem gamblers included in the qualitative sample were unaffected by the shutdown because they rarely, if ever, played poker machines during the shutdown hours.

The shutdown only directly impacted two of the nine problem gamblers included in the qualitative research (who had played poker machines since the shutdown was implemented) - one who gambled before work and another who gambled in the morning to keep it secret from her family.

The shutdown impacted these two problem gamblers by impinging on their ability to hide their gambling behaviour, encouraging them to gamble more frenetically within the hours remaining and to search for ways to limit or vary their work hours to overcome the restriction on venue opening hours. These two gamblers did not say they spent less time or money playing poker machines as a result of the shutdown.

Effectiveness of the shutdown

The concept of a shutdown is perceived by problem gamblers and family interviewed to be a good idea, in theory. The main appeal of a shutdown is that it provides gamblers with a break away from the “allure of the machine” to think clearly and regain control. As a result they will spend less money and spend more time at home, asleep or with their family.

In practice however, due to the hours of its application, the shutdown is viewed by these problem gamblers as ineffective at reducing the harm caused by problem gambling.

Positive aspects of the shutdown are perceived to be that it prevents 24-hour gambling and it targets “hard-core” problem gamblers, including those within the shift-working population. However, gamblers and family perceive the shutdown period to be highly ineffective at targeting problem gamblers because it is at the least popular gambling time, is not long enough, will not impact the majority of venues which have never opened in the early morning, and is not in place across all gaming venues at the same time (and not in place at all at the Sydney Casino).

Furthermore, the timing of the shutdown leads these problem gamblers to be extremely cynical about how genuine the Government is about helping problem gamblers.

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Executive Summary, Continued

Impact on the wider community & venues

Gamblers and their relatives interviewed do not perceive there to be a significant impact on the community generally because they do not foresee that it will affect very many problem gamblers.

They believe that any negative effect on venues as a result of the shutdown will be very minimal because so few gamblers will be impacted. Indeed, they feel animosity towards poker machines and the venues that house them, which leads them to be quite unsympathetic about any impact on venue profits that the shutdown may have.

Suggestions

Gamblers and their families in this research would welcome a shutdown of gaming machines during more popular gambling times. They suggest extending the current shutdown to midday, closing down machines during the day or evening and imposing shorter shutdown periods at intervals throughout the day.

In addition they suggest a wide range of strategies to reduce the harm caused by problem gambling, including:

- reducing the number of machines overall and within individual venues
 - reducing win amounts
 - banning note feeders and ATMs in venues
 - reformatting the machines and the gaming areas within venues to make it easier for gamblers to keep track of time and the amount of money they have spent
 - providing and promoting other forms of entertainment
 - increasing funding to counselling services
 - educating people about the dangers of gambling
 - requiring venues to exercise a duty of care to gambling patrons.
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Executive Summary, Continued

The Support Agency's Perspective

Client's gambling behaviour

- Almost all support agencies in this research (93%) nominate poker machines as the **gambling activity** causing the most problems for their clients. All agencies place it in the top two gambling activities causing problems. The other gambling activities mentioned are TAB betting on horses or dogs (56% place this in the top three) and playing table games at a casino (38% place this in the top three).
- In terms of **frequency of play**, the majority of support agencies say their clients play once or twice a week, as mentioned by just over two-thirds (68%). For one in five support agencies (20%), however, their clients are playing poker machines on a daily basis.
- The majority of support agency clients usually play poker machines at a club **venue**. They are more than twice as likely to play at a club than a hotel (83% versus 40% respectively). Very few (3%) have clients who usually play poker machines at the casino.

Effectiveness of harm minimisation measures

- The support agencies in the qualitative stage mention the following measures to reduce the harm caused by poker machines:
 - ⇒ increased funding for counselling services, more consultation between Government, industry and support agencies, more education and advertising to raise awareness of the issues and dispel the myths of poker machine payouts, reduce the availability of machines, reduce the access or time spent in venues and make changes to reduce excessive spending at gaming venues (eg removal of ATMs, note feeders, limit win amounts etc).
- In the quantitative stage, the strategy most support agencies **spontaneously** mention as being the most effective is the G-line advertising, with over two in five (43%) nominating this. The agencies in the qualitative stage are also very positive about this initiative, and believe there have been noticeable increases in client referrals as a result.
- Around a quarter of the support agencies also mention rehabilitation or counselling services (25%) and the self-exclusion program (23%) as effective measures. One in ten agencies (10%) spontaneously mention the three hour shutdown.
- Fifteen percent say there has either been no effective strategy (10%) or they are not able to nominate one (5%).

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Executive Summary, Continued

Effectiveness of harm minimisation measures (Continued)

- Support agencies were also read a list of measures and asked to rate the effectiveness of each in terms of reducing the harm caused by poker machines (ie **prompted** effectiveness). The measures considered to be most effective include the G-line advertising (71% rate this as effective), funding for counselling services (61%), venues establishing links with counselling services (55%), and the self-exclusion program (50%).
 - The three hour shutdown is considered to be the least effective of all the measures rated, with almost twice as many agencies rating it as not effective than effective (58% versus 30% respectively).
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Awareness of the shutdown

- While none of the support agencies interviewed in the qualitative stage spontaneously mentioned the shutdown, they all said they were aware of the legislation, once prompted. This suggests the shutdown is not a ‘top-of-mind’ issue for agencies.
 - The vast majority of support agencies in the quantitative stage (95%) are aware of the shutdown. Five percent (n=2), however, are not aware of it.
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Types of clients affected

- Over two-thirds of support agencies (68%) believe their clients did not previously play during these early morning hours of 6am to 9am. Almost one in four (24%), however, have clients who used to play between these hours.
 - These agencies (n=9) were asked about the **profile** of their clients who used to play between 6am and 9am, and the majority said they are more likely to be male, aged 26-54 years, working full-time, without dependent children.
 - In terms of **why they played** during these early hours, the agencies say gamblers mainly started playing earlier and were still going or they were shift workers.
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Executive Summary, Continued

Impact of the shutdown

- Sixteen percent (n=6) of support agencies have had their clients **mention the shutdown**.
- Four out of the six agencies believe the shutdown has either stopped, or at least reduced, the amount of gambling their clients participate in. They feel the reduced access is positive in terms of creating a break in play. Several say their clients tend to go home at the shutdown time.
- However, one agency feels that its clients will just change the hours they gamble, rather than reduce the time. It is frequently mentioned that the shutdown would be more effective if it was at a different time of day.
- The shutdown appears to have prevented most of these clients from playing when they want to (5 out of the 6 agencies), and they tend to now spend less time playing poker machines (4 out of the 6). Agencies believe the clients tend to go elsewhere at the time of the shutdown (all who have been at the venue at the time of shutdown), and for most this is home (3 out of the 4). One agency said their clients continued to play poker machines at another club. Two of the agencies believe these clients have spent less on poker machines as a result of the shutdown.
- None of the support agencies have had any new clients as a direct result of the shutdown.

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Executive Summary, Continued

Attitudes towards the shutdown

- While the results above suggest the three hour shutdown is not perceived to be the most effective harm minimisation measure, the vast majority of agencies (85%) nevertheless **support** it. Agencies are more likely to *support*, rather than *strongly support* the shutdown (60% versus 25% respectively). Six percent oppose the shutdown, and they are equally divided between those who *oppose* it, and those who *strongly oppose* it.
- These results are consistent with the qualitative findings. Overall, counsellors in the qualitative stage feel that the shutdown is definitely “*a step in the right direction*”, because it provides a break that is likely to have a positive impact on the “handful” of gamblers who are directly affected. However, the shutdown is perceived as largely ineffective due to the time of day it occurs, but they feel every little bit helps and the concept of a shutdown is supported.
- In terms of attitudes measured in the quantitative stage, overall, support agencies are most likely to agree that it would be more effective if the shutdown was at a more popular gambling time, with three in four (76%) agreeing, the majority of whom *strongly agree* (over two-thirds strongly agree with this statement).
- There is also a high level of agreement that the shutdown will only be effective if all gaming venues shutdown, and do so at the same time (because the Sydney Casino is exempt from the shutdown and some other venues having varied shutdown hours by special application), (81% agree with this statement, with 43% *strongly* agreeing).
- On balance, support agencies are more likely to agree than disagree that the shutdown will influence some people to reduce the amount of time they gamble (63% versus 34% respectively).
- Opinion is divided in terms of whether people will just go elsewhere to gamble during those hours (43% agree versus 45% disagree).
- Of all the statements rated, support agencies are less likely to believe the shutdown has had a negative impact on venues in terms of not being able to donate money to charities or the community (91% disagree), making it difficult for venues to maintain their services (73% disagree) or having to reduce staff (69% disagree).
- There is also a feeling that the shutdown will not create new problems for gamblers (78% disagree).

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Executive Summary, Continued

2. Impact of Shutdown on Recreational Gamblers

Methodology Recreational gamblers were recruited on-site at Sydney gaming machine venues (excluding the Sydney Casino) and n=300 were followed up with a telephone interview.

**Gambling
behaviour**

- As may be expected, playing poker machines is the main **gambling activity** for the vast majority of these recreational gamblers, as mentioned by over four in five (83%). The other main gambling activities are mentioned by 4% or fewer and include TAB betting on horses or dogs, lotteries and playing table games at the casino.
- In terms of **frequency**, two in three recreational gamblers (67%) play at least once or twice a week, and over 90% play at least once or twice a month. Seven percent usually play poker machines on a daily basis.
- The most popular poker machine **hours** are 6pm to midnight, with around two in five usually playing between 6pm and 9pm (39%) and 9pm and midnight (42%). Two percent claim they usually play between 6am and 9am (the legislated shutdown time for most venues). The times either side of the shutdown are also less popular, with only 3% playing between 3am and 6am and slightly more between 9am and midday (7%). Playing tends to pick up considerably between midday to 3pm, with 16% usually playing in this time period.
- The majority of the recreational gamblers were recruited from clubs (87%), rather than hotels (13%), reflecting the higher number of gaming machines in clubs. In line with this, when recreational gamblers were asked where they usually play poker machines, they are four times more likely to play at clubs than hotels (83% versus 20% - note they could nominate more than one venue type).
- Gambling has been a **problem** for one in five of the recreational gamblers surveyed (20%). Over two-thirds (69%) of these self-identified problem gamblers have not tried to get help.

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Executive Summary, Continued

Awareness of the shutdown

- There is a high level of **awareness** of the shutdown amongst recreational gamblers, with over two thirds (68%) knowing about the shutdown.
 - The media has been the key **source** of awareness for the shutdown, with 42% of those aware saying this was their source. The venue itself was another important source of awareness, with many recreational gamblers finding out about the shutdown either from the staff (28%), signs (12%) or by being at the venue at shutdown time (8%). Talking with friends or family was the other main way recreational gamblers became aware of the shutdown (18%).
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Impact of the shutdown

- In terms of **frequency**, very few recreational gamblers used to play during the hours of 6am to 9am, with 3% saying they sometimes played between these hours and 1% saying they often did so.
 - The main **reasons** why these recreational gamblers used to play between 6am and 9am was either because they are shift workers or finished work during/near these hours (5 out of 12) or they fitted it in before work (3 out of 12).
 - The shutdown has had little **behavioural impact** for the majority of recreational gamblers. The closure of the poker machines for the legislated period has prevented only 5% of recreational gamblers from playing when they wanted. Even fewer (3%) have changed the times they play poker machines as a result of the shutdown.
 - The shutdown does not appear to have had a marked effect on the **amount of time** most recreational gamblers spend playing poker machines. For 92% of recreational gamblers, the shutdown has not changed the amount of time they spend on this gambling activity. Seven percent, however, claim they now spend less time playing poker machines.
 - In terms of the impact on the recreational gamblers who say they have had a **gambling problem**, the shutdown has prevented 7% of these people from playing when they wanted (versus 4% for those who have not had a problem) and 10% now spend less time playing poker machines (versus 6% of those who have not had a gambling problem).
 - Most of the recreational gamblers who have **been at a venue when they shutdown** the operation of their poker machines (77%), went elsewhere. Most of these people who went elsewhere, went home (as mentioned by 70% of those who went elsewhere) and the remainder went to another club (18%), another hotel (8%) or to the casino (4%), and most of them continued to play poker machines there.
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Executive Summary, Continued

Impact of the shutdown (Continued)

- Very few have **switched venues** altogether as a result of the shutdown (2%) and even fewer (1%) have added venues to their usual places of playing poker machines.
 - Five percent of recreational gamblers have **changed their poker machine spend** because of the shutdown - 4% have spent less, and they are equally divided between those who feel they have spent a lot less (2%) versus those who feel their spend is a little less (2%). One percent say they have spent more since the introduction of the legislated shutdown.
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Attitudes towards the shutdown

- There is overwhelming **support** for the shutdown amongst recreational gamblers. Almost three in four (72%) support the strategy, the majority of whom strongly support it (45% of all recreational gamblers). One in ten (10%) oppose the shutdown.
 - Recreational gamblers are most likely to believe the shutdown will only be effective if all gaming venues shutdown, and do so at the same time (because the Sydney Casino is exempt from the shutdown and some other venues having varied shutdown hours by special application), with three quarters (75%) agreeing with this statement, and almost half (47%) *strongly* agreeing.
 - They are just as likely to agree that it would be more effective if the shutdown was at a more popular gambling time, with 71% feeling this way, and again, almost half (46%) *strongly* agreeing.
 - Many recreational gamblers are cynical about the value of the shutdown, with 63% believing people will just go elsewhere to gamble during the shutdown hours and 53% saying that people will gamble on something other than poker machines.
 - Three in five (61%), however, agree the shutdown will influence some people to reduce the amount of time they gamble.
 - Of all the statements rated, recreational gamblers are least likely to believe the shutdown has made it difficult for venues to maintain their services (68% disagree) or that it could create new problems for gamblers (70% disagree).
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Executive Summary, Continued

3. Impact of Shutdown on Gaming Venues

Methodology

Qualitative and quantitative research was conducted amongst venues in NSW which have been affected by the legislated shutdown (ie they have shut down the operation of their poker machines for any period of time, because of the legislation). A total of 10 depth interviews were conducted, followed by 111 telephone interviews amongst hotels and clubs.

Venue profile

- From the gaming venues that the research could identify as being affected by the shutdown, 83% were hotels and 17% were clubs.
- The clubs affected by the shutdown are mainly football clubs, services clubs or other sports clubs, and the majority have 200 or more poker machines (with the cap being 450 for clubs).
- The number of poker machines in hotels affected by the shutdown is varied (between 5 and the cap of 30), with the average number per hotel being 23 machines.
- The vast majority of venues (97%) have an arrangement with a problem gambling support agency. All of the clubs in the sample have such an arrangement, but 2% of hotels do not and 1% don't know if they have an arrangement (despite the fact they are the venue manager).
- Reflecting the dominance of hotels in the sample, the support agency most likely to have an arrangement with venues is the AHA industry based agency, as mentioned by over half of the venues (57%). Some hotels also say they have an arrangement with G-line.
- Eleven out of the 19 clubs affected by the shutdown have an arrangement with Betsafe.

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Executive Summary, Continued

Impact on trading

- Venues used to **trade** 150 hours per week, on average, prior to the introduction of the shutdown. Clubs used to trade for more hours per week than their hotel counterparts, with the average club being open 162 hours per week and the average hotel being open 148 hours per week, before the legislation.
- Almost every second venue (47%) used to trade **24 hours per day, seven days** per week. Clubs are more likely than hotels to have been open all hours, with three in four (74%) clubs trading 24 hours a day, seven days a week before the shutdown (compared with just 41% of hotels).
- Not surprisingly, prior to the legislation venues were more likely to trade 24 hours on a Friday (74%) or Saturday (73%), and least likely to do so on a Monday (55%) or Sunday (56%).
- All except one hotel said that prior to the shutdown their poker machines operated whenever their venue was open. The hotel whose poker machines were not always operating, used to open 24 hours a day, seven days a week, but the poker machines operated 21 hours per day.
- Almost half of the venues interviewed (46%) have **changed their overall opening hours** as a result of the shutdown of gaming machines. These venues are slightly more likely to be clubs than hotels (58% of clubs have changed their hours versus 43% of hotels).
- In terms of the actual **shutdown time**, the vast majority (84%) shutdown their poker machines between 6am and 9am. Around one in ten (11%) close the poker machines at hours other than 6am to 9am, as a result of a special application, and a further 3% shutdown 6am to 9am on some days, and different hours on other days. There is wide variety of shutdown times amongst the venues which do not shutdown between 6am and 9am.
- Eighty seven percent have not reduced their poker machine hours **beyond the three hours** required daily by the shutdown. For those who have reduced the operation of their poker machines (beyond the three hours), the number of hours is varied, with fairly equal proportions reducing their poker machine operations by up to 10 hours (7%) as those reducing it by 10 or more hours (6%).
- Overall, venues are fairly equally divided between those which **close completely** during the poker machine shutdown and those which keep some areas or sections open - with around half doing each (50% versus 45% respectively). A small proportion (5%) have different procedures on different days (ie close on some days and remain open on others).

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Executive Summary, Continued

Impact on the business

- Three quarters of venues (76%) feel the shutdown has had a negative **impact on their business**, and for one third (34%) of venues, this has been a *very* negative effect. The shutdown appears not to have had any effect on a segment of venues (21%). For 2% (2 hotels), the shutdown has had a positive effect on their business. These two hotels report that they are now busier or that they initially experienced a slight increase in revenue as a result of the shutdown, due to increased spend on gaming.
- In terms of **specific impacts** of the shutdown, the key ‘top-of-mind’ effect for venues is the loss of revenue, with over a third (36%) mentioning this as their first response. In total, almost half (47%) spontaneously mention revenue loss as an impact, and this is more commonly felt among clubs than hotels (79% versus 39% respectively). The other key issues spontaneously mentioned are the loss of customers (19% mention spontaneously), the loss of gaming revenue (16%), and the reduction in staff numbers or hours (15%).
- With prompting, the above three issues remain the top three concerns for venues, with over 70% of venues experiencing each:
 - ⇒ 79% have lost gaming revenue;
 - ⇒ 75% have lost customers;
 - ⇒ 72% have lost staff or reduced their hours.
- Furthermore, just over two-thirds (68%) have experienced a reduction in non-gaming revenue.
- Venues were then asked what, if anything, they have done to respond to these impacts, and they are most likely to have made staff changes in **response to the impacts** of the shutdown, with 14% saying they have re-organised staff rosters or hours and 10% having fewer staff. Other measures undertaken by venues to counteract the effects of the shutdown include more marketing, advertising or promotions (9%) or changing their opening hours (8%).
- The venues which have made changes are twice as likely to believe they have not **counteracted the effect** of the shutdown than partially counteracted them (60% versus 30% respectively). No venues believe the changes they have implemented have fully offset the impact of the shutdown.

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Executive Summary, Continued

Impact on the business (Continued)

- Just over two thirds (68%) believe their venue has not experienced any cost saving or **efficiencies** as a result of the shutdown, and this view is more prevalent amongst the hotels than the clubs (71% versus 53% respectively). Three in ten venues (30%), however, are able to name at least one cost saving or efficiency for their venue as a result of the shutdown. Around one in four venues (26%) report a lower salary bill because of the shutdown, and clubs are almost twice as likely to say they have experienced this, compared with their hotel counterparts (42% versus 23% respectively).
- Venues were also asked about other impacts on their business over the last year or so, **apart from the shutdown**. Forty three percent of venues are not able to think of any other aspects which have impacted on their business. Those who do mention other impacts on their business are most likely to feel the downturn in the economy (14% of all venues), financial loss (9% of all venues) and renovations (8% of all venues) have impacted on their business in the last year or so.
- In terms of reported **revenue loss**, venues which spontaneously mentioned a loss in revenue, report that they have experienced an average revenue reduction of 13%.
- Looking specifically at **gaming machine revenue loss**, on average, venues report having experienced a 9% reduction in gaming revenue as a result of the shutdown. Just focussing on those venues which have lost gaming revenue, the average reduction amongst these particular venues is 12%.
- The reported gaming revenue reduction is higher amongst hotels than clubs (13% versus 7% average gaming revenue loss respectively amongst those venues which have experienced such a loss, and overall amongst all venues, the average gaming loss is 9% for hotels and 6% for clubs).
- Three in four venues (75%) experience a **shoulder period**. The shoulder period is equally likely to be experienced before and after the shutdown (66% experience it beforehand and 68% experience it afterwards).
- In terms of duration, on average, venues experience the shoulder period for a similar number of hours before and after the shutdown (average of 1.3 hours before the shutdown and 1.4 hours after it). However, when the average is calculated only amongst those who feel the effects of the shoulder period before the shutdown, the average is 1.9 hours and amongst those who feel it after the shutdown, it is 2.1 hours.

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Executive Summary, Continued

Impact on customers

- Clearly venues believe the shutdown is most likely to impact on shift workers or hospitality workers, as mentioned by two in three (67%) venues. The other types of customers affected according to venues are gamblers (15%) or people out partying late (11%).
- Almost two thirds (64%) say the people affected by the shutdown are more likely to be recreational gamblers, whereas around one in ten (9%) believe they are more likely to be problem gamblers. Seventeen percent of venues are of the view that they are equally likely to be recreational gamblers and problem gamblers.
- In terms of how the shutdown **affects customers**, over one in three venues (35%) say the customers just go elsewhere to gamble, to the casino, internet gambling etc. One in five (19%) feel they have nowhere to go and 12% say the customers have to go home. Five percent of venues believe an impact of the shutdown for customers is that they gamble less.
- Only 5% of all venues say their customers stay at their venue (and only 11% of venues which remain open during the shutdown have customers staying). Most say the customers go elsewhere (70% of venues which remain open say their customers go elsewhere).
- Venues are most likely to believe their customers go to the casino, as mentioned by 41%. Following this, 30% of the venues say their customers go home, 15% believe they go to another club and 14% say they go to another hotel (ie another hotel or club which has varied shutdown hours granted by special application).
- Just over a third of venues (37%) say their customers have started going to other venues as well as their own, and one in four venues (24%) believe their customers have switched from their venue altogether because of the shutdown. A similar proportion (25%) report no change in their customers choice of venue.
- The majority (72%) agree their customers have now adjusted to the shutdown. The majority of venues report it took their customers three months or less to adjust to the shutdown (54%), and for around half of these venues, their customers' adjustment was made within just one month (28% of all customers).

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Executive Summary, Continued

Attitudes towards the shutdown

- Almost two-thirds of venues (64%) **oppose** the shutdown, and they are more likely to *strongly oppose* than just *oppose* (37% versus 27% respectively). Around one in four (24%), however, support the shutdown, with 7% saying they *strongly support* it.
- Venues are most likely to believe the shutdown “penalises recreational gamblers, although it is designed to assist just a small number of problem gamblers”, with 80% of venues agreeing with this statement, and 59% *strongly agree*.
- There is also a high level of agreement that people will go elsewhere to gamble during those hours, with 83% of venues supporting this notion (and around half of all venues, 51%, *strongly agrees*).
- Around three in four venues (74%) maintain the shutdown will only be effective if all venues shutdown and do same at the same time (because the Sydney Casino is exempt from the shutdown and some other venues having varied shutdown hours by special application). Again, every second venue (51%) *strongly agrees*.
- Venues tend to not agree that the shutdown will influence some people to stop gambling altogether, with 79% disagreeing with this statement (and 54% *strongly disagree*).
- In terms of the three statements relating specifically to the impact of the shutdown on the venue:
 - ⇒ 62% agree the shutdown has made it difficult for venues to maintain their services (41% *strongly agree*);
 - ⇒ 61% agree the shutdown has meant they can’t donate as much to charities or the community; and
 - ⇒ 60% agree they have had to lay off staff because of the shutdown (although there is also a segment of 36% who disagree).

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Executive Summary, Continued

Analysis of venue gaming machine profit data

- The **hotel** gaming machine profit data is analysed by hotels with a 24 hour licence known to be affected by the shutdown, as well as those known to be not affected (as identified through the research).
- The average monthly gaming machine profit for hotels known to be affected by the shutdown was \$645,000 for the June 2001 quarter. This increased over the next two quarters (to \$698,000 for the December 2001 quarter) and then decreased for the March 2002 quarter (to \$636,000), which is the quarter prior to the introduction of the shutdown.
- The average monthly gaming machine profit for 'affected' hotels in the June 2002 quarter (the first quarter with the shutdown in place) was \$643,000, and this increased to \$708,000 for the September 2002 quarter and then marginally declined to \$701,000 for the December 2002 quarter (these last two were the most profitable quarters for affected hotels since June 2001, despite the shutdown being in place during this time).
- Comparing the year on year quarterly profit between the June 2001 and June 2002 quarters for hotels (on a venue by venue basis, rather than average profit across all hotels, as discussed above), the 'affected' hotels experienced a slight decline (-2.3%) in gaming machine profit between these two quarters. The 'not affected' hotels, on the other hand, experienced around a 10% growth in profit over this same period.
- The **club** gaming machine profit data is analysed by clubs which trade 24 hours and are known to be affected by the shutdown, as well as those which have extended trading hours and are known to be not affected (as identified through the research).
- The average monthly gaming machine profit for clubs known to be affected by the shutdown was \$6.324 million for the May 2001 quarter. This increased over the next quarter (to \$6.669 million for August 2001), and then marginally declined for the November 2001 and February 2002 quarters.
- While the average monthly profit for the May 2002 quarter (during which the shutdown was introduced) declined to \$6.491 million, profits then increased significantly to their highest level during the following three quarters, with a profit of \$6.882 million recorded for February 2003.
- Comparing the year on year quarterly profit between the August 2001 and August 2002 quarters for clubs (on a venue by venue basis, rather than average profit across all clubs, as discussed above), the 'affected' clubs experienced a slight increase in gaming machine profit (+1.1%). The 'not affected' clubs have also experienced a similar marginal increase over this time (+1.4%).

Continued on next page

Executive Summary, Continued

**Analysis of
venue gaming
machine profit
data**
(Continued)

- In **summary**, the results suggest that while the shutdown may have had an effect on profit growth in the months immediately following the introduction of the shutdown, profit growth has steadily increased since then. The last two to three quarters analysed actually showed record level profit for both hotel and club gaming venues.
-

4. Impact on the Wider Community

Methodology

The impact of the shutdown on the wider community is examined from three perspectives:

1. From local councils, and these results are based on the n=9 depth interviews conducted amongst general managers of selected councils; and
 2. From exploratory telephone depth interviews amongst liquor accords (which involve licensees, local police, councils and community representatives working together to promote and uphold a set of principles or standards relating to the provision of alcohol); and
 3. From an analysis of relevant social statistics as part of the desk research component.
-

Continued on next page

Executive Summary, Continued

Local councils

- The majority of councils did not consider the three hour shutdown to be an issue in their council areas. Councils did not report any significant impact on themselves, the community or venues. However, all but one of the councils talked spontaneously about the six hour shutdown effective 1st May 2003 and their comments were initially directed towards public debate about reduction of the six hour period to three hours.
 - The main issues raised are related to the fact that councils feel ill prepared for handling the submissions received from the venues for exemptions from the six hour period. All councils feel that they need further information to be able to assess applications for exemption from the six hour shutdown requirement.
-

Liquor accords

- All liquor accord coordinators interviewed are **aware** of the shutdown. Those in councils are particularly conscious of the shutdown due to a recent “influx” of applications by venues to vary the hours they shut down or to be exempt from the six hour shutdown.
 - Coordinators believe the shutdown is an appropriate strategy, but due to the 6am to 9am timing and the fact that it is not applied to all venues (ie the Sydney Casino is exempt from the shutdown and some other venues have varied shutdown hours by special application), they feel it is largely ineffective.
 - Overall, coordinators feel the shutdown has had very little, if any impact upon the local community in terms of the level of anti-social behaviour/offences occurring.
-

Social statistics review

- ACNielsen conducted a comprehensive search of relevant databases and web sites and contacted various Government agencies for assistance.
 - The NSW Bureau of Crime Statistics and Research has recently released its *NSW Recorded Crime Statistics 2002*, and the analysis indicates that there have not been any significant increases in relevant crime incidents between 2001 and 2002.
 - Apart from this, virtually no statistical data specifically pertinent to the impact of the shutdown on the incidence of alcohol and gambling-related offences (including violence, noise disturbance, drink driving and offensive behaviour) was found. In addition, many of the agencies contacted had not yet released their 2002 statistics.
-

Continued on next page

Executive Summary, Continued

5. Comparison of Results across the Markets

Gambling behaviour

- Playing poker machines is the main **gambling activity** for the vast majority of the recreational gamblers included in this research (83%). Similarly, the majority of support agencies (93%) nominate poker machines as the gambling activity causing the most problems for their problem gambling clients.
- In terms of **frequency of play**, the results suggest that problem gamblers play poker machines more frequently than recreational gamblers. Eighty eight percent of support agencies report that their clients usually play at least once or twice a week, compared with 67% of recreational gamblers who say they usually play this frequently. Furthermore, 20% of support agencies believe their clients play poker machines on a daily basis, compared with 7% of recreational gamblers who report doing so.
- The majority of the recreational gamblers were recruited from clubs (87%), rather than hotels (13%), reflecting the higher number of gaming machines in clubs (the majority of clubs researched have more than 200 machines, compared with an average of 23 machines in hotels researched). In line with this, when recreational gamblers were asked **where they usually play** poker machines, they are four times more likely to play at clubs than hotels (83% versus 20%). Similarly, support agency clients are more likely to play at a club rather than hotel (83% versus 40% respectively - note respondents could nominate more than one venue type).
- The problem gamblers interviewed in the qualitative stage tend to prefer clubs to hotels because the environment is perceived to be more comfortable, anonymous and, with more machines, some perceive clubs to payout more than hotels.

Awareness of the shutdown

- While most of the problem gamblers, and all of the support agencies, included in the qualitative stage say they are aware of the shutdown when prompted, no one spontaneously mentioned the shutdown. This suggests the shutdown is not a 'top-of mind' issue for problem gamblers and their support agencies.
- The majority of the support agencies in the quantitative stage are aware of the shutdown (95%), although n=2 say they have not heard of it. Similarly, there is a high level of awareness of the shutdown amongst recreational gamblers, with over two thirds (68%) knowing about the shutdown.

Continued on next page

Executive Summary, Continued

Impact of the shutdown

- The research suggests that the majority of problem gamblers and recreational gamblers have been **unaffected by the shutdown** because they rarely, if ever, played poker machines during the shutdown hours.
- Two of the problem gamblers in the qualitative stage (out of the nine who had played poker machines since the shutdown was implemented) were impacted by the shutdown, neither of whom reported spending less time or money on poker machines as a result of the shutdown.
- While support agencies tend to be more likely than the problem gamblers themselves to believe the shutdown has impacted on their clients, again, it is a minority which appears to be impacted by the shutdown. One in four support agencies (24%) report that their clients used to play poker machines between 6am and 9am and 16% (n=6) have had their clients mention the shutdown. None of the support agencies have had any new clients as a direct result of the shutdown.
- Similarly, very few recreational gamblers used to play between 6am and 9am (1% often played between these hours and 3% sometimes did so). The most popular poker machine hours for this market is 6pm to midnight, and only a minority usually play in the three hours before the shutdown (3% play 3am-6am) or the three hours after the shutdown (7% play 9am-midday).
- Despite the low incidence of problem or recreational gamblers which appear to be impacted by the shutdown, the majority of gaming venues maintain their business has been negatively impacted by this initiative (76%). Furthermore, venues believe the shutdown impacts recreational gamblers rather than problems gamblers (64% versus 9% respectively), which conflicts with the findings outlined above.
- In terms of **why they played** during 6am to 9am, one of the problem gamblers who used to play during these hours did so because they were on their way to work, while the other one gambled at this time to keep it secret from their family. Similarly, some recreational gamblers also said they gambled at these hours to fit it in before work (3 out of the 12).
- Almost half of the recreational gamblers who used to play during these hours, however, are shift workers (5 out of the 12). Almost one in four recreational gamblers (23%) indicate they usually do shift work, and while they are more likely than non-shift workers to have played during 6am and 9am prior to the shutdown, the fact remains that the majority of shift workers did not usually play during these hours. However, venues believe the one group of customers which have been most affected by the shutdown are shift workers, as nominated by two in three venues (67%).

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Executive Summary, Continued

Impact of the shutdown (continued)

- Looking at the **behavioural changes** made as a result of the shutdown, the research suggests the shutdown has had little impact for the majority of gamblers. The majority of recreational gamblers feel the shutdown has not prevented them from playing when they want (only 5% say it has) or changed the amount of time they spend on this gambling activity (only 7% say they now spend less time playing poker machines). The support agencies who have had clients mention the shutdown, however, are more inclined to feel it has had an impact (although it should be noted, only a minority of agencies have had their clients mention the shutdown). These support agencies believe that for most of the clients who have mentioned the shutdown (5 out of 6), it has in fact prevented them from playing when they want, and they tend to now spend less time playing poker machines (4 out of 6).
- In terms of **what customers do** if they are at a venue when they shutdown the operation of their poker machines, there is a discrepancy between what recreational gamblers say they do, and what venues believe their customers do, at this time. Most of the recreational gamblers who have been at a venue when the poker machines shutdown went home (70%), and the remainder went to another club (18%), another hotel (8%) and a few went to the casino (4%). The venues, however, are under the impression that most of their customers go to the casino (41%), and only three in ten go home (30%).
- Only 2% of recreational gamblers have **switched venues** altogether because of the shutdown and 1% have started going to another venue as well as their usual one. One in four venues (41%), however, believe that their customers have switched from their venue altogether because of the shutdown, and a further 37% of venues say their customers have started going to another venue as well as their own. Furthermore, 75% of venues claim they have lost customers as a result of the shutdown.
- While 79% of venues report they have **lost gaming revenue** as a result of the shutdown, the analysis of the venue's gaming machine profit data shows that just 49% of 'affected' hotels and 35% of 'affected' clubs have experienced a decline in gaming machine profit (from a year on year analysis).
- The average gaming revenue loss reported by the venues is 9%, which is higher than the actual loss derived from the gaming machine profit data analysis, which shows a 2% loss for hotels and 1% gain for clubs.
- The three hour shutdown does not appear to have impacted on the **local community**, and this view is held by problem gamblers, local councils and the liquor accord coordinators.

Continued on next page

Executive Summary, Continued

Support for the shutdown

- There is a high level of support for the shutdown amongst both support agencies and recreational gamblers (85% and 72% respectively, support the shutdown). The recreational gamblers, however, are more likely to have stronger views than support agencies, with 45% of recreational gamblers *strongly* supporting this initiative, compared with 25% of support agencies.
 - While the support agencies tend to support the shutdown, they believe it is not as effective as other harm minimisation strategies, particularly compared with the G-line advertising (71% rate this as effective compared with 30% of agencies rating the shutdown as an effective measure). The problem gamblers in the qualitative stage were also very positive about the G-line campaign and its effectiveness in raising awareness of problem gambling and encouraging problem gamblers and their family to seek help.
 - The majority of the venues oppose the shutdown (64%). While 24% of venues do support the shutdown, this is still only one third of the proportion of recreational gamblers who support the shutdown (24% versus 72% respectively).
-

Attitudes towards the shutdown

- The recreational gamblers are more likely than the support agencies to believe the shutdown will just mean people will go elsewhere, they will gamble on something else other than poker machines and that it penalises a large number of gamblers who don't have a problem. Recreational gamblers are also more likely than support agencies to recognise that the shutdown has impacted venues in terms of them having to lay off staff, not being able to donate as much to charities or the community and making it difficult for venues to maintain their services.
 - The support agencies, on the other hand, are more likely than recreational gamblers to believe the shutdown would be more effective if all gaming venues shutdown and did so at the same time (because the Sydney Casino is exempt from the shutdown and some other venues having varied shutdown hours by special application).
 - The attitudes of the gaming venues are significantly different to those of the support agencies and recreational gamblers. Venues are notably more likely to believe the shutdown penalises gamblers who don't have a problem, and that it has resulted in staff losses, lower donations to charities or the community and difficulties in being able to maintain services.
 - Venues are also more likely than the other groups to say customers have played poker machines less as a result of the shutdown. Venues are less likely, however, to believe the shutdown would be more effective if it was at a more popular gambling time, compared with support agencies and recreational gamblers.
-

Conclusions

Minimising problem gambling

Evaluating the impact of the three hour shutdown in light of its key objective of minimising problem gambling, the research indicates the effect on this target group has been minimal.

The research suggests problem gamblers remain largely unaffected by the shutdown, mainly because of its 6am to 9am timing. This does not appear to be a popular gambling time for most problem gamblers.

Problem gamblers and counselling agencies support the notion of a poker machine shutdown, but they believe the timing of the current legislation renders it virtually ineffective because it does not adequately target the problem gambling segment.

Only a small number of the support agencies have clients who used to play during 6am and 9am, and few agencies had clients who had mentioned the shutdown. It should be noted, however, that while the number of clients affected by the shutdown appears to be very small, the outcomes for the few gamblers who have been impacted are fairly positive in terms of reducing their participation in poker machine gambling.

The three hour shutdown is perceived as the least effective of the poker machine harm minimisation strategies implemented by Government. Furthermore, there is no sense amongst support agencies that this initiative has increased the demand for their services. This is in vast contrast to the G-line advertising campaign, which is commonly perceived to be an effective harm minimisation measure and agencies report increases in the number of referrals they have received as a result of this media campaign.

There is a sense of cynicism amongst gamblers and support agencies about the Government's commitment to the efficacy of the shutdown. These groups question how 'genuine' the Government is in targeting problem gambling, particularly given that gambling is a significant revenue source for Government. For this reason, the shutdown is perceived very much as a 'token effort'.

There is overwhelming feeling that the shutdown has the potential to be an effective strategy, but not in isolation and certainly not at the scheduled time of 6am to 9am. The Productivity Commission Report identified the at-risk segment as being predominantly male, aged 18-34 years and players of poker machines - the current research suggests these gamblers are more likely to play poker machines between 6pm and midnight, or even until 3am.

It is commonly believed that the shutdown would be more effective if it was at a more popular gambling time and if it applied to all gaming venues (ie to the Sydney Casino as well) and at the same time (ie without some venues having varied shutdown hours by special application).

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Conclusions, Continued

Impact on recreational gamblers

The research suggests the shutdown has had little behavioural impact for most recreational gamblers. Despite strong concerns from industry that the shutdown is penalising recreational gamblers and affecting them more than the target market of problem gamblers, recreational gamblers do not appear to be adversely affected by this legislation. For most recreational gamblers, the shutdown is not impacting on where or when they play poker machines, or indeed on the amount of time or money they spend on this activity.

The recreational gamblers are frequent poker machines players, yet very few used to play between 6am and 9am prior to the shutdown. Even those who admitted to having had a gambling problem, do not appear to have been influenced by the shutdown any more than other gamblers.

It is encouraging to note the high level of awareness of the shutdown amongst recreational gamblers, and the media and the venues themselves are largely responsible for this.

Impact on venues

There is little doubt that gaming venues believe that they have been impacted by the poker machine shutdown. Not surprisingly, there is strong opposition to the shutdown amongst industry (particularly clubs) as they claim it has had negative effects on their revenue, customers and staff. While some do acknowledge the shutdown had resulted in cost savings, this is not believed to be sufficient to counteract the negative impact of the legislation.

However, the views of the gaming venues are not necessarily supported by the analysis of the gaming machine profit data. This analysis suggests that while the gaming machine profit may have been affected in the months immediately following the introduction of the shutdown, profit growth has since increased. Furthermore, the last two to three quarters analysed actually showed record level profit for both hotel and club gaming venues.

Impact on the wider community

While the three hour shutdown does not appear to have been an issue for local authorities, and there is no evidence of an impact at a local level, there is widespread concern amongst councils about the implications of the six hour shutdown, particularly in terms of the exemption provisions.

Needs Assessment

Background

Most people regard gambling as a recreational activity, a social entertainment shared with friends or family. They take part from time to time and exercise control about the amount of money spent. A small proportion however find it difficult to keep set limits on their involvement in gambling, and this can lead to a range of negative consequences such as relationship breakdowns, financial crises, legal and employment problems.

In recent years our understanding of 'problem gambling' has been significantly revised; whereas it was once seen as a disease and a psychiatric illness of the individual, this medical model is now outmoded and problem gambling is seen as a more complex issue, influenced by a range of social and environmental factors. There are now a number of models to explain the antecedents and mediators of gambling behaviour, and Governments in Australia have recognised the need to reduce the harm associated with gambling and actively promote responsible gaming practices. The response to problem gambling has many direct parallels with Government's harm minimisation strategies in the public health arena, specifically reducing the use of tobacco and illicit drugs.

In 1999 the Productivity Commission undertook a major review of the gambling industry and gambling behaviour and found that Australians are amongst the biggest gamblers in the world with recent increases in gambling activity linked to the introduction of electronic gaming machines into hotels and clubs¹. The Commission strongly supported the adoption of harm minimisation strategies that “seek to meet the recreational demand for gambling, while reducing the social costs associated with each unit thereof.”²

The rising availability of gambling facilities has increased the potential for problem gambling, and the Commission found that the costs of problem gambling tended to be greater for gaming machines than for other forms of gambling. This issue is of particular relevance for NSW, given the dominance that gaming machines have in this market; 52% of Australia's gaming machines are in NSW³. It is worth noting that gaming machines are strongly associated with registered clubs rather than hotels⁴. However it should also be noted that much of the recent growth in gaming has come from hotels rather than clubs³.

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¹ Productivity Commission. (1999). Australia's Gambling Industries, Report No. 10, AusInfo, Canberra.

² Ibid

³ Banks, G. (2002). The Productivity Commission's Gambling Inquiry: Three Years On. Productivity Commission

⁴ Blaszczynski A., Sharpe, L., & Walker, M. (2002), The Effectiveness of Design Changes to Electronic Gaming Machines as an Approach to Harm Minimisation. University of Sydney, Gambling Research Unit website.

Needs Assessment, Continued

Background (continued)

In July 2001, the NSW Government announced a gaming reform package, and announced a wide range of harm minimisation/consumer protection measures, including the need to restrict access by shutting gaming machines down for at least some time each day. The legislation allowed for a phasing in period; for the twelve months from 2 April 2002 venues are required to shut down from 6am to 9am, then after 30 April 2003 the shutdown period will be for 6 hours, from 4am until 10am. There are some exceptions possible for certain days of the week and for those venues with a history of 'early opening'.

DGR commissioned ACNielsen, in partnership with Professor Jan McMillen, the Director of the Australian Centre for Gambling Research (ACGR), to conduct research to evaluate the impact of the three hour shutdown of gaming machines.

The research included qualitative research, quantitative research and desk research, and this draft report includes all stages of the research program.

Research Objectives

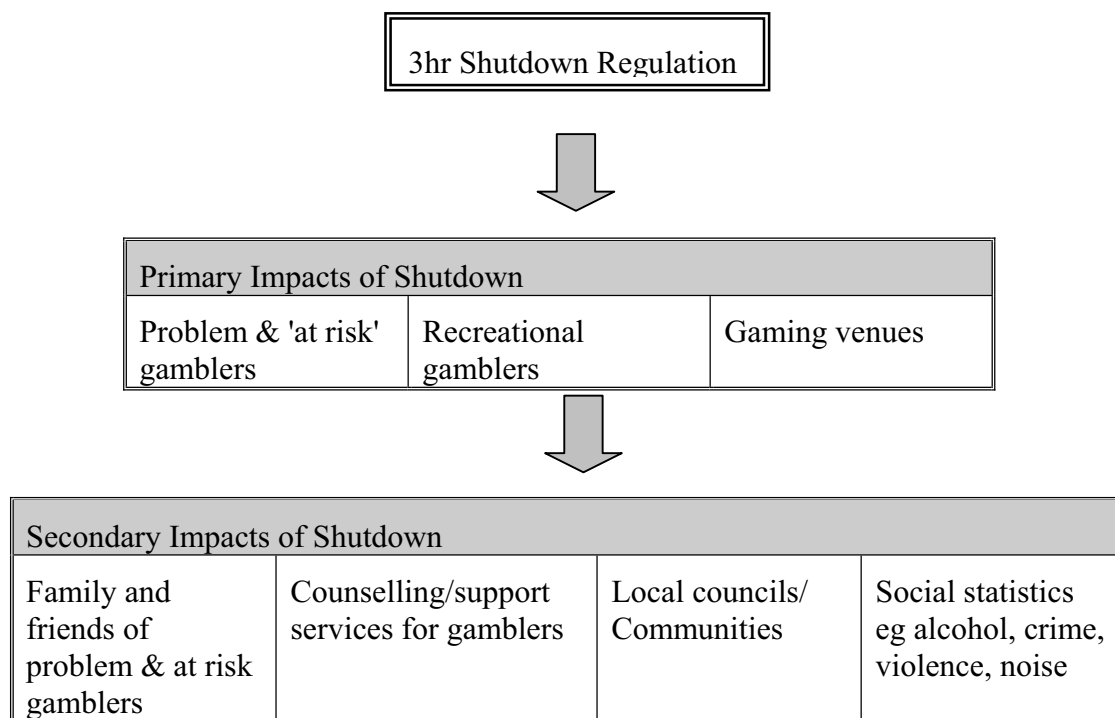
The overall objective of this research was to *establish the impact of the three hour shutdown of gaming machines*.

To address this objective, the project included four key information objectives:

1. Has the shutdown helped minimise problem gambling?
 2. What has been the impact of the shutdown on recreational gamblers?
 3. What has been the impact of the shutdown on venues?
 4. What has been the impact on the wider community?
-

Research Design

Target Populations The shutdown regulation will potentially have an impact on a variety of groups, as can be seen in the following diagram. The regulation will have the most direct impact on gamblers and gaming venues, and then the effects will flow on to the relatives of heavy gamblers, the counselling and support agencies, the local community and potentially to the various records of social offences.



Target Populations (continued) The research is not able to give any direct indication of whether the shutdown has helped to reduce problem gambling, as sound benchmark data is not available for NSW. The low prevalence of problem gamblers (approximately 2%), means that research amongst this market requires very large samples, and a significant research budget. In the absence of this data the impact of the shutdown on problem gamblers can only be assessed indirectly rather than directly.

Continued on next page

Research Design, Continued

Research Overview

This evaluation includes the following components:

- Problem Gamblers and their kin
- Recreational Gamblers
- Support Agencies
- Gaming Venues
- Wider Community

The research program is summarised in the following table.

RESEARCH OVERVIEW SUMMARY		
Target group	Method and Sample	Qual or Quant
Problem Gamblers & their Kin		
Problem gamblers	<ul style="list-style-type: none"> • 10 face-to-face depth interviews 	Qualitative
Family/friends of problem gamblers	<ul style="list-style-type: none"> • 5 face-to-face depth interviews 	Qualitative
Support Agencies		
Management/Counsellors from support agencies	<ul style="list-style-type: none"> • 5 face-to-face depth interviews 	Qualitative
Management/Counsellors from support agencies	<ul style="list-style-type: none"> • 40 telephone interviews 	Quantitative
Venues		
Management of gaming venues	<ul style="list-style-type: none"> • 5 face-to-face depth interviews with managers of hotels • 5 face-to-face Depth interviews with managers of clubs 	Qualitative
Management of gaming venues	<ul style="list-style-type: none"> • 111 telephone interviews with management of clubs and hotels 	Quantitative
Recreational Gamblers		
Recreational gamblers	<ul style="list-style-type: none"> • 300 telephone interviews with recreational gamblers recruited from venues 	Quantitative
Councils		
General Managers	<ul style="list-style-type: none"> • 9 telephone depth interviews 	Qualitative
Desk Research		
	<ul style="list-style-type: none"> • Identifying trends in relevant social statistics • Analysing profit data from gaming venues 	Quantitative

Continued on next page

Research Design, Continued

Research Overview (continued)

The following table summarises how the program of research addresses the various objectives. Note the report is structured to be consistent with the areas outlined below.

Research Question		Research Response
Has the shutdown helped minimise problem gambling?	⇒	This is assessed indirectly via: <ul style="list-style-type: none"> - the opinions of both problem gamblers and their kin - the experiences of the state's support agencies (explored via depth interviews and a survey)
Impact on recreational gamblers?	⇒	This is assessed by a survey of recreational gamblers
Impact on gaming venues?	⇒	This is assessed via: <ul style="list-style-type: none"> - depth interviews and a survey of venue management - analysis of gaming machine profit data for NSW gaming venues (as provided by DGR)
Impact on the community?	⇒	This is assessed via: <ul style="list-style-type: none"> - desk research of the available social statistics - exploratory discussions with liquor accords - depth interviews amongst local councils

The research design for each of the target groups is outlined below.

Problem Gamblers & Kin (Qualitative)

Problem gamblers and their kin were recruited from lists provided by the support agencies that provide counselling for problem gamblers. They were therefore self-identified problem gamblers, as opposed to being identified via clinical tests such as the South Oaks Gambling Screen (SOGS) or the Canadian Problem Gambling Index (CPGI).

DGR sent a letter to all of the state's gambling support agencies informing them about the research and seeking their support and participation in the evaluation. ACNielsen asked selected support agencies to provide the name and telephone number of clients and their family. Prior to providing the names, the agencies contacted the people and confirmed they were willing to participate and they agreed to have their contact details passed onto ACNielsen.

ACNielsen then contacted the problem gamblers and their kin to arrange a suitable time and place for the depth interview.

Continued on next page

Research Design, Continued

Problem Gamblers & Kin
(Qualitative)
(continued)

A total of 10 face-to-face depth interviews were conducted amongst problem gamblers and 5 face-to-face depth interviews were conducted amongst family members of problem gamblers (one was a family member of a problem gambler who was also interviewed, and the others were family members of other problem gamblers, not interviewed).

The depth interviews were conducted 10th March - 8th April 2003 by experienced researchers from ACNielsen's Qualitative Unit. The respondents were given the choice of where the interview took place, and the majority preferred to be interviewed at their home, although some interviews were conducted at a cafe. They were 45 minutes in duration and were based on discussion guides which are appended to this report (one for problem gamblers and one for the family members, both of which are in Appendix III). Interviews were conducted in Sydney and the Central Coast.

All participants received an incentive of a \$50 Coles voucher in appreciation for their time.

The interviews were audio-taped for analysis purposes.

Support Agencies
(Qualitative & Quantitative)

As outlined above, DGR sent a letter to all of the state's gambling support agencies (n=62) informing them about the research and seeking their support and participation in the evaluation.

Qualitative Stage

ACNielsen then contacted a selection of support agencies, ensuring there was a mix of locations and some multi-cultural agencies.

A total of 5 face-to-face depth interviews were conducted amongst counsellors at support agencies, at a time and place convenient to them.

The depth interviews were conducted 25th-28th March 2003, by experienced researchers from ACNielsen's Qualitative Unit. They were 45 minutes in duration and were based on a discussion guide which is appended to this report (Appendix III). All interviews were conducted in Sydney.

The interviews were audio-taped for analysis purposes.

As outlined earlier, the support agencies also provided the contact details of problem gamblers and their family.

Quantitative Stage

The support agencies that participated in the qualitative stage were excluded from the sample frame used for the quantitative stage. There were also some duplicates in the sample frame, and so the sample frame for the quantitative stage included a total of 52 support agencies.

Continued on next page

Research Design, Continued

**Support
Agencies
(Qualitative
&
Quantitative)
(continued)**

A total of 40 interviews were conducted using Computer Assisted Telephone Interviewing (CATI). The respondent was the manager of the support agency, unless they nominated a counsellor as being a more appropriate contact for the survey (because many of the questions required knowledge of their clients). A sample profile is appended to this report (Appendix I).

The questionnaire was developed by ACNielsen, with input and final approval from DGR. The average length of the survey was just under 15 minutes. A copy of the final questionnaire is appended to this report (Appendix III).

The fieldwork was conducted 13th-21st March 2003. The response rate information is included in Appendix II.

**Recreational
Gamblers
(Quantitative)**

Recreational gamblers were initially recruited on-site at Sydney gaming venues (excluding the Sydney Casino), and their contact details were collected for a telephone survey which was conducted at a later date. It should be noted that the research design was not intended to include a state wide representative sample of recreational gamblers, but rather the best possible mix of recreational gamblers, given the available time and budget.

Recruiting the venues

DGR provided ACNielsen with a list of hotels with 24 hour licences and a list of clubs thought to be trading 24 hours. As all club venues are entitled to trade 24 hours, there is no official list of clubs that actually trade 24 hours. Therefore the club sample was created by DGR, drawing on information provided by ClubsNSW, information on club websites and through cold calling.

ACNielsen then selected potential venues to ensure a mix of venue type (eg hotel, football club, other sports club, etc) and location. The venue locations had to be clustered to a certain extent to allow for efficient planning of the field resources (ie we aimed for around 3-4 venues per location).

DGR sent a letter to the two industry bodies, the AHA (Australian Hotels Association) and ClubsNSW, informing them about the research and seeking their support in the evaluation. The industry bodies were told which venues had been selected, and they then contacted these venues to encourage their participation in the research.

ACNielsen then contacted the venues to seek permission for our interviewers to recruit the recreational gamblers at their venue. All venues had to be screened to ensure they were in-scope (ie they had been affected by the legislated shutdown).

Originally we intended recruiting venues from regional areas, as well as from Sydney. However, we found it difficult to find sufficient numbers of regional venues in any one location which had been affected by the shutdown. The regional locations we tried included Dubbo, Albury, Wagga, Parkes/Forbes, Newcastle, Lismore and Wollongong.

Continued on next page

Research Design, Continued

Recreational Gamblers (Quantitative)
(continued)

The venues which agreed to the on-site recruitment (18) were in the following locations:

- City (4)
- South Sydney (5)
- Penrith (4)
- Liverpool (5)

Recruiting the Recreational Gamblers

Four visits were made to each venue to recruit recreational gamblers, each at a different time of the day and day of the week, to ensure we got a wide representation of gamblers. Recruitment spanned 24 hours a day, seven days a week.

On arriving at the venue, interviewers presented themselves to the duty manager, and if needed, they had a letter about the research with the venue manager's name who agreed to the on-site recruitment process. Each visit lasted around 40 minutes, and interviewers were told to approach a mix of gender and ages of people who were playing the poker machines.

ACNielsen was mindful that the research process did not impact on the venue's usual business, and we ensured disruptions were absolutely minimal (eg some venues requested the interviewers not approach the gamblers until there was a break in play).

The contact details of the recreational gamblers were collected, including name, telephone number and whether it was a day or evening number (or either). They were told they may be telephoned for an interview over the next few weeks.

A total of 461 recreational gamblers were recruited between 3rd and 9th March 2003.

CATI Survey of Recreational Gamblers

A total of 300 interviews were conducted using Computer Assisted Telephone Interviewing (CATI). A sample profile is appended to this report (Appendix I).

The questionnaire was developed by ACNielsen, with input and final approval from DGR. The average length of the survey was around 10 minutes. A copy of the final questionnaire is appended to this report (Appendix III).

The fieldwork was conducted 14th-25th March 2003. The response rate information is included in Appendix II.

The respondents from this stage were offered an incentive of having their names entered into a prizewin to win a digital camera, valued at over \$1,000.

Continued on next page

Research Design, Continued

Gaming Venues (Qualitative & Quantitative)

As outlined earlier, DGR sent a letter to the AHA and ClubsNSW informing them about the research and seeking their support. Both industry bodies then encouraged their members to participate in the evaluation.

Qualitative Stage

The recruitment for the depth interviews occurred at the same time as the on-site recruitment for recreational gamblers (refer to the recreational gambler methodology earlier in this section).

As outlined earlier, all venues were screened to ensure they were in-scope (ie they had been affected by the legislated shutdown). A total of 5 depth interviews were conducted amongst club managers and 5 amongst hotel managers (two depths were conducted via telephone because of late cancellations of face-to-face depth appointments). A mix of venue type and locations were included.

The depth interviews were conducted 3rd-13th March 2003, by experienced researchers from ACNielsen's Qualitative Unit. They were 30 minutes in duration and were based on a discussion guide which is appended to this report (Appendix III). All interviews were conducted in Sydney.

The interviews were audio-taped for analysis purposes.

Quantitative Stage

The venues which participated in the qualitative stage were excluded from the sample frame used for the quantitative stage. The quantitative sample frame included a total of 418 venues (394 hotels and 24 clubs).

An attempt to contact all venues was made during this stage. Once again, we had to screen venues to establish whether they were in-scope (ie had been affected by the shutdown).

From the contacts made in both stages where we could establish whether the venue was in-scope, we found:

- n=120 were affected by the shutdown
- n=281 were not affected by the shutdown (ie they did not operate their poker machines during the shutdown hours prior to the legislation and a small proportion did not have poker machines)
- n=77 were not able to be asked either way (eg refusals, no contact, not available during fieldwork etc)

This equates to a 30% incidence of in-scope venues amongst those where we could establish their eligibility. However, because we could not establish whether some venues in the sample were in-scope, the actual incidence could be as high as 41% if the 'unknowns' are all affected, or as low as 25% if none of the 'unknowns' are affected. The response rate information is included in Appendix II.

Continued on next page

Research Design, Continued

**Gaming Venues
(Qualitative &
Quantitative)
(continued)**

A total of 111 interviews were conducted using Computer Assisted Telephone Interviewing (CATI). The respondent was the manager of the venue, unless they nominated the gaming manager as being a more appropriate contact for the survey.

The questionnaire was developed by ACNielsen, with input and final approval from DGR. A small pilot was conducted to test the questionnaire, and following this, the questionnaire for the main fieldwork period was slightly modified. The average length of the survey was just over 17 minutes. A copy of the final questionnaire is appended to this report (Appendix III).

The pilot was conducted 21st March 2003, and the main fieldwork period was 25th March - 1st April 2003.

**Gaming Venue
(Machine Profit
Data Analysis)**

DGR provided ACNielsen with gaming machine profit data for hotels and clubs (where profit is defined as turnover minus winnings). The data was provided in more than one spreadsheet, and so ACNielsen matched the records between the spreadsheets to enable comparisons to be made across the quarters. The analysis is therefore based on venues which were 'matched' in the records for 2001 and 2002 data and were trading during both years.

Continued on next page

Research Design, Continued

Wider Community

Councils Qualitative Stage

DGR nominated the following 10 local councils throughout NSW as being of interest for this component: Fairfield, Campbelltown, Waverley, Sutherland, South Sydney, Leichhardt, Wollongong, Coffs Harbour, Gosford and Dubbo.

DGR then sent a letter to the general managers of these councils, informing them about the research and seeking their participation.

ACNielsen attempted to recruit all of the councils, and depth interviews were conducted with 9 councils. The depth interviews were conducted via telephone with the General Managers, Director of Community Policy and Services, Legal Services, Building Manager, Director of Development and Health and Safe Community Action Team Officer of the council.

The depth interviews were conducted 4th-11th April 2003, by an experienced researcher from ACNielsen's Qualitative Unit. They were 30 minutes in duration and were based on a discussion guide, which is appended to this report (Appendix III).

Liquor Accords Qualitative Stage

Liquor accords co-ordinators were also contacted as part of this exploratory stage. DGR provided ACNielsen with a contact list of 66 liquor accord coordinators in Sydney and regional areas. Of these, 4 Sydney, 3 Major regional and 2 Other Regional areas were targeted: Bankstown, City of Sydney, Fairfield, Botany Bay, Newcastle, Wollongong, Gosford, Nowra/ Shoalhaven and Wagga.

The coordinators were contacted by telephone, and the interview duration was 15 minutes on average. The outcome of the phone calls were 4 interviews, 1 ineligible (no 24-hour venues in the local area), 3 no contact, and 1 refused to comment without prior approval by his manager.

Desk Research Stage

The desk research component involved contacting various organisations and groups in order to source relevant data (eg alcohol related violence, drink driving, domestic violence etc), which may identify any changes which could be related to the implementation of the shutdown. The details of the information sources contacted are included in the relevant section of this report.

Continued on next page

Research Design, Continued

Guidelines for reading this report

Please note the following when reading this report:

- The views of the participants in this research may not always accurately portray gaming laws;
- Quotes from the qualitative stage are in italics, and they are reproduced verbatim and have not been edited for factual inaccuracies;
- While the majority of the quantitative results are expressed as percentages, if the base size is very small they are shown as raw scores (ie number of respondents) and this is shown as 'n=';
- Columns in tables or bars in graphs may not sum exactly to 100% due to rounding;
- Some of the questions invite a multiple response and so the total responses sum to more than 100%;
- While the majority of questions are unprompted (ie they are asked in an open manner, without reading possible answers), some are prompted where a list of possible answers are read, or respondents are prompted on issues and asked if they agree, or have experienced the issue etc, and these questions are always identified as being prompted (it should be noted that prompted questions typically yield higher responses than unprompted questions);
- All mean scores exclude 'don't know' and 'refused' responses, unless otherwise specified;
- Many questions are filtered depending on the respondent's previous response (eg only those aware of the shutdown are asked questions about its impact on their behaviour). In most cases, we still present these results based on total sample, to put the findings in the context of the whole market;
- NFI stands for 'no further information' and is used to indicate for questions asked in an open-ended way, that the respondent did not provide any more information;
- If a result is based on a small base size ($n < 30$), this is indicated by an asterisk (*) and these results are indicative only;

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Research Design, Continued

Guidelines for reading this report (continued)

- Only differences which appear to be statistically significant are highlighted or mentioned (or circled in tables).
 - The maximum margins of error at the 95% confidence level for the quantitative samples are outlined below:
 - ⇒ for the n=300 recreational gamblers, it is $\pm 6\%$;
 - ⇒ for the n=40 support agencies, it is around $\pm 9\%$ (usually a sample of n=40 attracts an error of $\pm 16\%$, however because it is a fairly large proportion of the finite population of agencies, the error is reduced using a finite sample correction factor);
 - ⇒ for the n=111 venues, it is around $\pm 6\%$ (again, usually the error would be higher, in this case $\pm 9\%$, however it is reduced because we interviewed over half of what we estimate to be the total population of in-scope gaming venues).
 - Please note that when comparing the result *between* two sub-groups within a sample or between two samples (eg between hotels and clubs within the venue sample or between recreational gamblers and venues), the margin of error increases. The smaller the base sizes, the larger the error - which means we need a larger difference in the percentages for it to be significant). While the actual margin of error depends on the sub-group bases and the percentages being compared, an example is provided below.
 - ⇒ for example the error for comparing hotels and clubs is between $\pm 8\%$ and $\pm 16\%$ - which means when comparing a result for hotels vs clubs at around the 50% response, the difference must be greater than $\pm 16\%$ to be significant.
-

Impact of Shutdown on Problem Gamblers

Section overview

This section examines the impact of the shutdown on problem gamblers and their family from two perspectives:

1. Directly from problem gamblers and the family of problem gamblers, based on the qualitative research conducted (n=10 depth interviews amongst problem gamblers and n=5 depth interviews amongst family of problem gamblers - all of whom were recruited from lists provided by support agencies); and
 2. Indirectly from the support agencies, based on their understanding and knowledge of their clients. The support agency component also includes their awareness of, and attitudes towards, the shutdown and other harm minimisation strategies. These results are based on the n=5 depth interviews and the n=40 telephone interviews conducted amongst support agencies.
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PART 1: THE PROBLEM GAMBLER'S PERSPECTIVE

Problem Gambler Profile

Section overview

This part of the section presents a profile of problem gamblers, their awareness of Government initiatives taken to reduce the harm caused by playing poker machines, their reaction to the three hour shutdown and their suggested measures to reduce problem gambling.

Current status

Problem gamblers in the qualitative research and their family who participated were asked whether or not they were gambling at the time of the interview.

Most of the problem gamblers interviewed (or their family) had only recently quit gambling, within one to six months of the interviews taking place. Consequently, they were still playing poker machines during the time the shutdown has been in force.

Almost all have abstained from gambling (a condition of their counselling), although some have occasional "busts", and one gambles on a social basis only.

"I might not go for three weeks, and then I will go and do everything I've got." (Gambler)

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Impact of Shutdown on Problem Gamblers, Continued

Form of gambling

- All problem gamblers and family members were recruited on the basis that poker machine gambling was the main form of problem gambling affecting their lives.
 - They were also asked about the other types of gambling that they have participated in, and while most have bought scratchies, entered lotteries or placed bets on some form of track racing, these types of gambling have not been problematic for them at any stage.
 - However, one gambler had initially experienced problems with horse race betting and years later moved to poker machine gambling after quitting horse betting under pressure from his partner and through financial incapacity.
-

Demographics

- The problem gamblers included in the qualitative research (directly or indirectly via a family member), were of mixed age and gender.
 - They tended to be of low to medium socioeconomic status.
 - In terms of ethnicity, two were of Arabic decent – Syrian and Lebanese.
-

Duration of problem gambling

The gambling history of the problem gamblers and family was explored to provide a context within which to understand their responses.

- Almost all had been gambling for many years in total (up to 30 years) and their gambling has been problematic for many years also (2 to 15 years).
 - They talk about “hitting rock bottom” before seeking counselling, which includes a combination of marriage and family break down, suffering severe depression and suicidal tendencies, losing the family home, spending an inheritance or savings, loss of employment and resorting to theft (from their family and/or employer) to finance their gambling activities.
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Impact of Shutdown on Problem Gamblers, Continued

Triggers for counselling

Problem gamblers and their family interviewed were asked about the factors that led them to initiate counselling.

- Many were “forced” to seek counselling by members of their family, who threatened to abandon them otherwise.
 - The recent G-line campaign appears to have been influential in prompting families to demand that their gambling relatives undergo counselling.
 - Gamblers themselves also talk about the effectiveness of the G-line advertising in calling them to action to resolve their problem.
 - Those who are drinker-gamblers found that when they sought help to manage their drinking problem, they became aware of their gambling problem and the need to resolve it.
 - “I couldn’t see a way out and it wasn’t until I stopped drinking and hit rock bottom with the gambling that I tried to get a way out.” (Gambler)
 - One gambler was forced to undergo counselling to avoid being prosecuted for embezzling funds from their employer.
 - Some had undergone periods of counselling and abstinence from gambling in the past, and were hopeful that this would be the time when they were finally able to permanently end the cycle of their problem gambling.
 - Some had attended Gamblers Anonymous (GA) meetings in the past without the same success they are currently having through professional, “holistic” counselling.
-

Motivations for gambling

Problem gamblers and their family interviewed were asked about the motivations underlying gambling behaviour.

- Many pinpoint their first large win from a small bet as the time that their gambling behaviour began to become problematic.
“Had a big win [\$1,000] which made me think wow you can win big money and you would feed all that money in to try and get that win because it would come so close and you would think it was going to pay but they never do.” (Gambler)
“What started me on it was winning \$2,000 off \$2.” (Gambler)
 - For some, their problems with playing poker machines came hand-in-hand with alcoholism because they would play when they were drinking alone and “feeling down”.
-

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Impact of Shutdown on Problem Gamblers, Continued

Motivations for gambling (Continued)

- Others initially developed a routine where they would play with work mates at lunch, at the end of the work day/shift or on payday.
- Many played after work to “wind down” or relax.
- Loneliness and boredom are major drivers, with many speaking about the poker machine playing the role of a “friend” or “company”.

*“The machine is a friend, it’s like a controlled form of intimacy.”
(Gambler)*

“When my wife was in hospital I played nearly every day just out of boredom I suppose, trying to get my money back.” (Gambler)

- Using gaming machines to “escape” and tune-out from reality is another key motivation underlying problem gambling. It enables gamblers to take their “mind off” or be “distracted” from difficult issues and to avoid confronting them.

“This one day I left his place [boyfriend] and I was feeling a bit funny about him and I had to go up to the café to clean the hamburger grill [which was closing down], so instead I called into a club that I had never been to and spent \$1000. I kept going to the ATM and taking out \$100, and \$100, and \$100 until I couldn’t get anymore out...So I realise a lot of it is avoidance and I am really glad that I stopped drinking because I think if I was still drinking I wouldn’t be aware...avoidance of reality and really just wanting to run away and escape for a while.” (Gambler)

- The gaming environment (particularly in clubs) is perceived to be relaxing and comfortable which also enables gamblers to escape their home or work lives, which are not so easy to be in.

“It wasn’t the money. If I had to give my money back at the end of the night it wouldn’t have bothered me, it wasn’t the money it was just wanting. It was just this is what I want to do, I want to go a sit in an air-conditioned room and have somebody bring me a drink and play pokie machines, and look at the bells and whistles and lights, all the glamour of that sort of thing, instead of coming home to the reality of my life...I mean fancy saying that a club was more pleasant than your home, that is sick, it is not normal but that’s how I think sometimes.” (Gambler)

- The adrenalin rush of playing.

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Impact of Shutdown on Problem Gamblers, Continued

Motivations for gambling (Continued)

- The “allure” of the machines, the way they are formatted is said to drive compulsive gaming. With attractive music, lights, feature games, characters and generally all the “bells and whistles” the machines facilitate the two points above – escapism and the adrenalin fix. One gambler even spoke about their knowledge of psychiatrists being employed by poker machine manufacturers to make them as “hypnotic” as possible.

“I had regained the bug [from horse betting] and started putting a few dollars through the pokie machines, I had always hated them and I know what the odds are but you get hooked and conned by the machine manufacturers with their colours and their subdued lighting and everything else...there is a part of me that used to stand in front of a poker machine and it didn't matter whether it was ten dollars or a thousand dollars I would sit there and blow the lot and for several hours I didn't have to think about anything or worry about anything.”
(Gambler)

“And, they have all these bells ringing, I think they are very seductive in a way, with all these lights flashing and feature games. And they are always set in dark dim clubs, in a soft atmosphere, there are usually no clocks around so you don't keep track of time and when the bells are ringing so you can hear other people, they have won so you think I can win too, where most of the time it's just the bells of the machine and they're not actually paying. You might get all these rings and it's only paying \$5 and it's ringing for ages. All the machines are very noisy now compared to what they used to be. They have all these new machines so there are weird and wonderful machines coming out all the time. So people go 'this is a new one, it might pay I will try this one', or 'this feature sounds like it is going to be a better way of winning or an easier way of winning' ...it's pretty sad really because what it comes back to is that the public are losing out and the club is just gaining.” (Gambler)

- Most of the gamblers and family included in the study referred to the clubs becoming “nothing more than pokie dens” with the gaming area dominating the club environment so that it is difficult to visit them just for a social drink without being attracted to the machines. The same gambler who spoke about psychiatrists playing a role in developing poker machines, said they also provide clubs with professional advice on layout to encourage traffic through the gaming area.

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Impact of Shutdown on Problem Gamblers, Continued

Motivations for gambling (Continued)

- Once playing poker machines becomes a problem for the gambler, the need to win money to survive and to chase one's losses becomes a motivation for playing.

“But then later when the money got tight, it became money. It is like I only have \$30, well I will see if I can turn it into \$60. Up until then it was never the money.” (Gambler)

Pattern of gambling

The qualitative research with problem gamblers and families was used, in part, to identify patterns of problem gambling. Gamblers and family were asked about the type and number of venues played at, whether gaming tended to be a social or solo activity as well as the frequency and duration of gaming sessions. These elements of problem gambling behaviour are discussed in turn below.

Clubs vs Hotels

- Almost all the problem gamblers included in the study mainly or only play in local clubs, whether they be small sporting clubs or larger community or ex-services clubs.
- The club environment is said to be more “comfortable”, perhaps in the case of larger clubs, because they offer greater opportunity to feel anonymous. One gambler feels the greater number of machines in clubs means they are more likely to pay out than the machines in hotels.

“The club is a bit more comfortable and you have got more machines and you think they are going to pay more because it's a bigger area, more machines, they can afford to pay.” (Gambler)

- Some who had self-excluded themselves from a venue would go further afield to other clubs.
 - A few would occasionally visit the casino on the weekends.
 - A couple would mostly play in hotels and would go to numerous venues depending on where they were working (on the road in various locations around Sydney and the Central Coast).
 - Another drinker-gambler would mainly play in hotels where he would go to drink.
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Impact of Shutdown on Problem Gamblers, Continued

Social vs Solo

The research suggests problem gaming is a solo activity, with all people interviewed tending to play alone. Even one couple who were both problem gamblers would go to the club together, but play separately.

Gamblers reported that they would become “irritated” if “disturbed” when playing because they:

- want “private” time-out to escape and take their mind off things

“If someone started a conversation I would get very irritated, it was my privacy.” (Gambler)

- feel they need to “concentrate” in order to win
- are superstitious about others bringing them bad luck or “jinxing” them

“I didn’t like people interrupting me. Like to be on my own so I can concentrate, you are so focussed on the machine you are not aware of what is going on around you...If somebody comes to talk to you, you think they have brought you bad luck, go away I am not winning because of you, you are disturbing my concentration.” (Gambler)

- are particular about how to press the buttons and play their bets

“When me and [female friend] were playing it was twice as much money because I would think she was giving me bad luck. She was the same, you know like you’re pressing the buttons wrong or I would be saying you have to do this before you press it. We had all these little things, it was getting a bit bizarre, getting the shits with each other because someone wasn’t pressing the button right and that’s why you weren’t winning.” (Gambler)

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Impact of Shutdown on Problem Gamblers, Continued

Frequency

Problem gamblers included in the study play poker machines whenever they have money available. Therefore, they always played when they (or their partner) got paid their salary/wages or pension.

“If it wasn’t pay day and I was sitting here [at home] and I was bored or I was doing my budget and I didn’t have enough money I would think I’ll go and do the \$20 I have in my purse.” (Gambler)

Other factors that influence frequency are:

- convenient venue opening hours

“I was working in a restaurant and I would go every night after work because it was open later, from Thursday to Monday it was open 24 hours, it didn’t close and you would see a lot of people in the hospitality industry there.” (Gambler)

- family responsibilities, for example, the availability of baby sitters
- being alone or unwatched by family, with many playing whenever there was no one around to notice them missing, for example once the children go to school
- work commitments may prevent gambling (unless a suitable excuse can be created) whereas lack of work provides “plenty of time to kill”

“Any day that I could sneak away from work or home, it was always in secret. As soon as they would open, and I would leave early or race home before picking up my wife at the railway station to get an hour or two of poker machine playing in.” (Gambler)

- playing sport at venues eg play poker machines when finished playing bowls at the bowling club
- being in transit and alone eg running errands, on the way to work etc
- “The last couple of years if I went somewhere I would drop into a club through the week if I was on my own.” (Gambler)
- enticements offered by the venues such as the opportunity to “win groceries while you play”, jackpot advertisements, theme nights at the casino (direct-mail to members)
- the level of stress or anxiety the gambler is feeling about their finances, relationships, work and other life issues. For example, the lead up to Christmas causes some to increase the amount of time they spend gambling

“I could avoid making a decision for a while and just numb myself.” (Gambler)

These things are said to also determine the time of day chosen to play.

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Impact of Shutdown on Problem Gamblers, Continued

Duration

Problem gamblers reported they would play poker machines for hours at a time (average sessions quoted as between 2 and 5 hours). This is because they “get carried away”, completely “lose track of time” and become “hypnotised” by the machines. The lack of windows or clocks within view of the gaming area, particularly in clubs, is said to cause gamblers to fail to recognise how much time they have spent playing the machines.

“I have gone in there during the day and come out and it’s night time, you lose track because a lot of these places, they are lit up with artificial lighting, no clocks, you can’t see outside so you lose track of time, they make these places like that so you can’t judge how long you have been sitting there.” (Gambler)

The duration of the session is also dependent upon:

- access to money
- amount of money available
- extent of winnings (which are mostly bet again)

“Only had a limited amount of money so it would all depend on how much luck I got whether it lasted half an hour or two hours.” (Gambler)

“Once I was \$1200 up on a one cent machine and I sat there until I put it back in. I couldn’t make myself take the money out. Gamblers have these silly superstitions, things like if you empty the machine it won’t pay anymore, so if you leave your money in there it will keep paying.” (Gambler)

- venue opening hours (if closing time comes before money runs out)

“Like we would go to the [venue] and play a couple of hundred dollars between me and Nicole and then [venue] would close and we would go down to the club down the road which was 24 hour type thing and keep playing there.” (Gambler)

“I was there once from 1 o’clock one night till 7 o’clock the next morning when the club was 24 hours. I ran into the hairdresser who had a shop in the lobby at the club and he said ‘What are you doing here this early’ and I said I was waiting for the gym to open. I would stay until the club closed or until I ran out of money. So the longer they were open the longer I would stay. I am against 24 hour gaming venues...you start to not even know if it is day or night...you shouldn’t be able to just go and gamble for as long as you like.” (Gambler)

Continued on next page

Impact of Shutdown on Problem Gamblers, Continued

Duration (continued)

“It could be up to the time the club closes, like all night no sleep, but I wouldn’t be tired because I am so engrossed in these machines so you don’t notice time slipping away, you can’t see outside because usually there are no windows...all you think is you are in this machine and you wait for it to pay and you’re going to be there for as long as it takes, if it takes two days you will sit there for two days.” (Gambler)

- work commitments (eg a few hours before and after work or during lunch)
- level of inebriation (drinker-gambler)
- family commitments (eg between dropping off and picking up school aged children)
- the attractiveness of the machine format or jackpots and links

“Every machine comes so close to winning a major jackpot and you think I am just one off, it is going to pay but they only do that to entice you to play more...Once I stayed for two hours longer than I wanted to just to try to get a link up and in the end I walked away disappointed because the link hasn’t gone off or it’s gone right up to the limit.” (Gambler)

“The poker machines today, they encourage you and when you win a jackpot the bells go off so you are playing and you think gee he is lucky he has got one and on the other side the bells go off so you think I am next.” (Gambler)

Negative impacts of problem gambling

Gamblers and family were asked to comment on the negative impacts that problem gambling had had on their lives. They identify the following ways that problem gambling had affected them:

- financially, for example, debt, inability to pay rent and other household expenses such as groceries, hocking possessions, lost savings, investments and/or the family home and theft from family and/or employers

“I spent between \$40-60,000 in fourteen months and probably more like \$90-100,000 over three years when it was at its worst.” (Gambler)

“We might have two or three hundred for groceries and that kind of stuff and we would play and get down to \$40, almost blown the whole budget just getting carried away...when I did my arse it would be harder on the family.” (Gambler)

- emotionally, including stress due to financial and relationship issues, shame, depression and suicidal tendencies, loss of sense of self-worth, dignity and the respect of others

Continued on next page

Impact of Shutdown on Problem Gamblers, Continued

Negative impacts of problem gambling (continued)

“I would think I will only do \$20 but before I knew it I would do \$220 and would keep thinking it was going to pay just keep feeding it. Then I would be chasing my money all the time and that’s where I would get into debt, chasing what I have lost, panicking that I couldn’t afford it so that you are trying to win it back and then you end up feeling sick, it is a horrible feeling...and you have done all your pay and it’s a very long two weeks to get through feeling bad about yourself, you feel ashamed, you feel guilty, you feel stupid.” (Gambler)

- damaged relationships, as a result of secrecy and deceit, less time shared with the family and constant conflict

“When you are an addict you tell lies and you cover up and hide your bank books and stop statements from coming to the house and all that.” (Gambler)

“My mum and dad were always fighting.” (Relative)

“Put it this way. It got to the stage where my family said either get help or you won’t have a family because it got that bad, they saw me get to the rock bottom stage where I wasn’t worried about food, I wasn’t worried about rent, I was getting more in debt, I was nearly going to lose my car. I had to come down that low to go get some help from my counsellor.” (Gambler)

- poor diet and general health including tiredness through lack of sleep

“The only thing that would make me leave with one or two dollars was that I had to get cat food on the way home...I could have nothing in the cupboard myself to eat.” (Gambler)

- loss of employment, business failure and increased welfare dependence

“Things like when I had the café I would go out and gamble and then not have enough money to buy the milk and stuff for the café for the next morning so I would open with what I had.” (Gambler)

“People around here are living from pension to pension and hanging out to go to the club to play keno or play the pokie machines. It’s the people who can least afford it, it is a big part of their lives. We are getting into a third generation of people who don’t work and they need to learn how to do other things.” (Gambler)

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Impact of Shutdown on Problem Gamblers, Continued

Government Strategies

Strategies

Gamblers and family interviewed were asked about the Government measures to reduce the harm caused by problem gambling, and to comment on their effectiveness. The strategies they recall are discussed below.

G-line TVC

- All the problem gamblers and relatives interviewed mentioned the recent G-line television campaign as a very positive initiative. Some of the gamblers interviewed had contacted G-line after they themselves or a family member saw the advertisements.
- It is perceived to be particularly effective at:
 - ⇒ providing information about where to get help
 - ⇒ relating to the problem gambler
 - ⇒ encouraging problem gamblers who are ready to seek help to do so
 - ⇒ prompting families to realise the seriousness of the problem and to initiate counselling sooner rather than later
 - ⇒ raising general public awareness of problem gambling and its effects instead of allowing the issue to continue being tolerated or ignored
 - ⇒ getting problem gamblers into “proper” counselling rather than simply GA (the two services are noted to be quite different).
- Negative aspects of the G-line campaign, identified by the gamblers and family interviewed, are that it:
 - ⇒ is aimed at the family more than the gambler themselves who in “full flight, is unaware of the issues his family are facing because of his problem and therefore would not be able to relate to the ad” or respond to it by contacting G-line
 - ⇒ people who are entrenched in problem gambling will not see the ads because they’ll be at the hotel or club gambling
 - ⇒ gamblers at the height of their problem won’t take any notice of the advertisements because they are in denial of their problem and will not be ready to confront it (not until they “hit rock bottom” as previously mentioned).

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Impact of Shutdown on Problem Gamblers, Continued

Self exclusion

The process of excluding oneself from a venue (or at least its gaming facilities) was raised by some gamblers as a Government strategy they are aware of being introduced recently.

Some feel self-exclusion is a valuable initiative as it makes it more difficult to gamble. Once the gambler has excluded themselves from their regular venues, they will have to travel further to continue to play poker machines.

Others feel it does not necessarily prevent people from gambling because unless they go to the trouble of excluding themselves from all the venues in the local area, they can simply switch venues.

“You can be barred from the club but there’s nothing stopping you from going to other clubs.” (Gambler)

One gambler also mentioned that self-exclusion was not strictly enforced by the venues, making it ineffective. This particular gambler had repeatedly requested a venue enforce his exclusion to no avail.

Limited number of machines

Gamblers and relatives are mostly unaware of limits imposed on the number of poker machines permitted in NSW. They feel that there are far too many machines and therefore, that any policy currently in place to restrict poker machine numbers is not sufficient.

One gambler spoke about the State Government imposing a “freeze” on the number of poker machines permitted to operate in the State. He felt that, whilst a positive move, given the number of machines already in existence, it is “a bit too little a bit late”.

No cash inducements

The fact that venues can no longer provide incentives to gamblers based on the number of credits spent was raised as a particularly worthwhile regulation by one gambler. This is because any cash given to gamblers under the previous scheme, was put straight back through the machines, benefiting the venues. Conversely, they now get something of value in return for the money they spend at the venue, eg. movie tickets, meals etc.

RCG course

One gambler had completed the Responsible Conduct of Gambling course which she felt was very positive because it helped to dispel some of the myths she had about playing poker machines and her chance of winning.

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Impact of Shutdown on Problem Gamblers, Continued

Notices on machines

Gamblers have a mixed response to warning messages on poker machines. Some feel that they are informative and eventually do “sink in”, whereas others feel they are too small, may be easily overlooked (by gamblers who “have blinkers on” and have “no concept of what is right and wrong”), and therefore are ineffective in changing behaviour. They liken the messages to the warnings on cigarette packets which they feel are ignored by smokers.

“They have got a lot of things on the machines these days like numbers for problem gamblers on the machine, they tell you the odds on machines. I think they are pretty good, it makes you think when you are playing it. You have one in a hundred million chance of winning a major jackpot.” (Gambler)

“The little tags on the machines, you do read them and eventually they sink in, and the G-line phone number is everywhere.” (Gambler)

Brochures and flyers in venues

Gamblers mention the brochures and flyers (including G-line), with counsellor’s contact details, information about the chances of winning and the negative effects of problem gambling as being necessary but largely ineffective at preventing people from “hitting rock bottom”.

A couple had taken brochures and ended up using the contact details but only when they had reached the point when they were ready to seek help, once the damage had been done.

One family member spoke of leaving flyers around the house with the hope that the problem gambler would read them.

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Impact of Shutdown on Problem Gamblers, Continued

Three hour shutdown - awareness

The shutdown was not mentioned spontaneously by any of the gamblers or their relatives interviewed. Most however, were aware of it, once asked.

Only two of the ten problem gamblers interviewed have been affected by the shutdown (personal impact discussed below):

- a worker who would go to early opening hotels
- another who had chosen to gamble in the morning to keep it secret from her family (also knew of the shutdown from the RCG course she had attended). She had also recalled a time when she had been affected after playing all night.

Gamblers who had not been affected by the shutdown, but who were aware of it, heard about it via:

- reading/ hearing about it in the news/media
- their counsellor
- Gamblers Anonymous.

Those who were unaware of the shutdown:

- had never played during the hours of 6am-9am or even the hours surrounding the shutdown period, or;
- had not been playing poker machines at all since April 2002 (one).

Continued on next page

Impact of Shutdown on Problem Gamblers, Continued

Impact of the Shutdown

Personal impact

The two gamblers who had been affected by the three-hour shutdown did not say they spent less time or money playing poker machines as a result of the shutdown. These gamblers made the following comments about the way it impacted on them personally:

- they were less able to hide their gambling from concerned family
“I was playing at all odd times of the day and night to hide it from my family. In the early hours of the morning was the only time I could go out and nobody would notice me missing. Then I wasn’t sleeping because I was playing at strange hours.” (Gambler)
- they had fewer hours in the day available to gamble
“It has frustrated me. Yes, because there was a couple of hotels that opened at seven o’clock and I used to be able to go there before work...I used to and still do occasionally go to breakfast seminars in the city, so I would be in the city at six-thirty when the breakfast didn’t start until 8am...It simply reduced the availability but I could just stop in at a couple of hotels on the way up to the Central Coast or gamble more after work and during the work day...overall it was positive though because it restricted my opportunity to gamble because I had to pick up my wife at a certain time and it’s not as easy to leave work early as it is to arrive late.” (Gambling)
- they were more likely to leave work early
“I just stopped for that period of time. I ended up gambling more after work and during work and I would leave work a bit earlier so instead of arriving late I was leaving early.” (Gambler)
- they maximised their bets during the remaining time
“I actually betted maximum bets so you are not really ahead anymore because you are actually trying to play faster than what you normally play. You get really anxious so you maximum bet and it defeats the purpose.” (Gambler)
- they became frustrated with the club because of a perception that they were being prevented from recouping their investment into the machines up until the shutdown occurred
“Yes I had been playing all night because I had lost an extreme amount of money, but then you get cranky because that is usually when they would start paying. So you get more frustrated with the club and the machines because you have got that chance to win the money back. And by the time they open again they don’t pay because they empty them all out or whatever.” (Gambler)

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Impact of Shutdown on Problem Gamblers, Continued

- Positive aspects** The concept of a shutdown of poker machines is perceived by the gamblers and relatives of gamblers interviewed, in principle, to be quite positive because:
- it is an appropriate move to reduce the accessibility of gaming machines which is perceived to be far too great by all gamblers and kin interviewed. They say that there are too many machines, too many venues with machines and that gaming should never have been accessible 24 hours
 - it will target “hard-core”, problem gamblers during the hours of 6-9am
“If someone is playing at 6am, they are not leading a functional life and they are unaware of their problem.” (Gambler)
“One of those funny things about being a problem gambler is that you can recognise others and those early birds, they have all got problems like I had, like I still have.” (Gambler)
 - it will reduce the level of problem gambling amongst shift workers
“I used to work shift work and we’d finish at 7 o’clock in the morning from a night shift and everyone used to go to the club and that is where we’d have breakfast and then play the machines. I know a lot of night shift workers are badly affected gamblers because that is the routine they had done before they become compulsive gamblers, they don’t sleep and they get into that pattern because they are there most of the day if they are open.” (Gambler)
 - it provides gamblers with a break, which in turn has the following benefits:
 - ⇒ a reality check for gamblers who have spent a long time in front of the machine
“I think it is a good idea because it is making them go away from it. There should have to be one. If you go away from them you think about it, you think about what you have done, what you have spent, you have time to think about what money you have to live without. How are you going to survive until you get your next pay cheque? So reality sets in really, because you are away from that machine, from being engrossed in that machine, your hours are just slipping away when you are in front of a machine.” (Gambler)

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Impact of Shutdown on Problem Gamblers, Continued

Positive aspects (continued)

⇒ gamblers will spend less money and in be more able to meet required payments and purchase household necessities such as groceries

“If someone is there at the end of the night and they might have a couple of hundred bucks left that they would have spent in that couple of hours whereas if they have got to leave it might let them walk home with enough to get their groceries for the week. It might or might not, but there is that chance” (Gambler)

⇒ gamblers will go home and get sleep which they otherwise would not have had, thereby improving their overall well-being

⇒ gamblers will spend more time with their family

“It stops people from being out all night gambling and makes them go home to their families.” (Gambler)

⇒ gamblers will be less likely to take leave from work for false reasons in order to continue gambling into the day

“Gambling induced sickies would have reduced and there might be a few more families having breakfast together.” (Gambler)

Negative aspects

Despite these positive aspects of the shutdown, the following criticisms, made by the problem gamblers and family interviewed, are said to render the three-hour shutdown highly ineffective overall:

- very few people (only a “handful”) are in the venues during the shutdown period, in fact they feel the shutdown is timed to occur at the least popular time (causing great cynicism about how genuine the Government is about helping problem gamblers)

“There would only ever be two or three people at that time, a few more at 8 o’clock, maybe half full by 10am and then they are inundated by lunchtime.”(Gambler)

- it’s only a token gesture by the Government

“It is a good idea but they have it at the wrong time, 6-9 that’s the deadest time...there are people who own clubs who put a lot of money into the Government and then there are the people who are against gambling so that’s why they have said we will throw this three hours here and shut a few of them up...if they were serious about saving peoples money they wouldn’t do it at that time.” (Gambler)

Continued on next page

Impact of Shutdown on Problem Gamblers, Continued

Negative aspects (continued)

“I don’t think it goes far enough to address the problem. It is a band-aid, a token gesture. If the Government was serious about addressing the problem they would be looking into other ways of raising revenue and having identified those, introducing them and then making gambling a night time activity only.” (Gambling)

- the industry has undue influence which has led to the shutdown being timed to protect their interests

“It’s a hard thing because all these clubs turn around and threaten charities “we donate this much, if they don’t let us have this many machines or let us open this amount of time well then we are not going to be able to afford to give this charity this much money’. It’s blackmail because the Government is thinking now we have to fork out for these charities or let them go under.” (Gambler)

- it is not long enough, as gamblers still have 9am-6am to gamble
- problem gamblers who have families, are unemployed or who are stay-at-home mothers (whom are perceived to be significant segments of the problem gambling population) mostly gamble during the day and evening, and therefore will not be affected

“You have this stereotype scenario of the drunken husband spending the money but a lot of the time it’s the housewife spending the balance of the housekeeping and the husband doesn’t even know.” (Gambler)

- drinker-gamblers will have “passed out before 6am”
- the majority of gamblers will have been in the club for hours and exhausted available funds well before 6am

“I know some of the people that I have seen are woman with teenage kids who would go out once dinner was over and everyone was settled, people who work in hospitality, taxi drivers, these were the people I got to nodding acquaintance with when I was gambling. And to those people shutting down at 6 o’clock in the morning isn’t relevant. By then they’ve already been there for hours.” (Gambler)

- problem gamblers believe that forcing people to stop unfairly limits their chances of collecting a payout and will cause them to maximise their bets in the lead up to the closure (thereby failing to reduce the harm caused by gaming)

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Impact of Shutdown on Problem Gamblers, Continued

Negative aspects (continued)

“The machines are paying when they do shutdown because they have been fed all night. So it is stopping people from winning back their losses. And, like I said it is encouraging people to come back. It would be better off leaving them open and letting people make their own choice instead of their choices being made for them...if they are compulsive gamblers they are just going to go straight back in.” (Gambler)

“They will think I have only got another couple of hours I better start playing 5 bets now, to try and change the odds on the machine.” (Gambler)

“I doubt whether it will have great impact at all. For those limited numbers of people who would have been gambling between six and nine, they are probably going to become even more fanatic in their gambling so instead of going in a seven o’clock in the morning and playing at twenty cents a punch, they are likely to go in there at ten o’clock and start at forty cents or a dollar and unfortunately that is the nature of the gambler.” (Gambler)

- only targets night-shift workers

“It will get the people knocking off at 6am. Somebody who has knocked off at midnight is ready to go home by 6 in the morning anyway. Most people are not in the clubs then. The only people that it really affects are the night workers and that sort of unfairly targets them. It really needs to be at a prime time. Not when the club is empty.” (Gambler)

- most places have always been closed during the shutdown period and reopen at 10am
- people who are directly affected by the shutdown will just go straight back the next day

“It just puts it on hold until the next day.” (Relative)

- and the problems gamblers and their family believes other forms of gambling are still available if the gambler really wants to gamble during those hours – Keno, TAB, Internet.

Importantly, gamblers and family assumed the shutdown would apply to all venues uniformly and when informed that some venues would be permitted to vary the hours of closure they became even more sceptical. They feel this represents a serious deficiency in the strategy because the few problem gamblers who will be affected by the shutdown, will be likely to switch venues.

“A gambler is going to know which club is open, when and where so they can just easily change clubs and play the machines there.” (Gambler)

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Impact of Shutdown on Problem Gamblers, Continued

Overall effectiveness

Reducing poker machine availability is seen as a positive initiative but the shutdown hours are met with much cynicism and are perceived to be highly ineffective at reducing the harm caused by problem gambling. Many feel that poker machines should never have been accessible 24 hours to begin with.

“It’s fantastic, but it’s a drop in the ocean.” (Gambler)

“Okay for the people who are there at that time in the morning. I have no idea how many that would be, but I don’t think it would be many.” (Gambler)

“I don’t see that it will be effective, but it is good the gaming industry is at least admitting there is a problem.” (Gambler)

Impact on the wider community

Gamblers and relatives interviewed feel there will be very little positive flow on effect for the community as a result of the shutdown. This is because they believe so few problem gamblers will be impacted by the shutdown.

However, they do recognise some positive impacts on the community:

- any money that is saved may be spent in the community
 - gamblers may spend more time with their families, making children and partners happier
 - gamblers may be less likely to take the day off work
 - venues may expand the range of services they provide to include more dances, snooker/pool, live music and cinema etc.
-

Impact on venues

The gamblers and family included in the study do not believe there will be a significant impact, if any at all, on venues as a result of the shutdown, because there would have been “hardly anyone” in the venues between 6am-9am prior to the shutdown.

Understandably, there is a certain amount of animosity felt towards the venues, which leads problem gamblers and their relatives to be unconcerned about any detrimental impact the shutdown may be having on their profitability.

“If they weren’t making a profit I’m sure they wouldn’t be doing it.”(Gambler)

“I hate the bastards and would love to take a sledge hammer to the lot of them.”(Gambler)

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Impact of Shutdown on Problem Gamblers, Continued

Impact on venues (continued)

The effects identified are:

- shift workers will go home instead of going to the hotel/club
- a minor reduction in profits, “*just the cream off the top*”
- the venues are given an opportunity to clean

“I think it gives the clubs a shutdown time when they can justifiably say to their clientele it’s the Government and the clientele can’t get angry with them because it’s Government legislation and it gives them time for cleaning and that sort of thing. I mean it’s probably the pubs and clubs that have said ok we’ll close for three hours a day and it’s not going to upset their revenue that much.” (Gambler)

- perhaps an expansion of other venues activities and services (as outlined above).
-

Suggestions

Improvements to the shutdown concept

The gamblers and family who were interviewed spontaneously suggested the following changes or improvements to the timing of the shutdown:

- extend it to midday
- shutdown during popular gaming times – with suggested start times ranging from 5pm to midnight

“Clubs used to close at ten or eleven o’clock unless they had a special show on. Staying open later just encourages gamblers to go from one club to another and then work their way home.” (Gambler)

- shorter shutdowns at intervals throughout the day

“If they have a couple of shutdowns a day it would stop people from sitting there for long periods of time, like have intervals where the machines are open for four hours then a shutdown for an hour, to give people that break to do other things. Whether they want to stay at the club that’s their choice but at least they would have that choice then of walking away.” (Gambler)

- half hour interruptions every two hours
 - shutdown at a time when patrons can use other club services and entertainment
-

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Impact of Shutdown on Problem Gamblers, Continued

Improvements to the shutdown concept (continued)

“If a club had a social conscience they would say at 9 o’clock that the machines are going to be closed for half an hour but why don’t you come and play trivia or whatever for half an hour...so many people who gamble are lonely.” (Gambler)

Other suggestions

Gamblers and family were asked to suggest measures to reduce the harmful effects of problem gambling. They suggest the following range of initiatives:

- ban poker machines altogether
- reduce the number of machines overall
- reduce the number of machines per venue, and particularly in clubs
- reduce win amounts, jackpots, link amounts
- ban note feeders (to slow down the spending rate and force people to go to the change booth to get coins, which causes embarrassment and breaks the “trance”)

“Poker machines today are a lot different to what they used to be. You can put a hundred dollar note in but in the old days you had to go a get a cylinder of two dollars and four dollars and then you fed it in one at a time and now you just put a note in and before if you kept going up and getting four dollars worth you would feel like everybody is watching you so you don’t do it but today you just have to put your hand in your pocket and slip in a fifty dollar note and nobody knows.” (Gambler)

- ban ATMs in venues

“There are always handy tellers close by so you can get access to more money which I think is really bad, they shouldn’t have them in clubs for that reason. If you actually had to leave the club you would think what am I doing and wouldn’t go back...I have done that because I haven’t had money in my bank but I have had money at home so by the time I have got home I have realised I am not going to bother going back, so I realise reality.” (Gambler)

- reformat the machines so they are quieter and slower to play and “outlaw” the machines which are most attractive or hypnotising

Continued on next page

Impact of Shutdown on Problem Gamblers, Continued

Other suggestions (continued)

“I know life is getting faster and everything is quicker but when it comes to gambling you have to seem like you’re getting something back for your money. Where to blow ten bucks on one of these machines now it’s a push of a button, two seconds later you have a result...it would be a great start to try and slow the machines down a bit. To try and change it around from being a gaming experience to having a bit of fun on them again.” (Gambler)

- post large notices about the dangers of problem gambler at ATM machines
- make clocks on machines compulsory
- ensure there are windows in the gaming area
- tally time and credits spent playing and flash on-screen
- provide and promote other entertainment activities such as live music, karaoke, bingo, trivia, bistro/restaurant, theatrical/musical performances and functions for members
- stop tray-service of beverages to the gaming area

“They are actually catering for you to sit there and not move...if you got up and moved around the club you would probably go wow I don’t want to go back to that machine, it’s not paying, instead of just sitting there.” (Gambler)

- staff and venue management to adopt a Responsible Service of Alcohol (RSA) style of approach to gaming and exercise their duty of care by approaching problem gamblers about the length of time they have been in the venue, etc

“With the staff they are serving me drinks religiously but nobody has ever come up to me and said you have done a lot of money in this machine. But they say they are trained to be aware of what is going on and that but they never seem to come and approach people and that’s because it is their job to keep you there playing, so the staff don’t really help at all.” (Gambler)

- provide counselling services in the clubs

“Maybe have a counsellor on hand. They say you can go and talk to the staff but who wants to go talk to a total stranger that works there and you don’t know if they are going to keep your confidence. So maybe have a counsellor room where they can go a watch the RCG [Responsible Conduct of Gambling] videos and talk to someone at the clubs.” (Gambler)

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Impact of Shutdown on Problem Gamblers, Continued

Other suggestions (continued)

- venues and Government to promote counselling services more heavily
- provide more funding to counselling services
- limit operation to 6pm-9pm on week nights and 3pm-9pm on weekends
- educate people about how to lead more well rounded lives and encourage them to use and enjoy other forms of entertainment, leisure and relaxation

“I can’t help but feel that people have got to be taught how to enjoy their leisure time...the people that I see are gaming, drinking and drugging...they don’t know how to enjoy themselves without those things...more money into libraries and drop in centres and that sort of thing, an alternative to the clubs, somewhere that is just as appealing.” (Gambler)

- educate people, including school children, about the dangers associated with gambling (as is done with other problems such as smoking, drinking and taking drugs). Gamblers suggested that their own stories could be told as a means of communicating the harmful effects of gambling to others

“I would love for my voice to be heard. It affected me very badly. It damaged my life so badly.” (Gambler)

“Pokie machines are just as big a problem as drugs, it’s a drug in itself. At least with drugs, they are starting to do educational stuff in schools. Maybe that might have an effect. Letting kids know about addiction, have an addiction type of class just to be aware of what is out there when you leave school.” (Gambler)

“We try to teach our children and our youth what is appropriate within our society, all about underage drinking and smoking but I will tell you now I can take you on a tour and show you school children in uniform gambling on poker machines and after nine o’clock I guarantee there will be a few missing school doing it because it is perceived as a normal activity.” (Gambler)

- limit the playing duration at one machine

“Because you find that most problem gamblers I think will sit there for hours. I think it would be more effective if each machine could only be played for so much time before you had to move. If you get up and move to another machine you might get up and move out the door. I think a lot of gamblers are like myself and they will sit down at one machine and not move from it. Your whole life becomes that one machine and you don’t move.” (Gambler)

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Impact of Shutdown on Problem Gamblers, Continued

Other suggestions (continued)

- reduce the number of venues

“When it’s right at your back door, If I wanted to play right now I could walk ten minutes down the road and go to three different places.”
(Gambler)
- force venue managers to exercise duty of care by disallowing patrons to cash cheques and by preventing under-age gambling
- restore balance between the gaming room and the rest of the venue

“Most of the pubs have gone overboard with the gaming rooms and stuff like that it has taken the atmosphere out of pubs...A lot of people just go to the pub now and play pokies...I know alcohol is not good for people in large consumption but neither is gambling...they are like full on little casinos here in the community.” (Gambler)
- mandatory counselling for people who abuse their families, subject them to debt etc as a result of gambling
- display warning messages on-screen to raise self-awareness of problem

“Like every ten spins they could say ‘is this a problem for you? Do you find yourself with no money to catch the bus? Call this free number’.”
(Gambler)

“You know how on cigarette packs they have warnings, they should come up on a pokie machine every so many pushes. Like gambling can be addictive or something.” (Gambler)
- ban access to poker machines during the day.

PART 2: THE SUPPORT AGENCY’S PERSPECTIVE

Section overview

As outlined at the beginning of this section, the following results examine the impact of the shutdown on problem gamblers, from the support agency perspective. The support agencies were asked to respond in terms of the gambling clients **at their agency** (to minimise generalisations).

The sample size for the quantitative stage is small (n=40) and even though there are only 62 support agencies in NSW, the small base size does not allow for statistically significant sub-group analysis. Therefore, where differences are noted between different types of support agencies, they are more ‘qualitative’ than statistically significant differences.

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Impact of Shutdown on Problem Gamblers, Continued

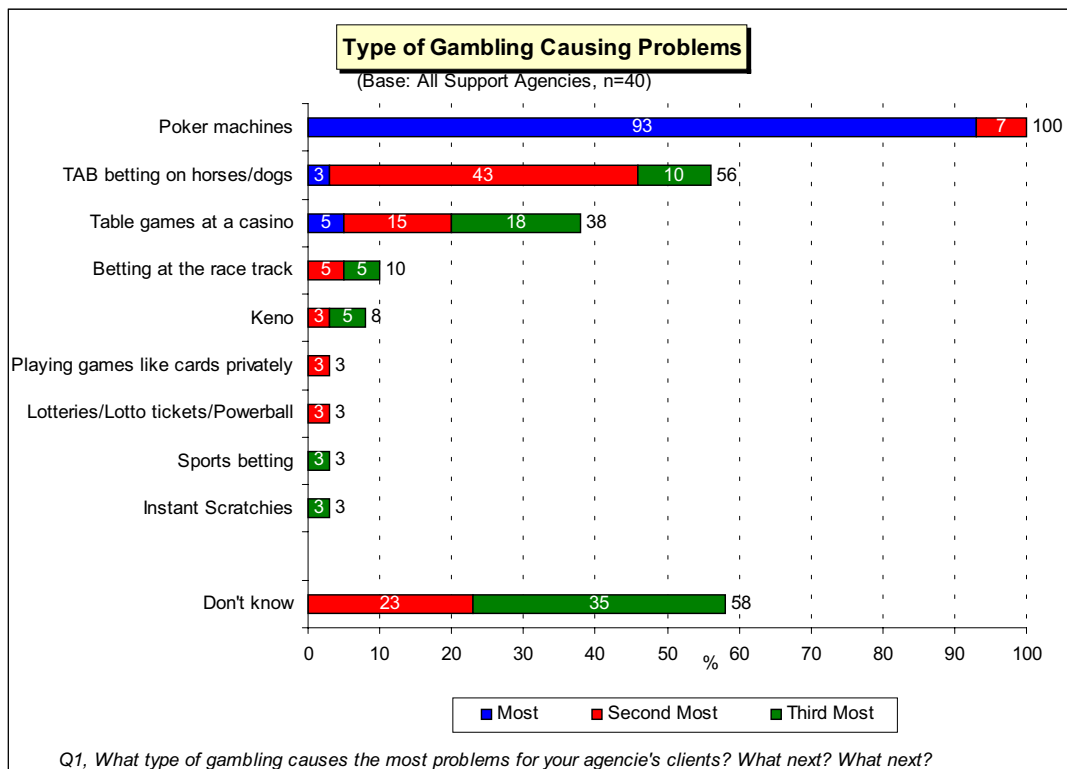
Client's Gambling Behaviour

Type of gambling

Support agencies were asked what type of gambling causes the most problems for their agency's clients. As it was expected most would say poker machines, they were also asked to nominate the second and third gambling activity causing problems for their clients.

The results for all three mentions are shown in the following graph. The first part of the bar (blue) shows the proportion nominating the activity as causing the most problems, followed by the second (red) and third (green) mentions. The total of the bar therefore represents the proportion who mention the activity in the top three causes of problems.

- Almost all support agencies in this research (93%) nominate poker machines as the gambling activity causing the most problems for their clients. All agencies place it in the top two gambling activities causing problems.
- The other gambling activities mentioned are TAB betting on horses or dogs (56% place this in the top three) and playing table games at a casino (38% place it in the top three).



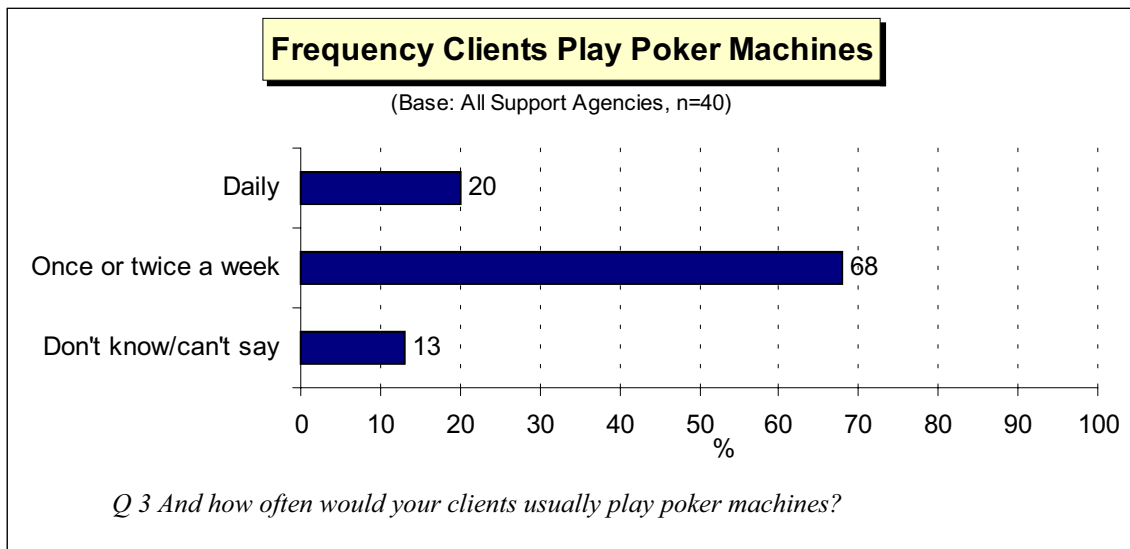
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Impact of Shutdown on Problem Gamblers, Continued

Frequency of play

When asked how often their clients usually play poker machines:

- The majority of support agencies say their clients play once or twice a week, as mentioned by just over two-thirds (68%).
- For one in five support agencies (20%), however, their clients are playing poker machines on a daily basis.



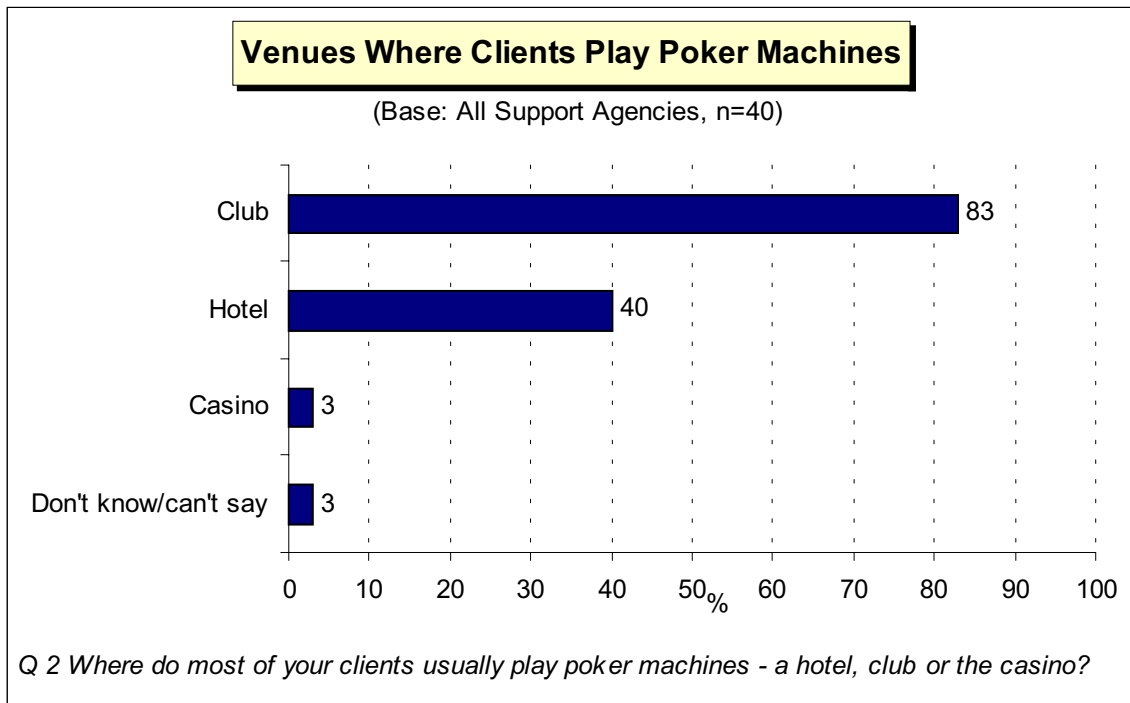
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Impact of Shutdown on Problem Gamblers, Continued

Venues usually play

Support agencies were asked whether most of their clients usually play poker machines at a hotel and/or club and/or casino. The results are shown in the following graph.

- The majority of support agency clients usually play poker machines at a club, and they are more than twice as likely to play at this type of venue, than a hotel (83% versus 40% respectively);
- Very few (3%) have clients who usually play poker machines at a casino.



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Impact of Shutdown on Problem Gamblers, Continued

Effectiveness of Harm Minimisation Measures

Qualitative insights

The support agencies which participated in the qualitative stage were asked for their thoughts and ideas about what the Government could do to reduce the problems associated with gambling. Their suggestions include:

Funding

- Increase financial support for counselling services to enable them to promote their services more widely;
- Increase funding for minority groups such as the Cambodian and Laotian communities.

Regulation and Consultation

- Generally take a more “moralistic” approach than a business-oriented one;
- Stronger and more uniform regulation of venue policy by a single body;
- More formal consultative networks of Government, industry and support service representatives to promote a better understanding of the issues and less resistance amongst venues – recognition of “duty of care” to patrons;
- Less biased and more comprehensive social impact assessment – make it compulsory for a wider range of services to participate;
- Hold a forum to seek public opinion and involvement;
- Prevent clubs from using “irresponsible” marketing tactics like selling cheap meals, giving gamblers free drinks, advertising large jackpots etc. that attract and keep people in the clubs for longer periods of time;
- Enforce the ban on venue’s advertising, particularly in ethnic newspapers and magazines – one agency said there is extensive coverage of gambling venues in Chinese press, including pictures of people at the poker machine.

Education

- Greater use of advertising to the general public in an effort to:
 - ⇒ de-stigmatise problem gambling
 - ⇒ raise awareness of the harm caused by gambling
 - ⇒ dispel the myths that poker machines actually pay out well - eg “you have to be very lucky to win \$10,000”, “it won’t really make you rich”.
- G-line campaign is said to be highly effective with noticeable increases in referrals.

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Impact of Shutdown on Problem Gamblers, Continued

**Qualitative
insights**
(continued)

Reduce Availability of Machines

- Reduce the number of gaming machines, or even ban them all together;
- Cap the number of gaming machines, disallow more to be established;
- No more new clubs;
- Reduce the number of venues with machines.

Reduce Access or Time Spent in Venues

- Provide other forms of entertainment for relaxation after work/at night;
- Cut back opening hours, “other forms of entertainment are not 24 hours”;
- Ensure clocks are very visible in venues - not just on the wall but perhaps on the machine itself;
- Ban smoking around the machines.

Discourage Excessive Spending

- Remove automatic teller machines from venues;
- Limit the win amounts;
- Pay out directly to bank accounts to prevent spending winnings;
- Remove the ability to feed cash notes into the machines, go back to coins only or at least limit the size of the note to below \$50 which it is currently;
- Decrease single bet amount from \$1;
- Ban loan sharks from operating within venues.

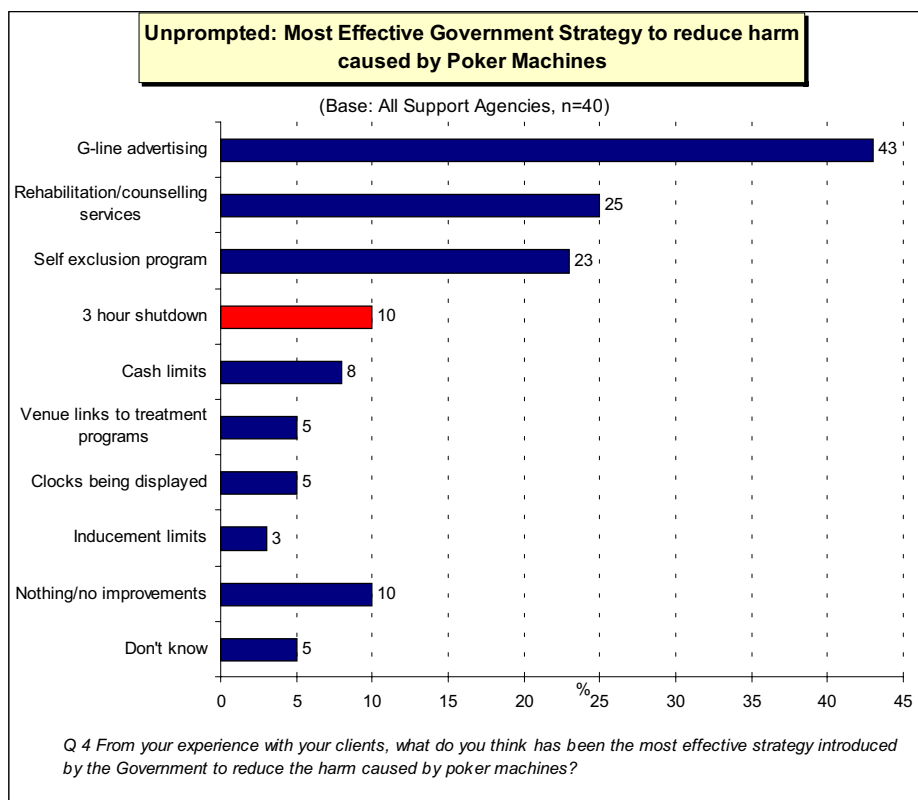
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Impact of Shutdown on Problem Gamblers, Continued

Effectiveness of Measures: Unprompted

Support agencies in the quantitative stage were asked, from their experience with their clients, what they think has been the most effective strategy **introduced by Government** to reduce the harm caused by poker machines. This question was asked as an open-ended question, and it was not prompted. The results are shown in the following graph (note, although the question asks about Government initiatives, some respondents mention non-Government strategies).

- The strategy most support agencies spontaneously mention as being the most effective is the G-line advertising, with over two in five (43%) nominating this.
- Around a quarter also mention rehabilitation or counselling services (25%) and the self-exclusion program (23%).
- One in ten agencies (10%) spontaneously mention the three hour shutdown, and they are all located in Sydney.
- Fifteen percent say there has either been no effective strategies (10%) or they are not able to nominate one (5%).



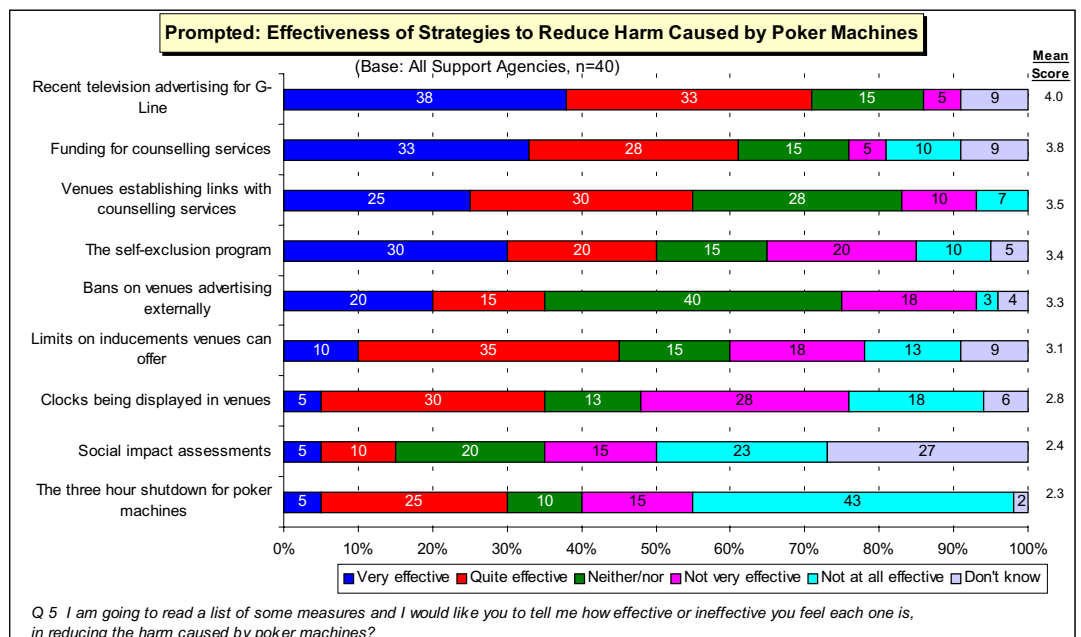
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Impact of Shutdown on Problem Gamblers, Continued

Effectiveness of Measures Prompted

Support agencies were then read a list of measures and asked to rate the effectiveness of each in terms of reducing the harm caused by poker machines. The results are shown in the following graph.

- The measures considered to be most effective include:
 - ⇒ the G-line advertising (71% rate this as effective);
 - ⇒ funding for counselling services (61%);
 - ⇒ venues establishing links with counselling services (55%); and
 - ⇒ the self-exclusion program (50%).
- The three hour shutdown is considered to be the least effective of all the measures rated, with almost twice as many agencies rating it as not effective than effective (58% versus 30% respectively).
 - ⇒ The agencies more likely than average to believe it is an effective measure are those with an arrangement with a hotel (as opposed to those with an arrangement with a club) and those whose clients usually play at hotels.
- The other measures which are more likely to be seen as ineffective include:
 - ⇒ social impact assessments (38% not effective versus 15% effective); and
 - ⇒ clocks being displayed at venues (46% not effective versus 35% effective).



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Impact of Shutdown on Problem Gamblers, Continued

Awareness of the Shutdown

Qualitative insights

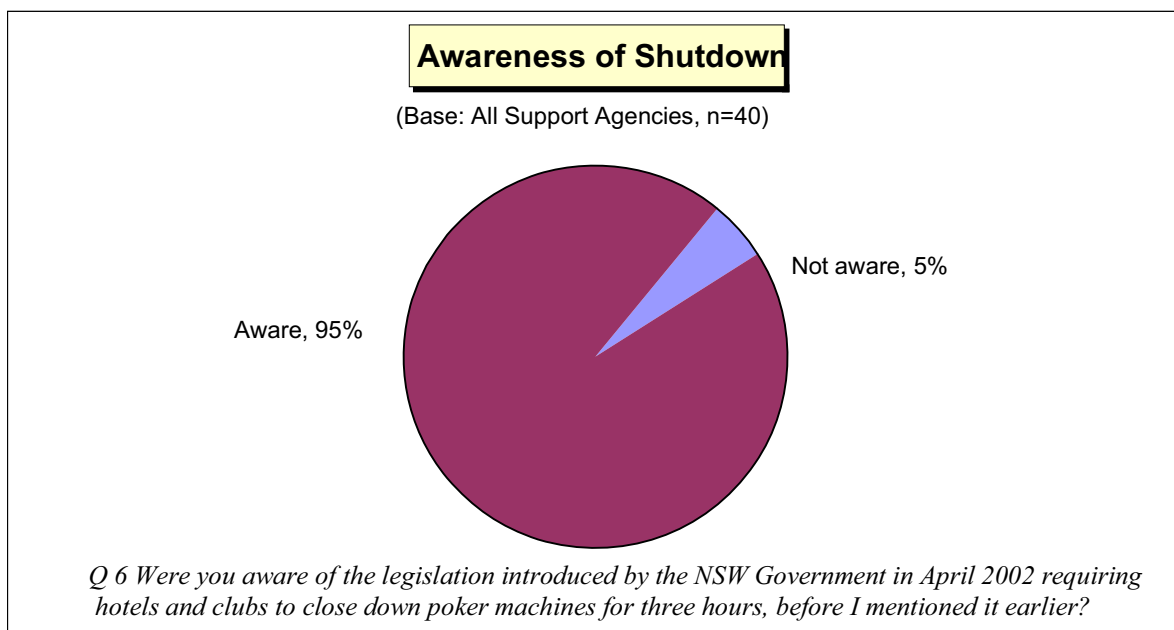
While all of the support agencies in the qualitative stage say they are aware of the shutdown, it was not always raised spontaneously during the depth interview, suggesting it is not 'top-of-mind' for all agencies. The key Government initiatives which are more top of mind include:

- G-line advertising
- The self-exclusion program which includes referral to counselling
- Funding for counselling agencies

Level of awareness

Support agencies in the quantitative stage were asked if they were aware of the legislation introduced by the NSW Government in April 2002 requiring hotels and clubs to close down poker machines for three hours. The results are shown in the following graph.

- The vast majority of support agencies (95%) are aware of the shutdown.
- Five percent (n=2), however, are not aware of the shutdown, and they are both from Sydney agencies.



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Impact of Shutdown on Problem Gamblers, Continued

Types of Clients Affected by Shutdown

Qualitative insights

On the whole, the support agencies in the qualitative stage feel the early morning gambler is not particularly different to other problem gamblers. They are perceived to be:

- shift workers; or
- people who work regular hours who have not stopped playing the poker machines since they started the previous night; or
- people who have deliberately chosen to gamble at that time so as to be more secretive/anonymous.

On the other hand, one counsellor rejected the notion that the shutdown will only affect shift workers, saying that it may impact problem gamblers as problem gambling is mainly a solo activity and is usually hidden as much as possible, because of the shame associated with it.

Clients who played 6am-9am

Support agencies aware of the shutdown were asked if any of their clients used to play poker machines during the hours of 6am and 9am. The results are shown in the following graph.

- Over two-thirds of support agencies (68%), believe their clients did not previously play during these early morning hours.
- Almost one in four (24%), however, have clients who used to play between these hours, and these agencies are mainly in Sydney.
- These agencies (n=9) were asked about the profile of their clients who used to play between 6am and 9am, and the majority said they are more likely to⁵:
 - ⇒ be male (n=7) than female (n=1);
 - ⇒ be aged 26-54 years (n=7) than under 26 years (no mentions) or 55+ years (n=2);
 - ⇒ be working full-time (n=6) than part-time (n=1);
 - ⇒ not have dependent children (n=5) rather than have them (n=1).

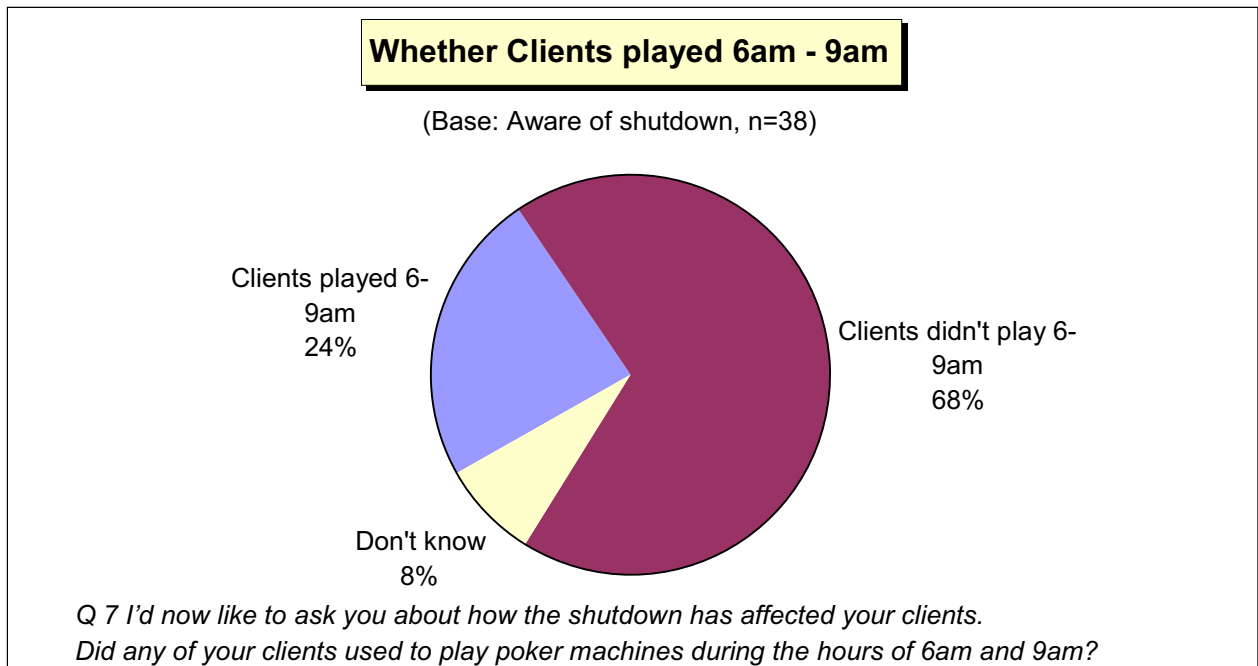
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⁵ If they do not sum to 9, the remainder said 'don't know'

Impact of Shutdown on Problem Gamblers, Continued

Clients who played 6am-9am (continued)

- They were also asked why they thought these gamblers played poker machines during the hours of 6am and 9am, and their responses are outlined below (and are consistent with the qualitative findings):
 - ⇒ they usually started earlier and were still going (n=5);
 - ⇒ shift workers or people who finished work during/near these hours (n=3);
 - ⇒ they were at the end of a night out (n=1);
 - ⇒ they fitted it in before work (n=1);
 - ⇒ the venue was less busy at that time of the morning (n=1).



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Impact of Shutdown on Problem Gamblers, Continued

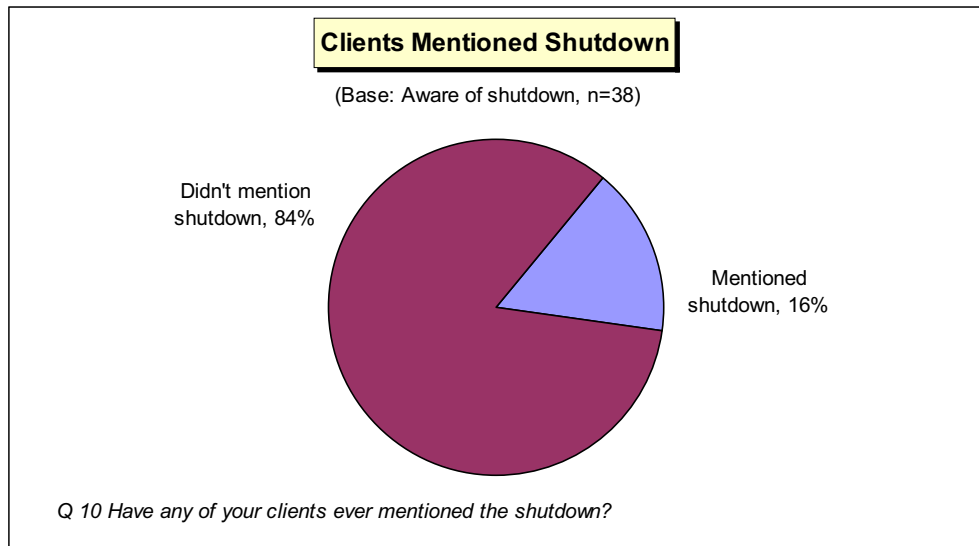
Impact of the Shutdown

Clients mentioned the Shutdown

Support agencies were asked if any of their clients ever mentioned the shutdown, and the results are shown in the following graph.

- Sixteen percent (n=6) of support agencies have had their clients mention the shutdown. These agencies are mainly in Sydney (n=5), although there was one on the North Coast.

The remainder of this *Impact of the Shutdown* section focuses on these n=6 agencies who have had clients mention the shutdown.



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Impact of Shutdown on Problem Gamblers, Continued

Effect of shutdown

These six agencies were asked how the shutdown has affected their clients playing of poker machines and also how it has affected their family. Both of these were open-ended questions and the responses are outlined below.

How the shutdown has affected their clients playing of poker machines

Four out of the six agencies believe the shutdown has either stopped, or at least reduced, the amount of gambling their clients participate in. They feel the reduced access is positive in terms of creating a break in play.

“All bar one have ceased gambling. The one who hasn't ceased gambling has reduced the gambling because the time frame has reduced the gambling time. People tended to go home because they didn't want to sit around for three hours.”

“Well they obviously don't go there at that time. They tended to go home and not stick around or they go straight to work. It has been beneficial for these clients. How they referred to them was that they 'went to the poker machines because they were there' but the reduced access was good because they weren't tempted to go there at that time.”

“Well it forced them to not play because there was no machines available. It was helpful in getting them away. I'm not sure whether they went somewhere else or went home.”

Several say their clients tend to go home at the shutdown time.

“One said they go earlier to the clubs but for most it doesn't make any difference. They go home when the shutdown goes into operation when normally they would have continued to gamble. Because it's a new thing I'll need to wait a little bit longer before I can see any more effects.”

However, one agency feels that its clients will just change the hours they gamble, rather than reduce the time. It is also mentioned that the shutdown would be more effective if it was at more popular times.

“It may have meant the times they have been there may vary but they tend to make up the time elsewhere. Because of the hours it hasn't made much of a difference. If it was at a more popular time it would be much more effective”

How the shutdown has affected their client's family

Two of the support agencies feel the shutdown has had a positive impact on their client's families and that it has improved relationships.

“I think the families will be happier if the problem gamblers come home earlier. Bettered the family relationship.”

“I think for some of the people the family thinks it's a good idea.”

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Impact of Shutdown on Problem Gamblers, Continued

Effect of shutdown (Continued)

One agency thinks it has not impacted greatly on families because of the actual time of the shutdown (ie not at popular gambling times).

“It hasn't affected families in a big way because of the time.”

Another agency said gambling had already impacted on their client's family to the extent that their clients were already separated from their family because of their gambling.

“Most of them didn't have families. Most of them had separated because of their gambling habits.”

Behavioural changes

The agencies who have had clients mention the shutdown (n=6) were then asked a series of questions relating to the impact of the shutdown on the behaviour of these clients. The results are shown in the following set of tables.

- Basically, the shutdown appears to have prevented these clients from playing when they want to, and they tend to now spend less time playing poker machines.
- The clients tend to go elsewhere at the time of the shutdown, and for most this is home. One agency said their clients continued to play poker machines at another club.
- Two of the agencies believe these clients have spent less on poker machines as a result of the shutdown.

Prevented clients from playing when they wanted	Clients have changed times they play	If they have, do they play more before/after shutdown	Now spend more or less time playing poker machines
⇒ yes (n=5) ⇒ no (n=1)	⇒ yes (n=2) ⇒ no (n=3) ⇒ don't know (n=1)	⇒ before (n=1) ⇒ don't know (n=1)	⇒ less time (n=4) ⇒ no change (n=1) ⇒ don't know (n=1)
Clients ever been playing just before shutdown	If so, did they stay or go elsewhere	If went elsewhere, where they went	If went to another gaming venue, whether continued playing
⇒ yes (n=4) ⇒ don't know (n=2)	⇒ went elsewhere (n=4)	⇒ home (n=3) ⇒ another club (n=1)	⇒ yes (n=1)

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Impact of Shutdown on Problem Gamblers, Continued

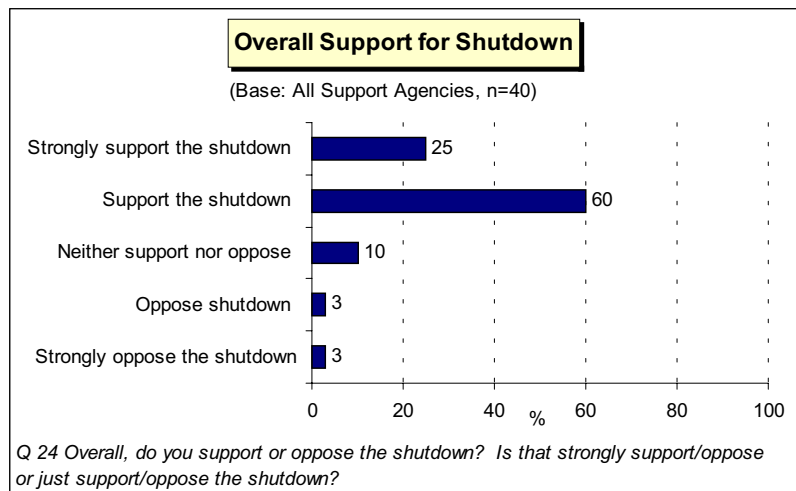
Clients switched or changed venues	Spent more or less on poker machines
⇒ started to go to another venue (n=1)	⇒ spent a lot less (n=1)
⇒ no change (n=3)	⇒ spent a little less (n=1)
⇒ don't know (n=2)	⇒ no change (n=1)
	⇒ don't know (n=3)

New clients None of the support agencies have had any new clients as a direct result of the shutdown.

Attitudes towards the Shutdown

Overall support Support agencies were asked overall whether they support or oppose the shutdown, and the results are shown in the following graph.

- While the quantitative results above suggest the three hour shutdown is not perceived to be the most effective harm minimisation measure, the vast majority of agencies (85%) nevertheless support it. Agencies are more likely to *support*, rather than *strongly support* the shutdown (60% versus 25% respectively).
- ⇒ Support tends to be higher amongst the agencies whose clients used to play between 6am and 9am and also those whose clients usually play poker machines at a hotel (as opposed to a club).
- Six percent oppose the shutdown, and they are equally divided between those who *oppose* it, and those who *strongly oppose* it.



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Impact of Shutdown on Problem Gamblers, Continued

Qualitative insights

Overall

These results are consistent with the qualitative findings. Overall, counsellors in the qualitative stage feel that the shutdown is definitely “*a step in the right direction*” because it provides a break that is likely to have a positive impact on the “handful” of gamblers who are directly affected.

“From a counselling perspective, even if it stops one person from dying then it is worthwhile”

The shutdown is perceived as largely ineffective due to the time of day it occurs, but they feel every little bit helps and the concept of a shutdown per se is supported.

Counsellors talk about problem gamblers spending very long periods of time in front of the machines because they become completely detached from reality. Therefore people who are still in the venues between 6-9am are quite likely to be “hard-core”, “compulsive” gamblers.

The shutdown provides gamblers with an opportunity to think more clearly, free from the trance-like state they are in when playing the poker machines. The hope is that they will decide to go home in response to the closure and therefore the negative impacts of gambling (financial, family and health) are reduced.

Overall, the support agencies in the qualitative stage feel the shutdown is ineffective in isolation, but is nevertheless a worthwhile component of a comprehensive set of harm minimisation strategies .

Positive Perceptions

The key positive aspects of the shutdown according to the support agencies in the qualitative stage are:

- the break in play that the shutdown provides - it forces gamblers to “*take a break at least*” which they otherwise would not do voluntarily unless they have entirely exhausted their money or it is time to go to work;
- prompts people to “*stop and think*”, get a “*reality check*”, get “*out of the trance*” and think properly when out of the venue environment, and it “*breaks the continuity*”, stops them from “*living in the place*”;
- helps them to realise how much money they have lost sooner rather than later;
- “*May make them go home*” which has financial, family/relationship and health related benefits:
 - ⇒ Financial - they won’t lose as much money or get into further debt which will encourage them to continue gambling
 - ⇒ Family/relationship - partners won’t think they are having an affair because they are away from home all night

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Impact of Shutdown on Problem Gamblers, Continued

Qualitative insights (continued)

- ⇒ Health – the benefit of having a rest, sleeping, giving their eyes a break and stopping to eat and go to the toilet
- it may cause some to think about getting help - “*good for those who are on the brink*” of seeking help anyway;
 - makes it “*just a bit harder*” to gamble, decreases the frequency with which they gamble;
 - may prevent people from sneaking out of home in the early morning when they can feel more anonymous and hide their gambling from their sleeping family;
 - there is also a feeling it is likely to impact true problem gamblers, that is, the compulsive gamblers who are the only ones still there between 6am and 9am.

Negative Perceptions

The key negative aspects of the shutdown according to the support agencies in the qualitative stage are:

- it is not long enough, “just enough time to sleep in the car and go back again”;
- the 6am to 9am timing means it is not likely to impact many, as only a very small percentage of people gamble between these hours - agencies believe most problem gamblers are unemployed and not likely to be in the venues at this time because they sleep until after 10am. One counsellor quoted a statistic that 48% of problem gamblers earn <\$20K per annum and therefore are unemployed/welfare recipients which means “*they have plenty of time on their hands to gamble*”;
- by 6am the “damage is done”, “run out of money already and been forced to go home”
- other forms of gambling are still available eg TAB (although TAB betting is perceived as less problematic than poker machines because gamblers can’t lose such large amounts so quickly);
- it is not applied to all venues at all times eg the Sydney Casino, early openers and “*more hardcore gamblers can’t be helped anyway*” and will just move on to another venue;
- if they really want to gamble they will find a way, “*if on a real bender*”, “*very determined*”, “*desperate*”;

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Impact of Shutdown on Problem Gamblers, Continued

Qualitative insights (continued)

Some agencies feel the shutdown should start earlier to affect more gamblers eg 12am-3am or even 6pm-9pm to encourage people to choose some other form of entertainment/relaxation such as dinner or spend time with the family. The upcoming extension of the hours to 4am-10am is perceived to add very little impact to shutdown because there are still not very many people in the venues during those hours.

Those that would like to see the shutdown start much earlier recognise that this will adversely affect recreational gamblers and venues - “*not fair to responsible gamblers*”, “*I do feel sorry for the clubs because they are running a business*”.

There is some cynicism surrounding the 6am to 9am timeframe of the shutdown, with some agencies believing it is only a token effort. They feel that while there are other times which would be more effective because a larger proportion of problem gamblers would be impacted, the Government would not introduce and enforce a shutdown during these times because of the loss in gaming revenue.

Attitudes towards the shutdown

Support agencies in the quantitative stage were read a list of statements about the shutdown, which were derived mainly from the qualitative stage discussed above. They were asked the extent to which they agreed or disagreed with each, and the results for each statement are included in the following graph, and the percentage distribution of responses is shown, as well as the mean score (where 1=strongly disagree and 5=strongly agree). The statements are ranked from highest to lowest mean score.

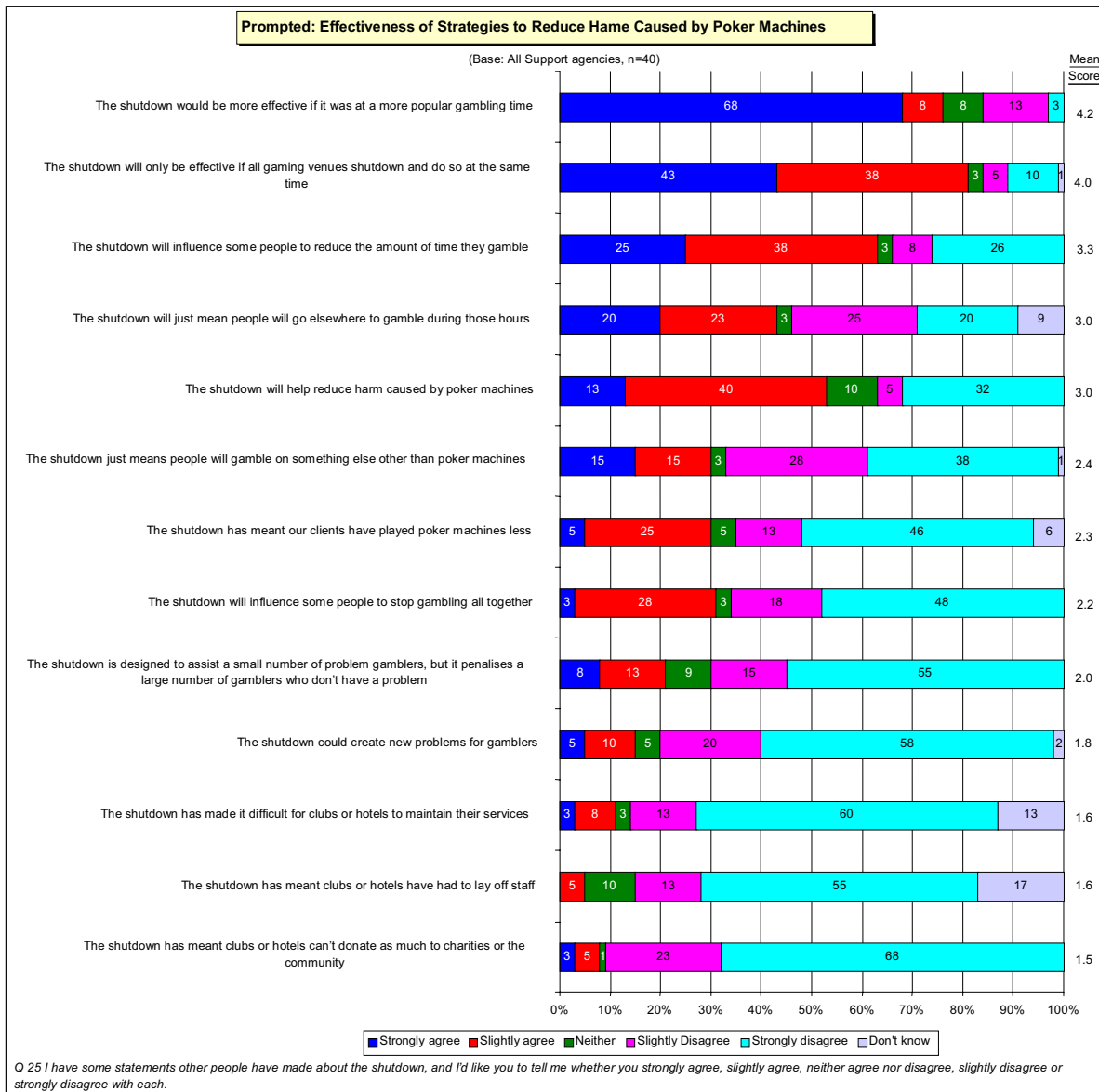
- Overall, support agencies are most likely to agree that it would be more effective if the shutdown was at a more popular gambling time, with three in four (76%) agreeing, the majority of whom *strongly agree* (over two-thirds strongly agree with this statement);
 - There is also a high level of agreement that the shutdown will only be effective if all gaming venues shutdown, and do so at the same time (because the Sydney Casino is exempt from the shutdown and some other venues having varied shutdown hours by special application). Eighty one percent agree with this statement, with 43% *strongly* agreeing;
 - On balance, support agencies are more likely to agree than disagree that the shutdown will influence some people to reduce the amount of time they gamble (63% versus 34% respectively);
 - Opinion is divided in terms of whether people will just go elsewhere to gamble during those hours (43% agree versus 45% disagree);
-

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Impact of Shutdown on Problem Gamblers, Continued

Attitudes towards the shutdown (continued)

- Of all the statements rated, support agencies are less likely to believe the shutdown has had a negative impact on venues in terms of not being able to donate money to charities or the community (91% disagree), making it difficult for venues to maintain their services (73% disagree) or having to reduce staff (69% disagree)
- There is also a feeling that the shutdown will not create new problems for gamblers (78% disagree).



Impact of Shutdown on Recreational Gamblers

Section overview Recreational gamblers were recruited on-site at Sydney gaming machine venues (excluding the Sydney Casino) and n=300 were followed up with a telephone interview. This section examines their gambling behaviour, awareness of the shutdown, impact of the shutdown and their attitudes towards it.

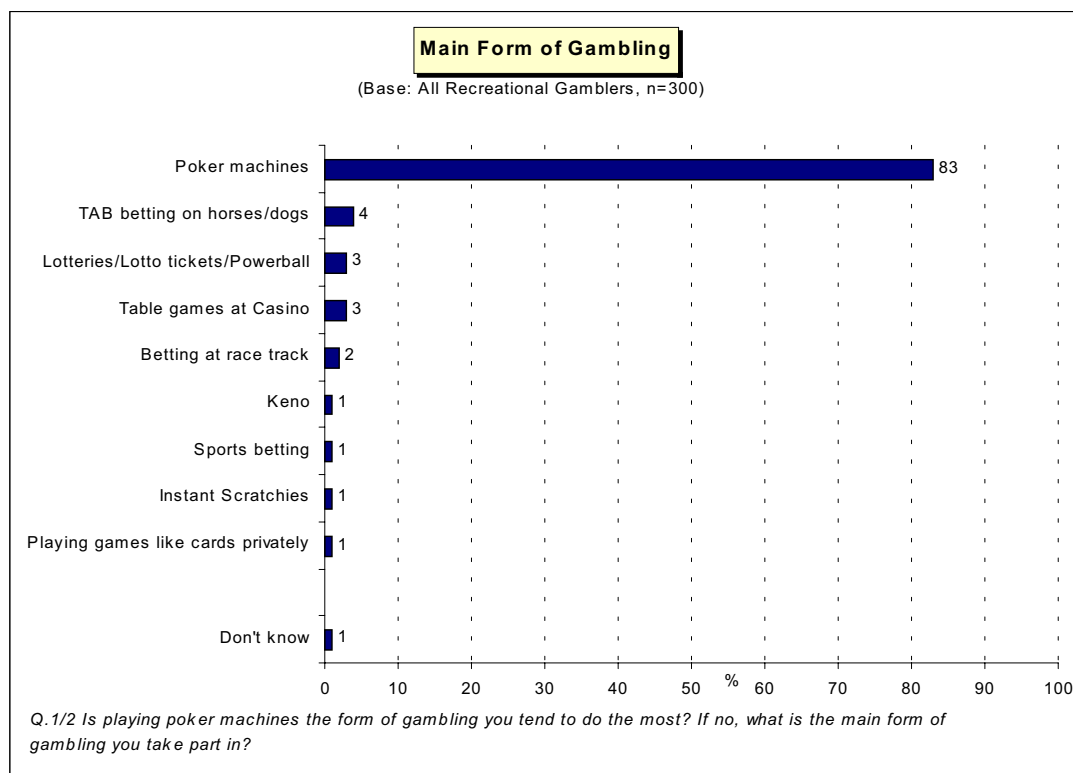
Gambling Behaviour

Main form of gambling Recreational gamblers were asked whether playing poker machines was the form of gambling they tend to do most, and if not, what was their main form of gambling. The results are shown in the following graph.

- As may be expected, playing poker machines is the main gambling activity for the vast majority of these recreational gamblers, as mentioned by over four in five (83%).
 - ⇒ This form of gambling is particularly popular amongst female recreational gamblers (93% nominate this as their main gambling activity, compared with 75% of males);
 - ⇒ Those who said they have had a gambling problem in the past are more likely than others to play poker machines as their main gambling activity (92% versus 81% who have not had a problem).
- The other main gambling activities are mentioned by 4% or fewer and include TAB betting on horses or dogs (more likely than average to be nominated by male recreational gamblers), lotteries (more likely than average to be mentioned by those aged 55+ years) and playing table games at the casino.

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Impact of Shutdown on Recreational Gamblers, Continued



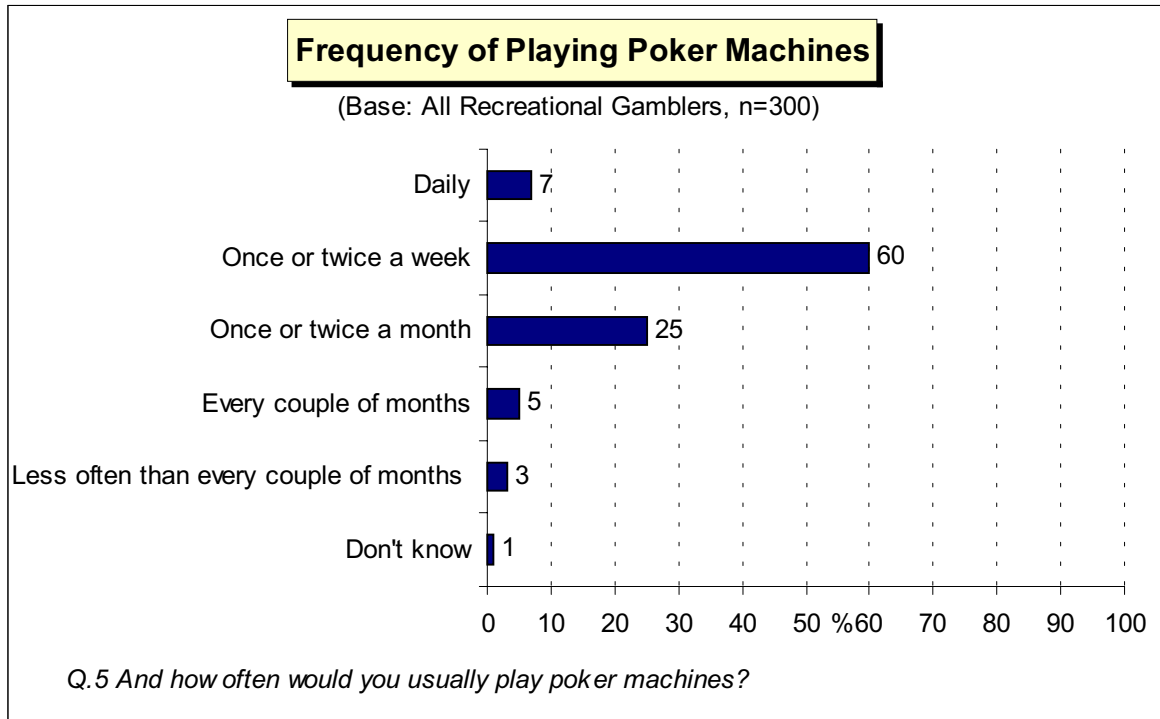
Frequency of play

When asked how often they usually play poker machines:

- Two in three recreational gamblers (67%) play at least once or twice a week, and over 90% play at least once or twice a month.
- Seven percent usually play poker machines on a daily basis. Recreational gamblers who have had a gambling problem are more likely than those who haven't to play on a daily basis (14% versus 5% respectively).
- There is a **higher frequency** of play amongst the following recreational gamblers:
 - ⇒ aged 35+ years;
 - ⇒ single person households;
 - ⇒ living in Eastern Sydney.
- There is a **lower frequency** of play amongst the following recreational gamblers:
 - ⇒ aged under 35 years;
 - ⇒ group households;
 - ⇒ living in Western or South Western Sydney and other NSW.

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Impact of Shutdown on Recreational Gamblers, Continued



Times of play

Recreational gamblers were read a list of time periods and asked which times they usually play poker machines. The results are shown in the following graph.

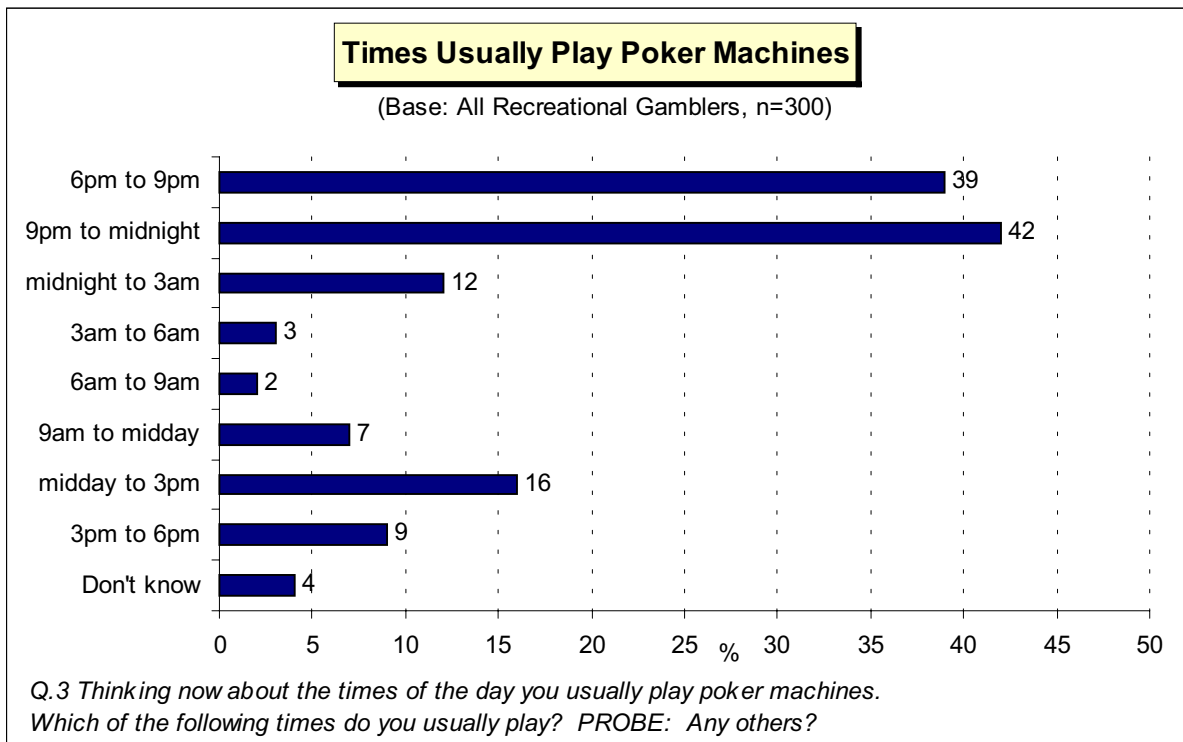
- The most popular poker machine hours are 6pm to midnight, with around two in five usually playing between 6pm and 9pm (39%) and 9pm and midnight (42%).
- ⇒ 6pm to 9pm is particularly popular amongst male recreational gamblers, those who are not shift workers, those earning \$40K+ per year (as opposed to those earning less than \$20K), or living in Northern or Southern Sydney (as opposed to those living in Western Sydney);
- ⇒ 9pm to midnight, however, is more likely to be the playing time for non-English speaking recreational gamblers and those living in Western or South Western Sydney (compared with those living in Northern Sydney);
- ⇒ midnight to 3am is particularly popular amongst younger recreational gamblers (20% of those aged under 34 years play during these hours), and single recreational gamblers (compared with those who are married/living with a partner);
- ⇒ midday to 3pm is more likely than average to be a playing period for females than males, those aged 55+ years, and those on lower incomes.

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Impact of Shutdown on Recreational Gamblers, Continued

Times of play (continued)

- ⇒ while the majority of shift workers still play at the more popular times, they are more likely than others to play between 9am and midday;
- ⇒ the playing times of those who have had a gambling problem are not significantly different from those who have not had a problem in this area.
- Two percent claim they usually play between 6am and 9am (the legislated shutdown time for most venues) and they are typically younger, single recreational gamblers.
- The times either side of the shutdown are less popular, with only 3% playing between 3am and 6am and slightly more between 9am and midday (7%). Playing tends to pick up considerably between midday to 3pm, with 16% usually playing in this time period.



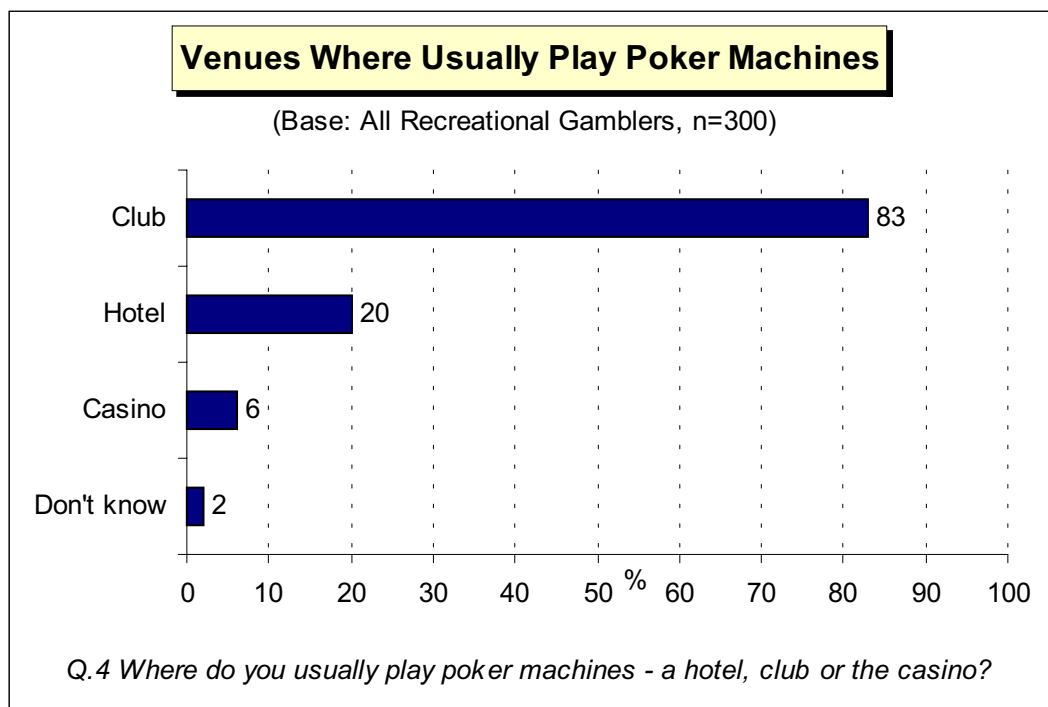
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Impact of Shutdown on Recreational Gamblers, Continued

Venues usually play

Recreational gamblers were asked if they usually play poker machines at a hotel, club or the casino (and they could nominate more than one venue), and the results are shown in the following graph. It should be noted, the majority of recreational gamblers were recruited from clubs (n=260) rather than hotels (n=40).

- The majority of the sample usually play poker machines at clubs, and they are four times more likely to play at these venues than hotels (83% versus 20%).
- ⇒ The recreational gamblers more likely than average to play poker machines at clubs are female, older (aged 35+, but particularly those aged 55+), not single, and living in South Western Sydney;
- ⇒ While those more likely than average to play at hotels are male, aged under 35 years, single and living in Northern or Eastern Sydney.



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Impact of Shutdown on Recreational Gamblers, Continued

Problem gamblers Recreational gamblers were asked if their gambling has ever been a problem, and if so, have they ever tried to get help. The results are shown in the following table.

- Gambling has been a problem for one in five of the recreational gamblers surveyed (20%).
 - ⇒ The only significant demographic difference evident is that shift workers are less likely to say they have had a gambling problem, compared with those who do not do shift work (10% versus 22% respectively);
 - ⇒ Problem gamblers are also more likely than average to play poker machines at least once a week, compared with other recreational gamblers (25% versus 9% respectively).
- Over two-thirds (69%) of these self-identified gamblers have not tried to get help. The base sizes are too small to allow for any sub-group analysis.

Gambling Ever Been a Problem	Total (n=300) %
Yes	20
No	80

Ever tried to get help	Had a problem (n=59) %
Yes	31
No	69

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Impact of Shutdown on Recreational Gamblers, Continued

Awareness of the Shutdown

Level of awareness

Recreational gamblers were then told in April 2002 the NSW Government introduced legislation requiring hotels and clubs to close down poker machines for three hours, and that most of them shutdown for three hours.

They were then asked if they had heard about the shutdown. The results are shown in the following table, and key demographic differences are also included.

- There is a high level of awareness, with over two thirds (68%) knowing about the shutdown.
 - ⇒ Awareness is **higher** amongst male recreational gamblers and those whose main language is English. The recreational gamblers who usually play poker machines at clubs are significantly more likely to be aware of the shutdown compared with hotel patrons, as are those living in Southern or Western Sydney.
 - ⇒ On the other hand, awareness of the shutdown is **lower** amongst female recreational gamblers and those whose main language is not English. The recreational gamblers who usually play poker machines at hotels are also less aware of the shutdown than others, as are those living in Northern Sydney.

Aware of Shutdown	Total (n=300)	Males (n=171)	Females (n=129)	English main language (n=239)	Other main language (n=61)	Hotel is usual venue (n=59)	Club is usual venue (n=249)
	%	%	%	%	%	%	%
Yes	68	74	61	72	52	54	70
No	31	26	38	27	46	44	29
Don't know	1	1	-	-	2	2	1
Total	100	100	100	100	100	100	100

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Impact of Shutdown on Recreational Gamblers, Continued

Source of awareness

The recreational gamblers aware of the shutdown were then read a list of possible sources and asked how they found out about the shutdown. The results are shown in the following table.

- The media has been the key source of awareness for the shutdown, with 42% of those aware saying this was their source.
- The venue itself is another important source of awareness, with many recreational gamblers finding out about the shutdown either from the staff (28%), signs (12%) or by being at the venue at the time of the shutdown (8%).
- Talking with friends or family is the other main way recreational gamblers have become aware of the shutdown (18%).

Sources of Awareness	Aware of shutdown (n=205) %
The media - newspaper, TV, radio or magazines	42
Staff at hotel/club	28
Friends/family	18
Signs at the hotel/club	12
Being at the hotel/club at shutdown time	8
Club newsletter	5
Work at a gaming venue	3
Other	1
Don't know	1

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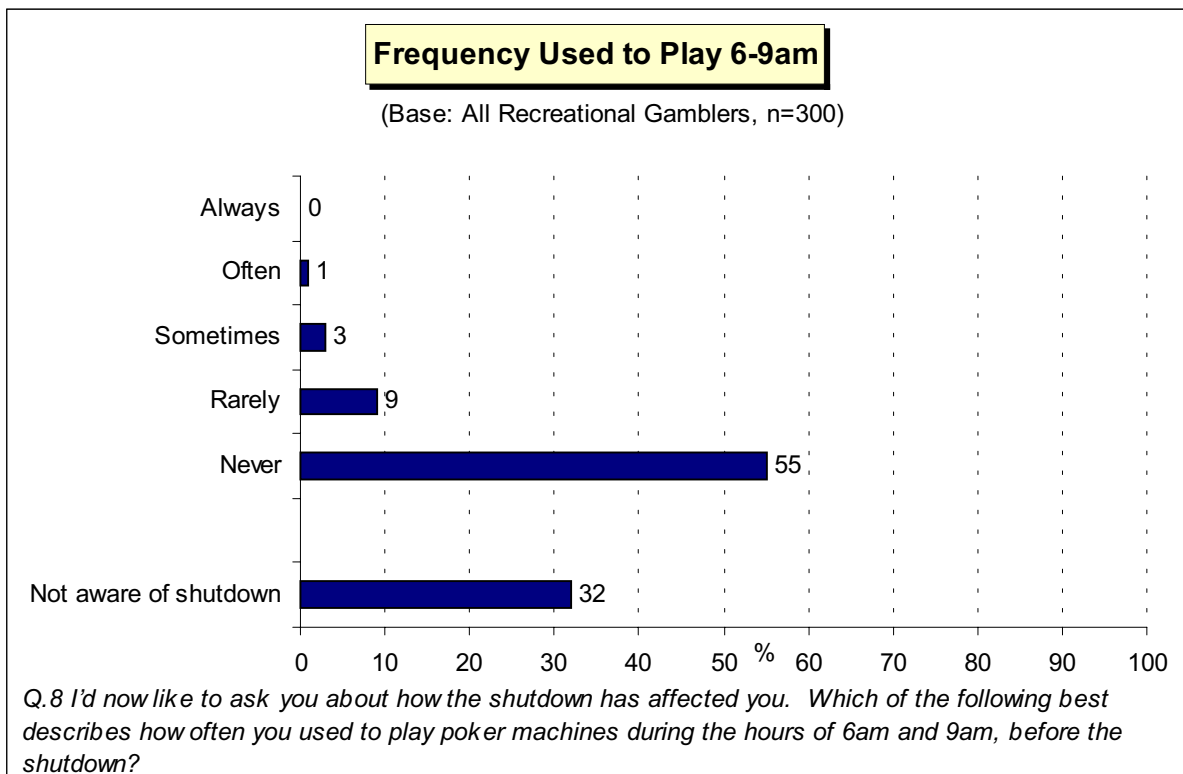
Impact of Shutdown on Recreational Gamblers, Continued

Impact of the Shutdown

Frequency used to play 6am-9am Recreational gamblers were asked how often they used to play poker machines during the hours of 6am to 9am, before the shutdown. The results are shown in the following graph.

- Very few recreational gamblers used to play during these hours, with 3% saying they sometimes played between 6am and 9am, and 1% saying they often did so.

⇒ While the base sizes of sub-groups are generally too small for analysis, the results suggest shift workers were more likely than others to play between 6am and 9am.



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Impact of Shutdown on Recreational Gamblers, Continued

Reasons for playing 6am-9am

The few recreational gamblers (n=12) who used to at least sometimes play poker machines between 6am and 9am were then asked why they played during those hours.

The reasons given are outlined below (note they are presented as raw scores due to a very small base size):

- shift worker/finished work during/near those hours (n=5)
 - fitted it in before work (n=3)
 - was at the end of a night out (n=1)
 - could not sleep (n=1)
 - more private/less likely to be seen (n=1)
 - weekend/had more time (n=1)
-

Behavioural changes

Recreational gamblers who said they were aware of the shutdown were asked a series of questions about the impact of the shutdown on their behaviour, including whether the shutdown:

- has prevented them from playing poker machines when they wanted to;
- has meant they have changed the times they play (and if so, whether they now tend to play in the hours before or after the shutdown);
- has meant they now spend more time or less time playing poker machines.

The results are shown in the following tables (and note they are based on total sample, and so include the proportion not aware of the shutdown).

- The shutdown has had little behavioural impact for the majority of recreational gamblers. The closure of the poker machines for the legislated period has prevented only 5% of recreational gamblers from playing when they wanted (and these are typically younger people).
 - Even fewer (3%) have changed the times they play poker machines as a result of the shutdown.
 - Of the 8 respondents who said they have changed the times they play because of the shutdown, 4 say they now tend to play more in the hours after the shutdown, while 2 say they now play more in the hours before the shutdown (and 2 don't know).
-

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Impact of Shutdown on Recreational Gamblers, Continued

Behavioural changes (continued)

- The shutdown does not appear to have had a marked effect on the amount of time most recreational gamblers spend playing poker machines. For 92% of recreational gamblers, the shutdown has not changed the amount of time they spend on this gambling activity. Seven percent, however, claim they now spend less time playing poker machines.
- Looking at the recreational gamblers who say they have had a gambling problem (n=59):
 - ⇒ the shutdown has prevented 7% from playing when they wanted (versus 4% for those who claim not to have had a problem);
 - ⇒ 3% have changed the times they play poker machines (versus 2% of those who have not had a problem); and
 - ⇒ 10% now spend less time playing poker machines (versus 6% of those who have not had a gambling problem).

	Prevented them from playing when wanted	Changed times they play	Now spend more/less time playing
	Total (n=300) %	Total (n=300) %	Total (n=300) %
Yes	5	3	More time 1 Less time 7
No	64	66	No change 60
Not aware of shutdown	32	32	32

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Impact of Shutdown on Recreational Gamblers, Continued

Playing at shutdown time

Recreational gamblers who are aware of the shutdown were asked if they have ever been playing poker machines just before the venue shuts down the operation of its poker machines. This question was intended to identify the recreational gamblers who have been at the venue at the actual legislated shutdown time (ie at or near 6am for most venues), so their subsequent behaviour could be examined.

However, a relatively high proportion (22% which is n=65) said they had been playing poker machines just before the venue shuts down the operation of its poker machines. The other data, however, suggests much fewer would have actually been at the venue at shutdown time (eg only 12 said they sometimes, often, or always used to play 6-9am, and of those 65, 47 have never played 6-9am, and 14 rarely done so). We therefore believe most of these people are referring to being at the venue when the venue closes, but not necessarily at the legislated shutdown time.

- These recreational gamblers who have been at a venue when it shuts down the operation of its poker machines are more likely than average to be:
 - ⇒ male;
 - ⇒ aged under 55 years;
 - ⇒ shift workers;
 - ⇒ those who have had a gambling problem.

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Impact of Shutdown on Recreational Gamblers, Continued

Behaviour at shutdown time

Those who said they had been playing the poker machines at the time the venue shuts down the operation of its poker machines, were then asked about the last time this happened and whether they stayed at the venue or went elsewhere. If it was the latter, they were also asked where they went, and if it was to a hotel/club/casino they were asked if they continued to play poker machines there.

The results are shown in the following table (and please read them in conjunction with the above comments re interpretation).

- Most of the recreational gamblers who have been at a venue when they shutdown the operation of their poker machines (77%), went elsewhere (and most of these people who went elsewhere, went home, as mentioned by 70% of those who went elsewhere).
- The remainder of those who went elsewhere, went to another club (18%), another hotel (8%) or to the casino (4%), and most of them continued to play poker machines there.

What did at time of poker machines closing	Been at venue at shutdown (n=65) %	If went elsewhere, where did you go?	Went elsewhere (n=50) %	If went to another club or hotel, did you continue to play poker machines?	Went to another club/venue (n=15) n=
Stayed at venue	20	Home	70	Yes	n=12
Went elsewhere	77	To another club	18	No	n=3
Don't know	3	To another hotel	8		
		To the casino	4		

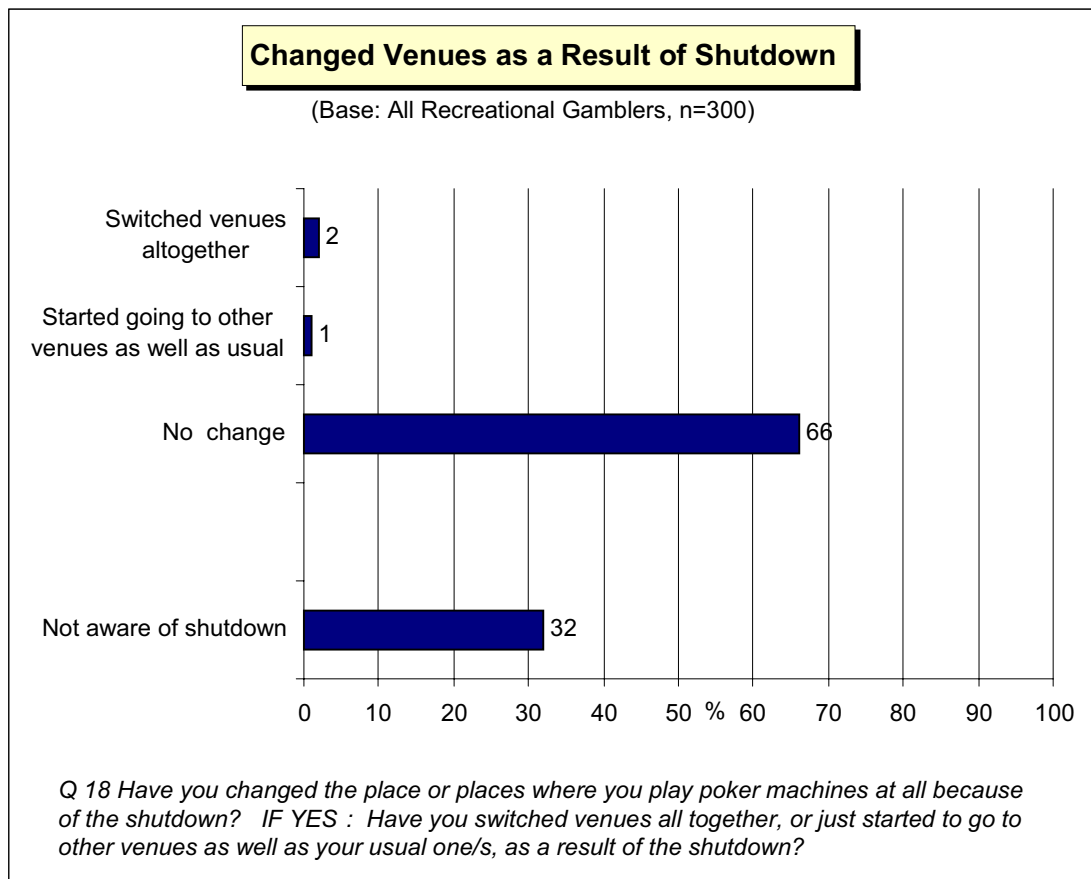
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Impact of Shutdown on Recreational Gamblers, Continued

Changed venues

Recreational gamblers aware of the shutdown were asked whether they had changed the place/s where they play poker machines because of the shutdown. If they had done so, they were also asked whether they had switched venues all together, or just started going to other venues as well as their usual ones. The results are shown in the following graph (based on total sample).

- Very few have switched venues (2%) and even fewer (1%) have added new venues to their usual places of playing poker machines.

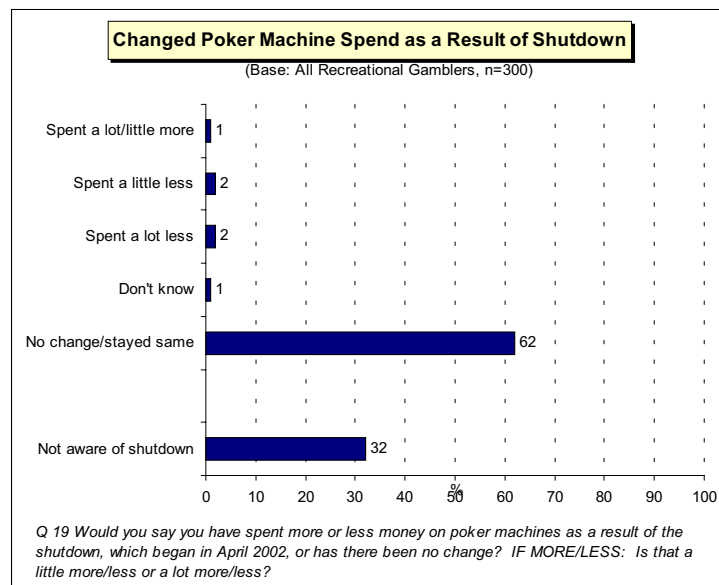


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Impact of Shutdown on Recreational Gamblers, Continued

Changed spend Recreational gamblers aware of the shutdown were asked if they have spent more or less money on poker machines as a result of the shutdown, or whether there has been no change in their spending. The results are shown in the following graph (based on total sample).

- Five percent of recreational gamblers have changed their poker machine spend because of the shutdown. Four percent have spent less, and they are equally divided between those who feel they have spent a lot less versus those who feel their spend is a little less.
- These n=12 people who have spent less on poker machines were then asked in what other ways they have spent this money:
 - ⇒ n=6 spent it on household expenses items (eg paid bills, food, clothing)
 - ⇒ n=4 spent it on entertainment, leisure or recreation
 - ⇒ n=2 spent it on a holiday/trip
 - ⇒ n=1 saved the money
- One percent say they have spent more since the introduction of the legislated shutdown.
- The vast majority (94%), however, have not changed their poker machine spend because of the shutdown.
- The changes in spend as a result of the shutdown do not significantly differ between those who have had a gambling problem and those who have not.



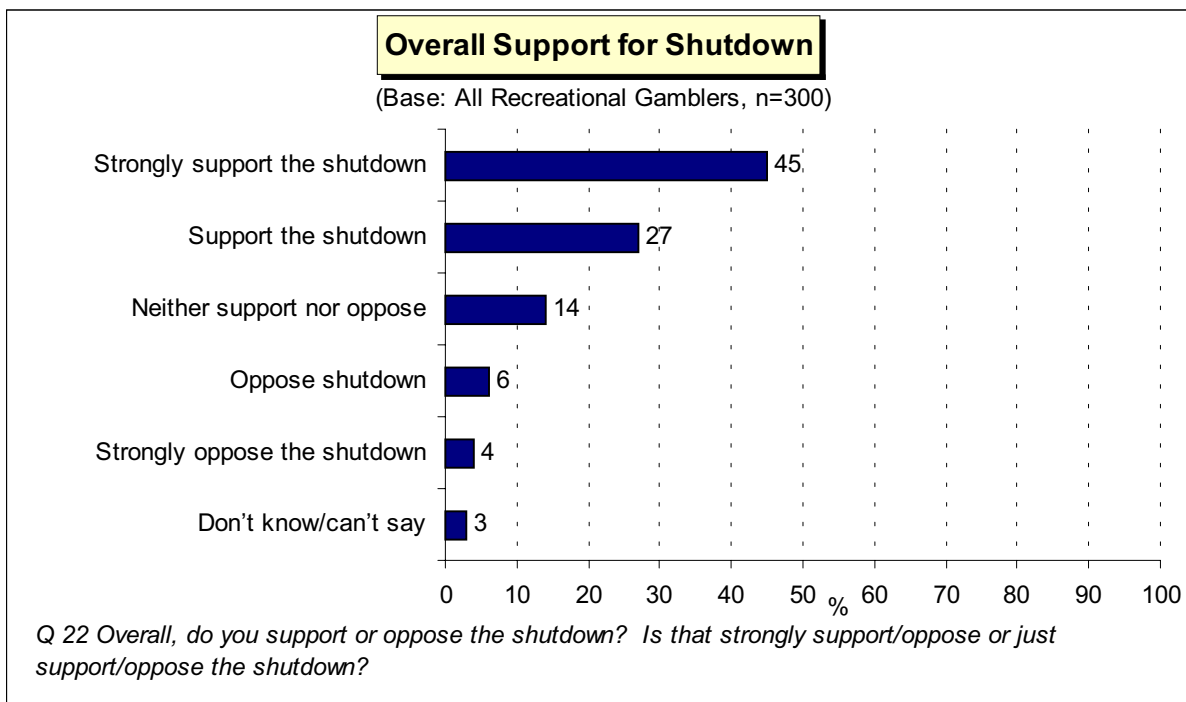
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Impact of Shutdown on Recreational Gamblers, Continued

Attitudes towards the Shutdown

Overall support Recreational gamblers were asked overall whether they support or oppose the shutdown, and the results are shown in the following graph.

- There is overwhelming support for the shutdown amongst recreational gamblers. Almost three in four (72%) support the strategy, the majority of whom *strongly* support it (45% of all recreational gamblers).
⇒ Support tends to be higher amongst recreational gamblers aged under 55 years, working, on higher incomes, as well as amongst those who play less frequently (less often than once a week).
- One in ten (10%) oppose the shutdown.



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Impact of Shutdown on Recreational Gamblers, Continued

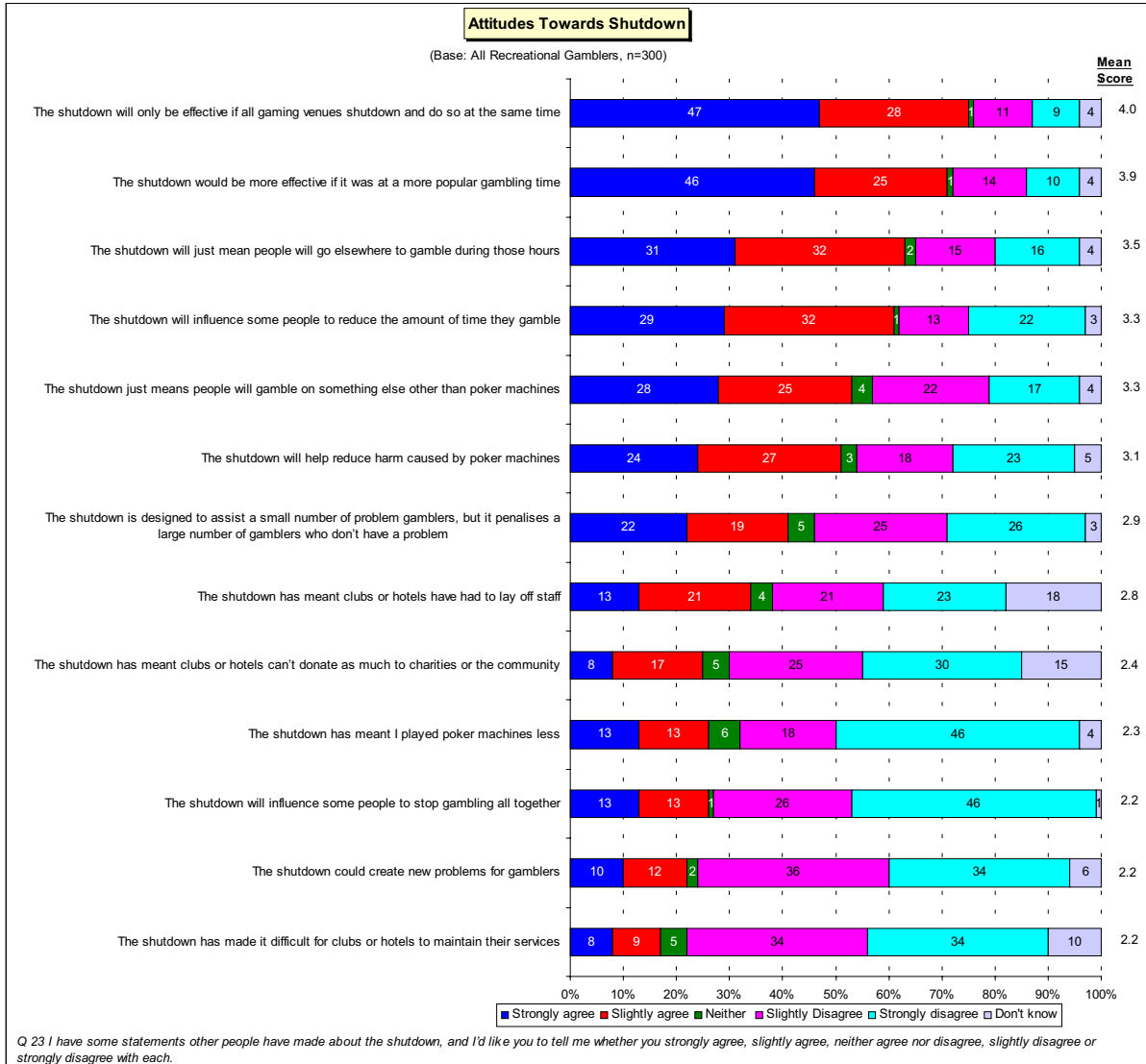
Attitudes towards the shutdown

Recreational gamblers were read a list of statements about the shutdown, which were derived mainly from the qualitative stage, and asked the extent to which they agreed or disagreed with each. The results for each statement are included in the following graph, and the percentage distribution of responses is shown, as well as the mean score (where 1=strongly disagree and 5=strongly agree). The statements are ranked from highest to lowest mean score.

- Recreational gamblers are most likely to believe the shutdown will only be effective if all gaming venues shutdown, and do so at the same time (because the Sydney Casino is exempt from the shutdown and some other venues having varied shutdown hours by special application), with three quarters (75%) agreeing with this statement, and almost half (47%) *strongly* agreeing;
- They are just as likely to agree that it would be more effective if the shutdown was at a more popular gambling time, with 71% feeling this way, and again, almost half (46%) *strongly* agreeing;
- Many recreational gamblers are cynical about the value of the shutdown, with 63% believing people will just go elsewhere to gamble during the shutdown hours and 53% saying that people will gamble on something other than poker machines;
- Three in five (61%), however, agree the shutdown will influence some people to reduce the amount of time they gamble;
- Of all the statements rated, recreational gamblers are least likely to believe the shutdown has made it difficult for venues to maintain their services (68% disagree) or that it could create new problems for gamblers (70% disagree);

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Impact of Shutdown on Recreational Gamblers, Continued



Impact of Shutdown on Gaming Venues

Section overview

Qualitative and quantitative research was conducted amongst venues in NSW which have been affected by the legislated shutdown (ie they have shutdown the operation of their poker machines for any period of time, because of the legislation). A total of 10 depth interviews were conducted, followed by 111 telephone interviews amongst hotels and clubs.

This section examines the profile of the affected venues, the impact of the shutdown on their trading, their business and their customers, as well as their attitudes towards the shutdown. The last part of this section includes an analysis of venue profit data, provided to ACNielsen from DGR.

Profile of the Affected Venues

Venue profile

The profile of the affected venues is outlined in the following table (note some further profile information is included in Appendix 1).

- From the gaming venues that the research could identify as being affected by the shutdown, 83% were hotels and 17% were clubs;
 - The clubs affected by the shutdown are mainly football clubs, services clubs or other sports clubs, and the majority have 200 or more poker machines (with the cap being 450 for clubs);
 - The number of poker machines in hotels affected by the shutdown is varied (between 5 and the cap of 30), with the average number per hotel being 23 machines;
 - The vast majority of venues (97%) have an arrangement with a problem gambling support agency. All of the clubs in the sample have such an arrangement, but 2% of hotels do not (and are therefore not complying with the law) and 1% don't know if they have an arrangement (despite the fact they are the venue manager);
 - Reflecting the dominance of hotels in the sample, the support agency most likely to have an arrangement with venues is the AHA industry based agency, as mentioned by over half of the venues (57%). Some hotels also say they have an arrangement with G-line (which highlights a misunderstanding on the part of these hotels);
 - Eleven out of the 19 clubs affected by the shutdown have an arrangement with Betsafe.
-

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Impact of Shutdown on Gaming Venues, Continued

Venue Profile	
	All venues (n=111)
Venue type	%
Hotel	83%
Club	17%
Club type	Clubs (n=19)
Football club	n=8
Services club	n=4
Other sports club	n=3
Workers club	n=2
Ethnic club	n=1
Community	n=1
Other	n=1
Number of poker machines in clubs	
50-99	n=2
200-449	n=8
450+	n=9
	Hotels (n=92)
Hotel type	%
Provides accommodation	48%
Sells take-away liquor	77%
Number of poker machines in hotels	
5-14	3%
15-19	27%
20-24	22%
25-29	21%
30	27%
Average number of machines per hotel	23.3
Arrangement with an agency for support	All venues (n=111)
	%
AHA/Game Change/Hotels Program	57%
G-line	14%
Betsafe	10%
Wesley	8%
Clubsafe	2%
Other	5%
Don't know which agencies	8%
No arrangement with any agencies	2%
Don't know if there is an arrangement	1%

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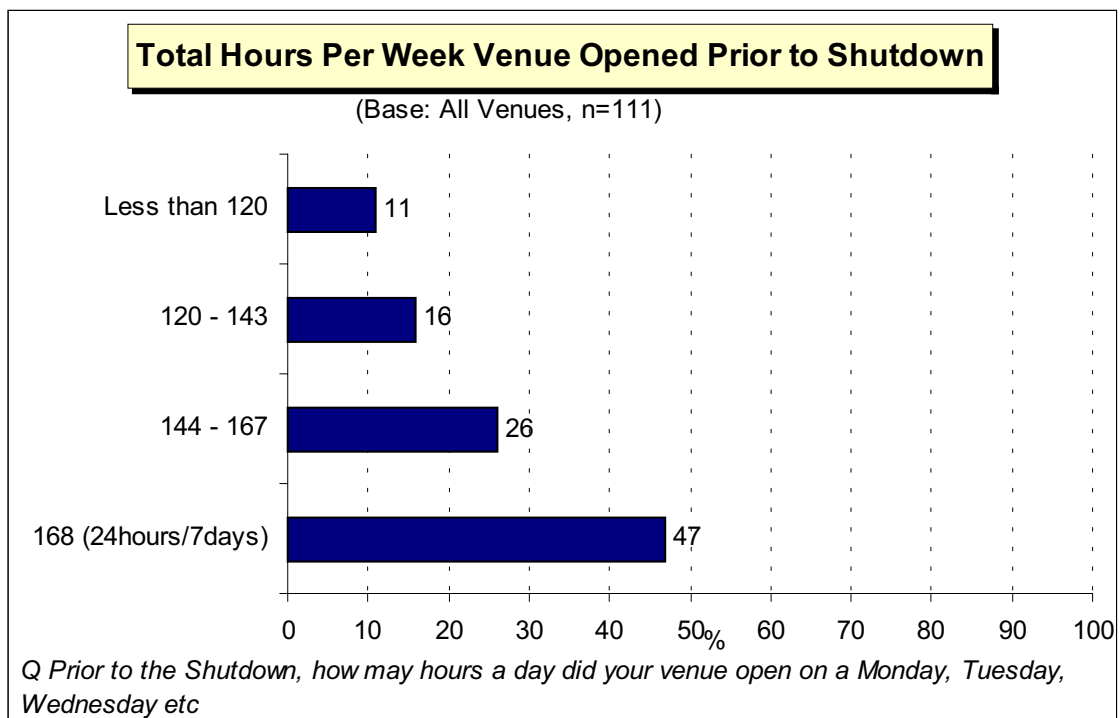
Impact of Shutdown on Gaming Venues, Continued

Impact on Trading

Trading hours prior to shutdown

Venues were asked about the hours that they used to open prior to the shutdown. The total number of hours per week venues used to trade is shown in the following graph.

- Venues used to trade 150 hours per week, on average, prior to the introduction of the shutdown. Clubs used to trade for more hours per week than their hotel counterparts, with the average club being open 162 hours per week and the average hotel being open 148 hours per week, before the legislation.
 - Almost every second venue (47%) used to trade 24 hours per day, seven days per week. Clubs are more likely than hotels to have been open all hours, with three in four (74%) clubs trading 24 hours a day, seven days a week before the shutdown (compared with just 41% of hotels).
- ⇒ The venues more likely than average to have traded 24/7 are those with a larger number of poker machines (25+).
- One in four venues (26%) used to operate between 144 and 167 hours per week (ie the equivalent of 24 hours a day/6 days a week or more - but not 24/7).



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Impact of Shutdown on Gaming Venues, Continued

Trading hours prior to shutdown (continued) The following table shows the number of hours per day venues used to be open prior to the shutdown (eg 55% of venues used to be open 24 hours a day on a Monday, prior to the shutdown). The last row of the table shows the average number of hours per day the venues used to be open.

- Not surprisingly, prior to the legislation venues were more likely to trade 24 hours on a Friday (74%) or Saturday (73%), and least likely to do so on a Monday (55%) or Sunday (56%).
- The venues which were not trading 24 hours on a Sunday were more likely to be open for 12 hours (14%).

Hours open prior to shutdown	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	(n=111) %	(n=111) %	(n=111) %	(n=111) %	(n=111) %	(n=111) %	(n=111) %
Closed	1	2	2	1	0	1	5
3 hours	0	0	0	1	0	0	0
8 hours	0	0	0	0	1	0	2
10 hours	1	0	0	0	0	0	1
12 hours	1	1	1	1	0	1	14
13 hours	0	0	0	0	0	0	3
14 hours	7	3	3	2	3	3	6
15 hours	5	1	1	1	0	0	3
16 hours	6	4	3	3	3	5	2
17 hours	5	3	4	4	1	1	4
18 hours	8	8	8	6	3	5	2
19 hours	3	3	3	3	5	1	1
20 hours	2	2	2	3	5	4	0
21 hours	2	2	2	2	3	3	1
22 hours	4	5	4	4	3	3	2
23 hours	1	2	2	2	2	2	0
24 hours	55	67	68	69	74	73	56
Mean number of hours	21 hrs	22 hrs	22 hrs	22 hrs	23 hrs	22 hrs	19 hrs

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Impact of Shutdown on Gaming Venues, Continued

Gaming hours prior to shutdown

Venues were also asked whether their poker machines operated whenever their venue was open, prior to the shutdown. All venues except one hotel said this was the case. The hotel whose poker machines were not always operating when the venue was open is in Western Sydney, and while the venue was open 24 hours a day, seven days a week, the poker machines operated 21 hours per day.

Changed opening hours

Venues were asked if they have changed their opening hours because of the shutdown, and the results are shown in the following table.

- Almost half of the venues interviewed (46%) have changed their opening hours as a result of the shutdown. These venues are slightly more likely to be clubs (58% of clubs have changed their hours versus 43% of hotels), and larger hotels (with 25+ machines). The venues which did not used to operate 24 hours a day, seven days a week are equally as likely to have changed their hours, as those which were 24/7.

Changed opening hours as a result of the shutdown	Total (n=111) %	Hotels (n=92) %	Clubs (n=19)* %
yes	46	43	58
no	54	57	42

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Impact of Shutdown on Gaming Venues, Continued

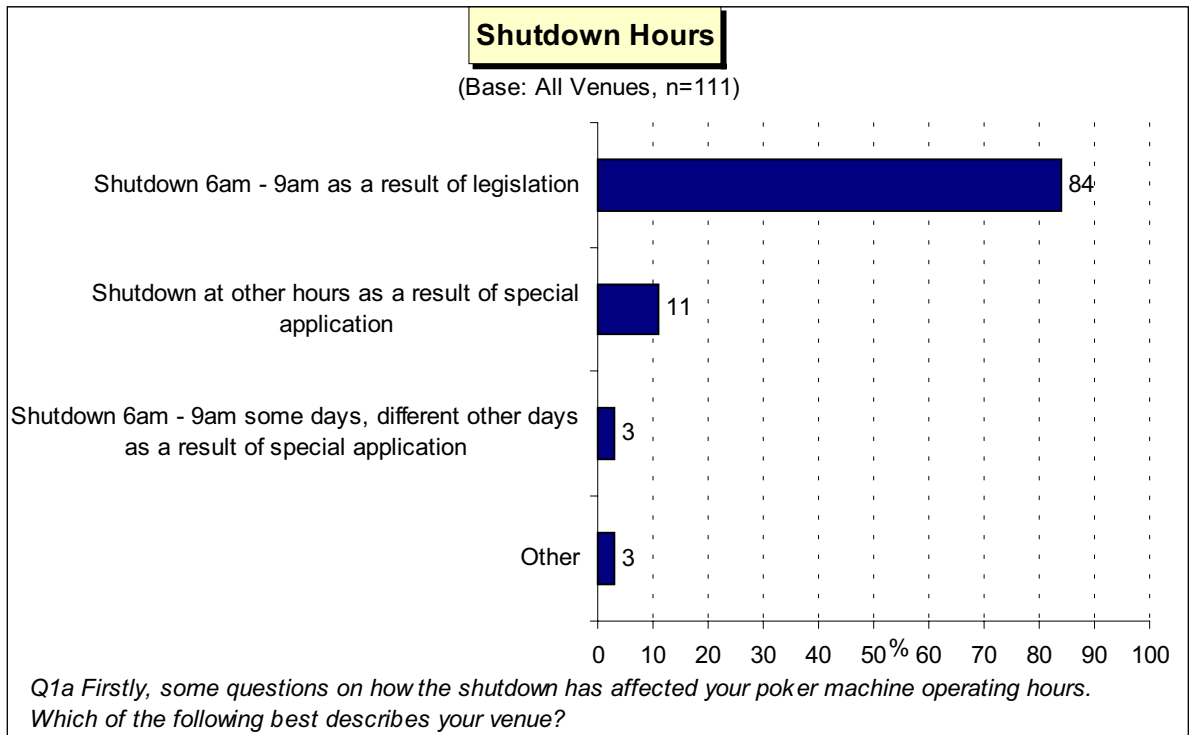
Shutdown hours

Venues were asked about the actual times they shutdown their poker machines, in terms of whether they:

1. shutdown the operation of their poker machines from 6am to 9am as a result of the legislation
2. shut them down from 6am to 9am on some days and for different hours on other days, as a result of a special application
3. shut them down at hours other than 6am to 9am, as a result of a special application
4. or something else

The results are shown in the following graph.

- The vast majority (84%) shutdown their poker machines between 6am and 9am.
- Around one in ten (11%) close the poker machines at hours other than 6am to 9am, as a result of a special application. These venues are more likely than average to be hotels rather than clubs (n=11 versus n=1 respectively) and tend to be located outside Sydney.



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Impact of Shutdown on Gaming Venues, Continued

Shutdown hours (continued)

The 16% of venues which shutdown at hours other than 6am and 9am were asked which three hour period they shutdown the operation of their poker machines as a result of the legislation. The results are shown below (and note the venues mention some periods longer than three hours):

- midnight to 3am (n=1)
- midnight to 9am (n=1)
- 1am to 4am (n=1)
- 2am to 5am (n=1)
- 3am to 6am (n=4)
- 4am to 7am (n=2)
- 5am to 8am (n=2)
- 5am to 9 am (n=1)
- 6am to 9am (n=1)
- 6am to 10 am (n=1)
- 7am to 10am (n=1)
- 10pm to 10am (n=1)
- don't know/can't say (n=1)

There is wide variety of shutdown times amongst these venues, with no one time standing out as being the dominant shutdown period (although n=4 shutdown between 3am and 6am).

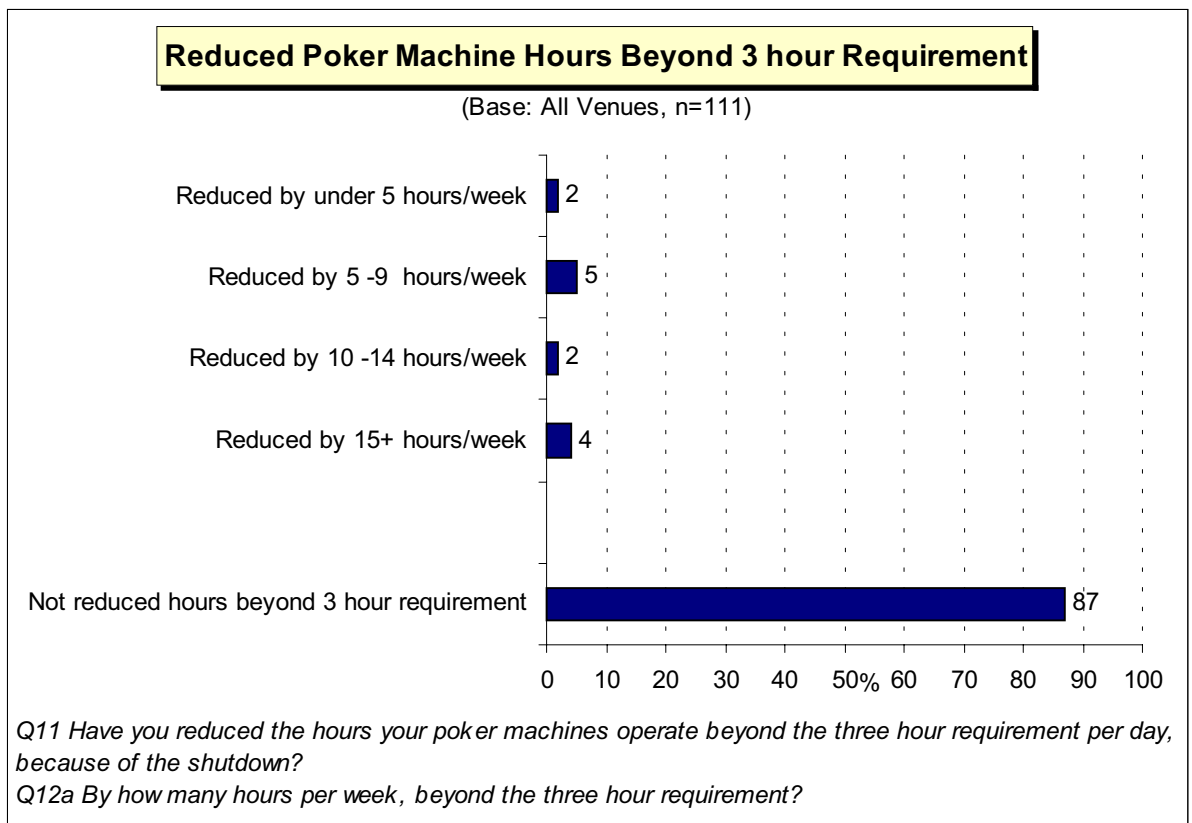
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Impact of Shutdown on Gaming Venues, Continued

Reduced hours beyond three per day

Venues were asked whether they have reduced the hours their poker machines operate **beyond the three hours** required daily by the shutdown. If they have, they were then asked by how many hours beyond the legislated three hours. The results for both questions are shown in the following graph.

- Eighty seven percent have not reduced their poker machine hours beyond the three hour requirement.
- The 13% which have reduced their hours tend to be more likely to be from venues outside Sydney. The hours they have reduced the operation of their poker machines (beyond the three hours) is varied, with fairly equal proportions reducing their poker machine operations by up to 10 hours (7%) as those reducing it by 10 or more hours (6%).



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Impact of Shutdown on Gaming Venues, Continued

Closing down during the shutdown

Venues were asked whether other areas or sections stay open during the poker machine shutdown, or whether they close the venue completely (or stay open on some days, close on others). The results are shown in the following table.

- Overall, venues are fairly equally divided between those which close completely during the poker machine shutdown and those which keep some areas or sections open - with around half doing each (50% versus 45% respectively). A small proportion (5%) have different procedures on different days and close on some days and remain open on others.
- ⇒ Hotels are more likely than clubs to keep some areas or sections open, while clubs are more likely than hotels to have a mixed approach;
- ⇒ The venues more likely to keep sections open during the poker machine shutdown tend to be in Northern or Western Sydney, whereas those which are more likely to close are from Eastern or South Western Sydney.

Whether venue stays open or closes during poker machine shutdown	Total (n=111) %	Hotels (n=92) %	Clubs (n=19)* %
Venue closes completely	50	49	53
Other areas/sections stay open	45	48	32
Stay open some days, close others	5	3	16

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Impact of Shutdown on Gaming Venues, Continued

Impact on Business

Overall effect on business

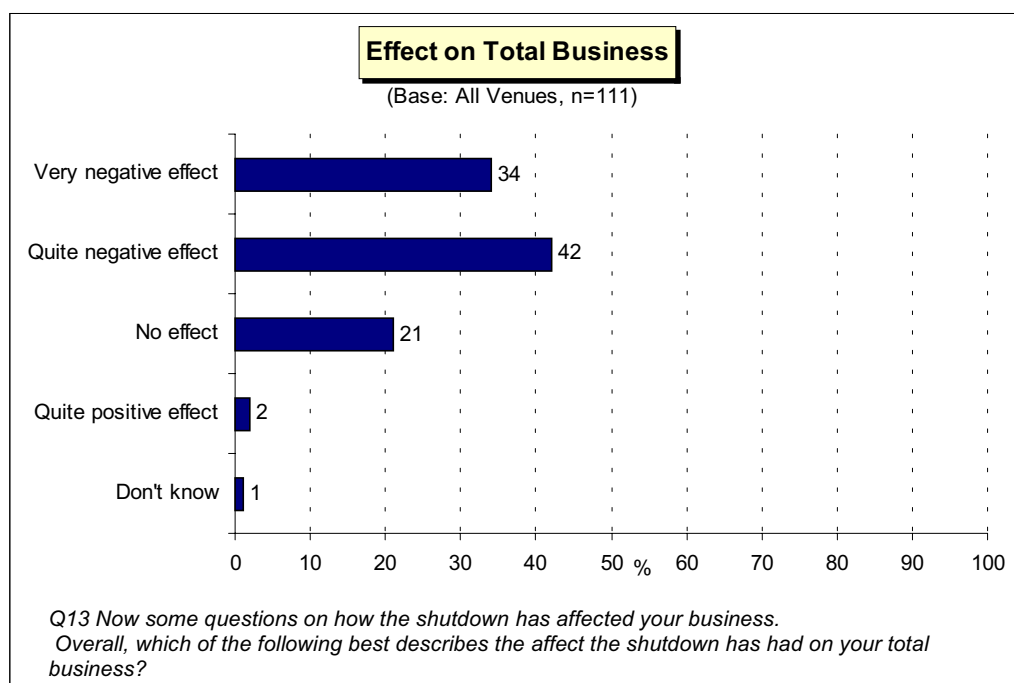
Venues were asked whether the shutdown has had a positive or a negative effect on their total business (ie not just their gaming business). The results are shown in the following graph.

- Three quarters of venues (76%) feel the shutdown has had a negative impact on their business, and for one third (34%) of venues, this has been a *very* negative effect. The venues more likely than average to feel it has had a **negative effect** are:
 - ⇒ clubs (47% say *very negative*);
 - ⇒ venues outside of Sydney or in South Western or Western Sydney;
 - ⇒ hotels with a smaller number of machines (less than 25);
 - ⇒ those which used to open 24/7; or
 - ⇒ those which keep some sections open while the poker machine shutdown occurs.
- The shutdown appears **not to have any effect** on a segment of venues (21%) and they are more likely than average to be:
 - ⇒ hotels;
 - ⇒ venues in Northern Sydney or outside of Sydney (although more say it has been negative than no effect);
 - ⇒ those with a smaller number of machines (although more say it has been negative than no effect);
 - ⇒ those which did not used to open 24/7; or
 - ⇒ venues which have not changed their opening hours because of the shutdown.
- Two hotels report that the shutdown has had a positive effect on their business, and one says this is because they are now busier and the other venue reports they initially experienced a slight increase in revenue as a result of the shutdown, due to increased spend on gaming:

”People are panicking because they won't be able to bet after 6am so we're actually taking in slightly more money than before the shutdown/ that has panned out now as they've got used to it though”

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Impact of Shutdown on Gaming Venues, Continued



Specific impacts of the shutdown

Venues were asked a series of questions about the impacts of the shutdown on their business. Firstly, they were asked an unprompted question in terms of how the shutdown has affected their business, and their first response was recorded separately to the other impacts they mentioned. The venues that had not spontaneously mentioned some of the key issues were then prompted about these, and asked whether their venue has experienced each as a result of the shutdown.

The results are shown in the following graph. The first part of the bar (blue) shows the first unprompted response, the second part of the bar (red) shows the other unprompted mentions, and the third part (green) shows the proportion who said they have experienced the issue, once prompted (which was only asked for the statements marked with an asterisk).

- The key ‘top-of-mind’ effect of the shutdown for venues is the loss of revenue, with over a third (36%) mentioning this as their first response. Almost half (47%) mention revenue loss as an impact.
- The other key issues spontaneously mentioned are the loss of customers (19% mention spontaneously), the loss of gaming revenue (16%), and the reduction in staff numbers or hours (15%).

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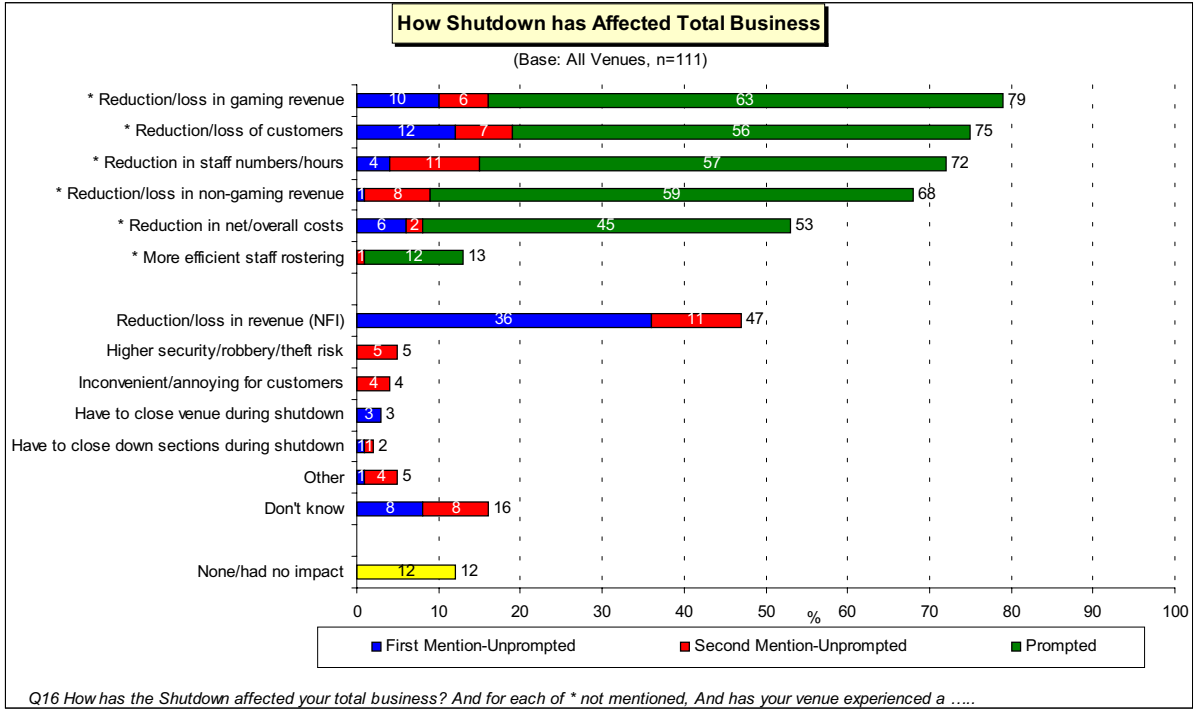
Impact of Shutdown on Gaming Venues, Continued

Specific impacts of the shutdown (continued)

- With prompting, the above three issues remain the top three concerns for venues, with over 70% of venues experiencing each:
 - ⇒ 79% have lost gaming revenue;
 - ⇒ 75% have lost customers;
 - ⇒ 72% have lost staff or reduced their hours.
- Furthermore, just over two-thirds (68%) have experienced a reduction in non-gaming revenue.
- In terms of positive impacts, with prompting, just over half (53%) agree they have experienced a reduction in their costs. Significantly fewer, however, (13%) see the shutdown as providing more efficient staff rostering.
- The key demographic differences are outlined below:
 - ⇒ Clubs are more likely than hotels to spontaneously mention a loss in revenue (79% versus 39% respectively). Clubs are also more likely than hotels to say (once prompted) they have lost customers (89% versus 72% respectively). Interestingly, clubs are actually more likely than hotels to say (once prompted) they have experienced a reduction in their overall costs (68% versus 50% respectively).
 - ⇒ The hotels with a larger number of gaming machines (25+) are more likely than smaller ones to report a reduction in gaming revenue and in staff, whereas the smaller ones are more likely to say they have reduced their overall costs as a result of the shutdown.
 - ⇒ The venues which used to open 24 hours a day, seven days a week are more likely to say they have experienced most of the negative impacts of the shutdown. However, they are also more likely to say they have reduced their overall costs.
- Just over one in ten venues (12%) could not name one specific aspect of their business that has been affected by the shutdown (even when they were prompted on the six aspects read to them).

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Impact of Shutdown on Gaming Venues, Continued



Q16 How has the Shutdown affected your total business? And for each of * not mentioned, And has your venue experienced a

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Impact of Shutdown on Gaming Venues, Continued

Changes to the business- Qualitative insights

All the venues in the qualitative stage had made changes to the way their business is managed as a result of the shutdown. The two main reasons for these changes are due to the decline in revenue and an increased security risk.

- Revenue reduction: venues in the qualitative stage say they have consolidated gaming areas, closed cafes and restaurants and/or made staff changes (reduced staff numbers or hours/changed rosters).

“We’ve put a partition up between the bar and the gaming area so we can keep the bar open” (Hotel)

“We’ve reduced staff numbers already. The staff is also frustrated with the uncertainty of the 6 hour shutdown period. We’re expecting job losses across the board” (Club)

“We’ve had a staff restructure where we’ve reduced the hours but not the numbers” (Hotel)

- Security Risk: venues have employed more security guards or closed whole areas of the venue for security reasons.

“The security is a further challenge...with an organisation with hundreds and thousands of dollars being processed through it...a 24hr operation has much less likelihood of armed hold up and robbery and as such the increased consequences of that damage or injury to staff when we shut down.”(Club)

Only one venue mentioned taking any pre-emptive measures prior to the three hour shutdown coming into effect.

“We started thinking about new business strategies prior to the regulation. We increased our sales and marketing to try to pre-empt the effects of the shutdown. We knew that the hours were coming up and we had to try and create more churn basically, trying to get more people to come and frequent the venue” (Club)

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Impact of Shutdown on Gaming Venues, Continued

Changes to the business

Venues in the quantitative stage were asked what, if anything, they have done to respond to these impacts (note, the n=13 venues which reported no impacts at the previous question were not asked this question). The results are shown in the following table.

- Venues are most likely to have made staff changes in response to the impacts of the shutdown, with 14% saying they have re-organised staff rosters or hours and 10% having fewer staff.
 - Other measures undertaken by venues to counteract the effects of the shutdown include more marketing, advertising or promotions (9%) or changing their opening hours (8%).
- ⇒ Clubs are more likely than hotels to have re-organised their staff hours/rosters and also to have offered new or other activities. Clubs are also more likely to have implemented a wider range of measures, with more clubs saying responses which fall into the 'other' category.

Changes to the business in response to shutdown	Total (n=111) %	Hotels (n=92) %	Clubs (n=19)* %
re-organised staff roster/hours	14	11	26
fewer staff	10	9	16
more marketing/advertising/promotions	9	8	16
changed opening hours	8	9	5
improved customer service	5	5	0
closed sections/areas	4	3	5
offered other/new activities	3	1	11
ordered/bought new gaming machines	2	1	5
decreased gaming options	1	-	5
changed the layout/structure of the room/s	1	1	-
other	5	4	11
don't know/can't say	5	5	-
nothing	36	38	26

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Impact of Shutdown on Gaming Venues, Continued

Effectiveness of changes

The venues which said they have responded to the shutdown by implementing changes were then asked whether it has been enough to counteract the effect of the shutdown fully, partially or not at all. The results are shown in the following table.

- The venues which have made changes are twice as likely to believe they have **not** counteracted the effect of the shutdown than **partially** counteracted them (60% versus 30% respectively).
- No venues believe the changes they have implemented have fully offset the impact of the shutdown.

⇒ Hotels are more likely than clubs to not know whether the changes have been enough to counteract the effect of the shutdown.

Changes have been enough to counteract effect of shutdown	Have made changes (n=53) %	Hotels made changes (n=40) %	Clubs made changes (n=13)* %
fully	-	-	-
partially	30	28	38
not at all	60	60	62
don't know	9	13	-

*=small base

Efficiencies - Qualitative insights

One or two venues in the qualitative were able to identify some efficiencies as a results of the shutdown, such as providing a break so the money can be balanced, and making it easier to do the staff rosters. The majority, however, struggled to identify any real efficiencies or financial benefits as a result of the shutdown.

“ There are no efficiencies as revenue loss doesn't compensate for less wages. Gaming subsidised the bar, now we can't keep the duty manager.” (Club)

“Overheads are down but to what expense? On a dollars and cent basis it might look as though we're spending less in the labour component but soon we will be asking our staff and patrons to leave at 4am....putting them out onto the street.....as an employee you should be trying to look after your staff” (Club)

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Impact of Shutdown on Gaming Venues, Continued

Efficiencies

Venues in the quantitative stage were asked if there have been any cost savings or efficiencies for their venue as a result of the shutdown. The results are shown in the following table.

- Just over two thirds (68%) believe their venue has not experienced any cost saving or efficiencies as a result of the shutdown, and this view is more prevalent amongst the hotels than the clubs (71% versus 53% respectively).
- Three in ten venues (30%), however, are able to name at least one cost saving or efficiency for their venue as a result of the shutdown.
- These venues are more likely than average to be clubs (47% of clubs versus 27% of hotels nominate a cost saving or efficiency) and hotels with a larger number of machines (25+) and the venues which have changed their opening hours because of the shutdown or close completely during this time.
- Around one in four (26%) report a lower salary bill because of the shutdown, and clubs are almost twice as likely to say they have experienced this, compared with their hotel counterparts (42% versus 23% respectively).
- A small number of venues (5%) have seen a reduction in their utilities costs as a result of the shutdown.

Cost savings or efficiencies as a result of the shutdown	Total (n=111) %	Hotels (n=92) %	Clubs (n=19)* %
lower/less staff salary	26	23	42
saved in power, electricity, gas, water, air conditioning	5	4	5
helps with staff rosters	1	1	-
other	4	3	5
don't know/can't say	2	2	-
none	68	71	53

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Impact of Shutdown on Gaming Venues, Continued

Other impacts on business

Towards the end of the interview venues were asked what else has impacted on their business over the last year or so, **apart from the shutdown**. The results are shown in the following table.

- Forty three percent of venues are not able to think of any other aspects which have impacted on their business.
- Those who do mention other impacts on their business are most likely to feel the downturn in the economy (14% of all venues), financial loss (9% of all venues) and renovations (8% of all venues) have impacted on their business in the last year or so.

⇒ While hotels are more likely to report financial loss as a business impact than clubs, the latter are more likely to mention their business has been affected by renovations, other harm minimisation strategies such as advertising/signage bans, restrictions on gaming machine promotions and restrictions on payment of prizes, as well as competition from other venues and negative media.

Other impacts on business other than the shutdown	Total (n=111) %	Hotels (n=92) %	Clubs (n=19)* %
downturn in economy	14	15	5
lost sales/revenue/profit	9	11	-
renovations/refurbishments	8	4	26
restrictions on payment of prizes/if more than \$1000 pay by cheque	6	4	16
ban on advertising/signage	5	2	21
competition from other gaming venues	5	3	11
fearful/war/terrorism	5	5	-
restrictions on gaming machine promotions	5	1	21
negative publicity/media about gambling/poker machines	4	2	11
responsible service of alcohol/breath testing, etc	4	4	-
other harm minimisation measures	4	4	-
local crime rates	1	1	-
other	3	3	-
don't know	8	9	5
nothing	35	36	32

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Impact of Shutdown on Gaming Venues, Continued

Impact on revenue - Qualitative insights

The venues interviewed in the qualitative stage have felt a significant decline in revenue not only from the gaming areas but also from the business overall. The effect on revenue was felt most sharply during the first six months after the shutdown.

“It is clear on the bottom line and it is clear through our expenses and our income that it has had a detrimental effect.” (Hotel)

“The bar and breakfast trading is down as we don’t get as many people coming when other venues close elsewhere.” (Club)

“TAB, Keno, bars, catering are all down as we’re getting fewer people through the doors” (Club)

On the other hand, two hotels and a bowling club said they had not seen a decline in gaming revenue as a result of the shutdown.

Revenue from other areas such as food and alcohol has not shown as much decline as the gaming areas, and some venues interviewed during this qualitative stage had not seen any decline in these areas.

Impact on total revenue

The venues in the quantitative stage which **spontaneously** mentioned (ie not prompted) they have lost revenue as a result of the shutdown (which was 47%) were asked what percentage revenue reduction they have experienced because of the shutdown. Note, there was a higher proportion which mentioned revenue loss in terms of gaming or non-gaming revenue once **prompted**, but they were not asked this question (and so in effect, these results are based on venues which had revenue loss as a ‘top-of-mind’ issue).

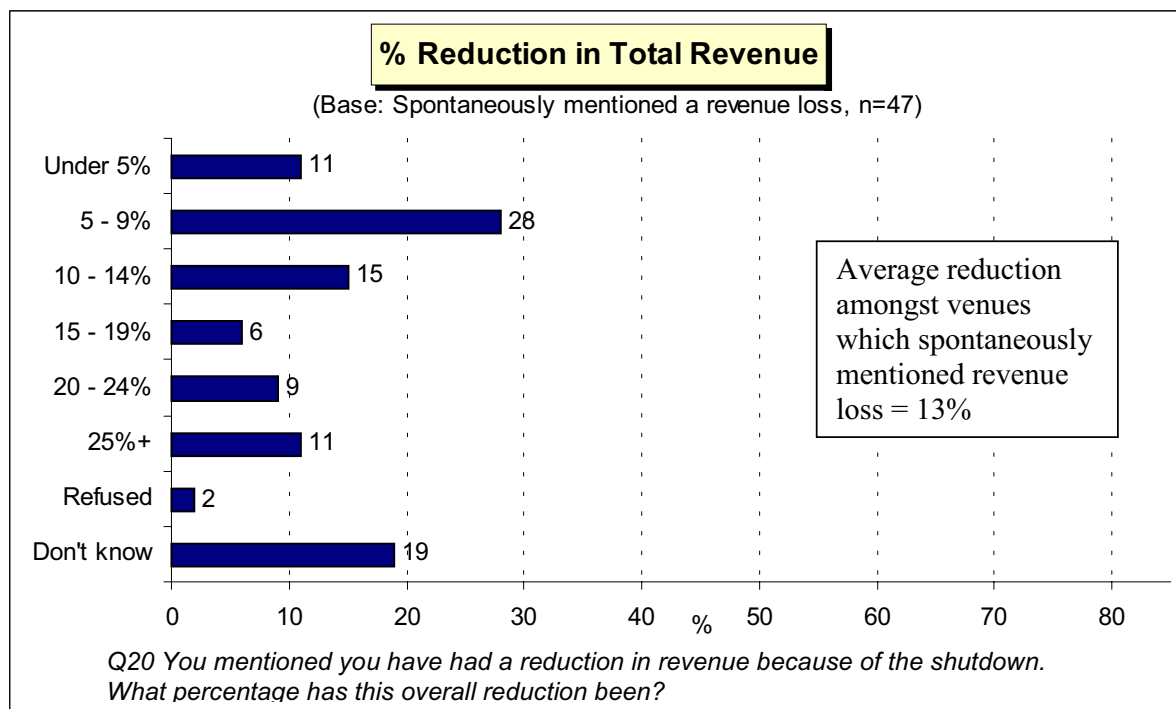
In addition, there were 5 respondents who said loss in revenue as part of their ‘other specify’ response, and while they were back-coded at the analysis stage, they were not filtered through to this question.

The analysis is therefore based on the venues which answered this question.

- On average, venues which spontaneously mentioned a loss in revenue, report that they have experienced a 13% reduction in revenue.
 - ⇒ The reported revenue reduction is higher amongst hotels than clubs (15% versus 8% average revenue loss respectively amongst those venues which mentioned such a loss spontaneously).
- There is wide variation in the reported revenue loss. Thirty nine percent have seen their revenue reduce by less than 10% and 20% have seen it reduce by 20% or more.

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Impact of Shutdown on Gaming Venues, Continued



Impact on gaming revenue

The venues which mentioned they have lost **gaming revenue** as a result of the shutdown (which was 79%) were asked what percentage gaming revenue reduction they have experienced because of the shutdown. The results are shown in the following graph, and are based on total sample.

- On average, venues report having experienced a 9% reduction in gaming revenue as a result of the shutdown. Just focussing on those venues which have lost gaming revenue, the average reduction amongst these particular venues is 12%.
 - ⇒ The reported gaming revenue reduction is **higher** amongst hotels than clubs (13% versus 7% average gaming revenue loss respectively amongst those venues which have experienced such a loss, and overall amongst all venues, the average gaming loss is 9% for hotels and 6% for clubs).
 - ⇒ The gaming revenue loss tends to be **higher** amongst venues in South Western, Western or Eastern Sydney, hotels with a larger number of machines (25+), venues which used to be open 24/7, as well as those which now stay open during the shutdown.

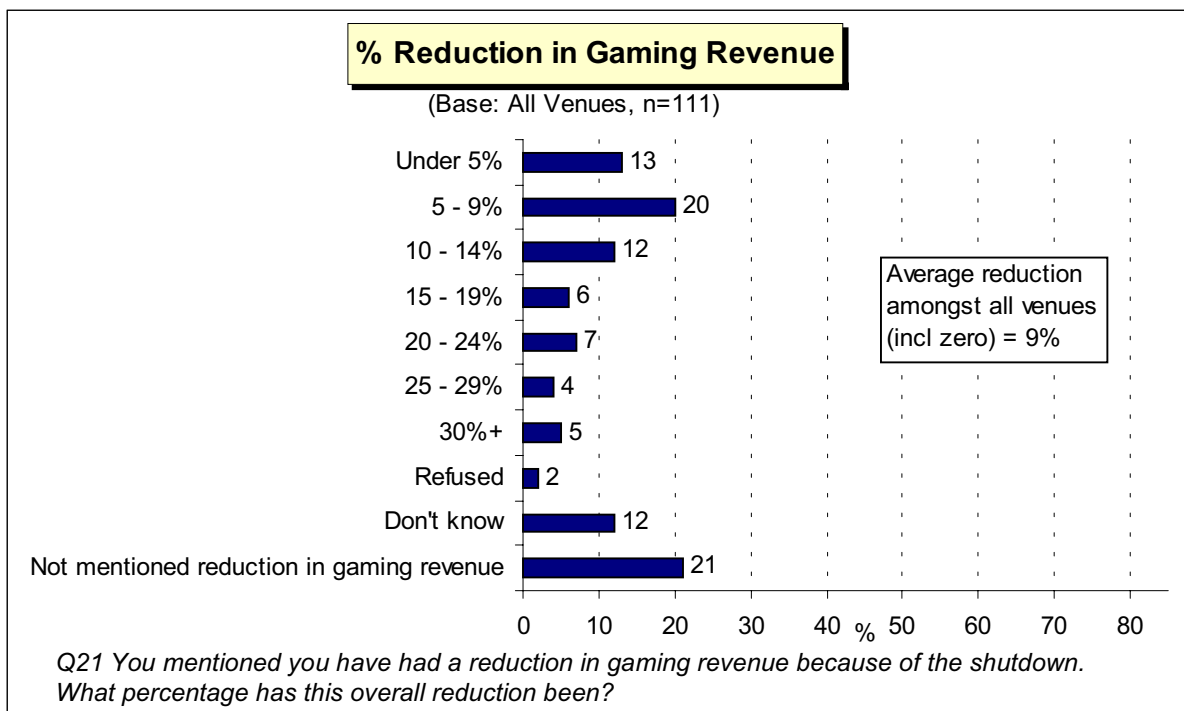
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Impact of Shutdown on Gaming Venues, Continued

Impact on gaming revenue

⇒ On the other hand, the gaming revenue loss tends to be **lower** amongst venues in Northern or Southern Sydney, hotels with a smaller number of machines (less than 25), venues which didn't used to be open 24/7, as well as those which now close during the shutdown.

- As was the case with total revenue, there is wide variation in the reported gaming revenue loss. A third (33%) have seen their gaming revenue reduce by less than 10% and 16% have seen it reduce by 20% or more.



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Impact of Shutdown on Gaming Venues, Continued

Shoulder period - Qualitative insights

All venues in the qualitative stage have noticed an impact on trade either side of the three hour shutdown period. They report that this shoulder period can extend up to three hours before and after the shutdown.

“We notice it around two hours before and it can be up to three hours after to reach peak trading again.” (Club)

“If you yourself were going out would you visit a venue that you knew, or a restaurant or entertainment venue, that you knew was going to close within an hour and a half or two hours, if you generally spent two to three hours in that venue” (Club)

Some venues feel the Government has not taken the impact of the shoulder period into account, and they are very concerned about the impact of such a period when the six hour shutdown is introduced.

“The shoulder period is the one thing that the department is not taking into account. The 6 hour closure will in fact be more like an 8-10 hour closure and it is taking away very unfairly a 33-40% of your available trading time. There wouldn't be another business or industry in NSW where the Government can come forward and immediately take away 33% of your trading time. I feel so strongly about this because we have prudently managed a business plan and a business operation... with absolutely no indication that this would occur.”(Club)

Shoulder period

Venues in the quantitative stage were told some people have mentioned there is a shoulder period and that the impact of the shutdown can be felt for some time either side of the shutdown. They were then asked if their venue experiences this. Those who said yes, were also asked how many hours before and after the shutdown they feel the impact of the shoulder period, on a typical day. The results for all questions are included in the following table.

- Three in four venues (75%) experience a shoulder period.
 - ⇒ A shoulder period is more likely to be felt amongst clubs, venues in South Western Sydney, and those which used to open 24/7, those which have changed their opening hours and venues which close during the poker machine shutdown period.
- The shoulder period is equally likely to be experienced before and after the shutdown (66% experience it beforehand and 68% experience it afterwards).

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Impact of Shutdown on Gaming Venues, Continued

Shoulder period (continued)

- In terms of duration, on average, venues experience the shoulder period for a similar number of hours before and after the shutdown (average of 1.3 hours before the shutdown and 1.4 hours after it⁸). However, when the average is calculated only amongst those who feel the effects of the shoulder period before the shutdown, the average is 1.9 hours and amongst those who feel it after the shutdown, it is 2.1 hours.
- Almost every second venue (49%) experiences a shoulder period of 2 hours or less before the shutdown, and slightly fewer feel the impact for the same time afterwards (43%).
- Fourteen percent experience a shoulder period of 3 or more hours before the shutdown and a higher proportion (22%) feel it impacts them for this length of time after the shutdown.
- Hotels are more likely to experience a slightly longer shoulder period after than before the shutdown (1.5 hours on average after versus 1.1 hours on average before). The opposite is true for clubs, and they are significantly more likely to have a longer shoulder period before than after the shutdown (1.9 hours versus 1.2 hours).

Number of hours in shoulder period	Total (n=111) %		Hotels (n=92) %		Clubs (n=19)* %	
	Hours before	Hours after	Hours before	Hours after	Hours before	Hours after
No shoulder period	25		28		11	
None	9	7	11	5	-	16
0.5 to 1 hour	14	20	15	16	11	37
1.5 to 2 hours	35	23	30	23	58	21
2.5 to 3 hours	11	15	10	16	16	11
3+ hours	3	7	2	8	5	5
Don't know	3	3	3	3	-	-
Mean hours (incl zero)	1.3 hrs	1.4 hrs	1.1 hrs	1.5 hrs	1.9 hrs	1.2 hrs

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⁸

The mean is based on all venues and so includes venues that do not experience the shoulder period at all (included as zero).

Impact of Shutdown on Gaming Venues, Continued

Impact on Customers

Type of customers affected - Qualitative insights

Venues from the qualitative stage feel that the impact of the shutdown is felt not only by people who go there to gamble, but also by other segments of the general community who use the venues for more social reasons.

*“I think it affects regular customers more than problem gamblers”
(Club)*

The main segments of the population who are perceived to be affected by the shutdown according to the venues in this stage are:

- Shift workers (hospitality, taxi drivers, newspaper, entertainers, police, ambulance, fire brigade)

“We used to have a lot of shift workers who used to come down here and play pool as well as gamble and drink and since the shutdown they don’t have as much reason to come here after work as they previously did.”(Hotel)

- Problem gamblers

“But they find somewhere else to go instead” (Hotel)

- Recreational gamblers
- People out socialising/partying – young people
- Local residents
- Asians, Eastern, Arabic, Lebanese
- Baby boomers (50+)

“Mainly older people who like the safer, quieter environment at that time in the morning” (Club)

- Backpackers
- Three venues (hotels) in the qualitative stage did not feel that it had impacted their customers much at all

*“We’ve lost one or two key punters. The rest are old Italian men who sit at the café across the road and just wait until 9am instead of 7am. It’s more of a social gathering. The rest of the customers are not affected.”
(Hotel)*

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Impact of Shutdown on Gaming Venues, Continued

Type of customers affected

Venues in the quantitative stage were asked what types of customers they think have been affected by the shutdown. The results are shown in the following table.

- Clearly venues believe the shutdown is most likely to impact on shift workers or hospitality workers, as mentioned by two in three (67%) venues.
- The other types of customers affected according to venues are gamblers (15%) or people out partying late (11%).
- Three percent mention the shutdown would affect problem gamblers.
- Hotels and clubs tend to differ in their opinion of who is affected by the shutdown:
 - ⇒ clubs are significantly more likely than hotels to say it is the shift worker or hospitality worker who is affected (95% versus 61% respectively);
 - ⇒ clubs are also more likely than hotels to feel people partying out late are a segment affected by the shutdown, and also older people;
 - ⇒ hotels are more likely not to have an opinion about which types of people are affected.

Types of customers affected by shutdown	Total (n=111) %	Hotels (n=92) %	Clubs (n=19)* %
shift workers/hospitality workers	67	61	95
gamblers/gaming customers NFI	15	17	5
people out partying late	11	9	21
all different types of people	8	9	5
older people	5	4	11
workers NFI	5	4	5
Asians	4	3	5
problem gamblers	3	3	-
tourists/backpackers	3	3	-
younger people	1	1	-
other ethnic groups	1	-	5
other	1	1	-
don't know/can't say	8	10	-
None	2	2	-

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NFI=no further information

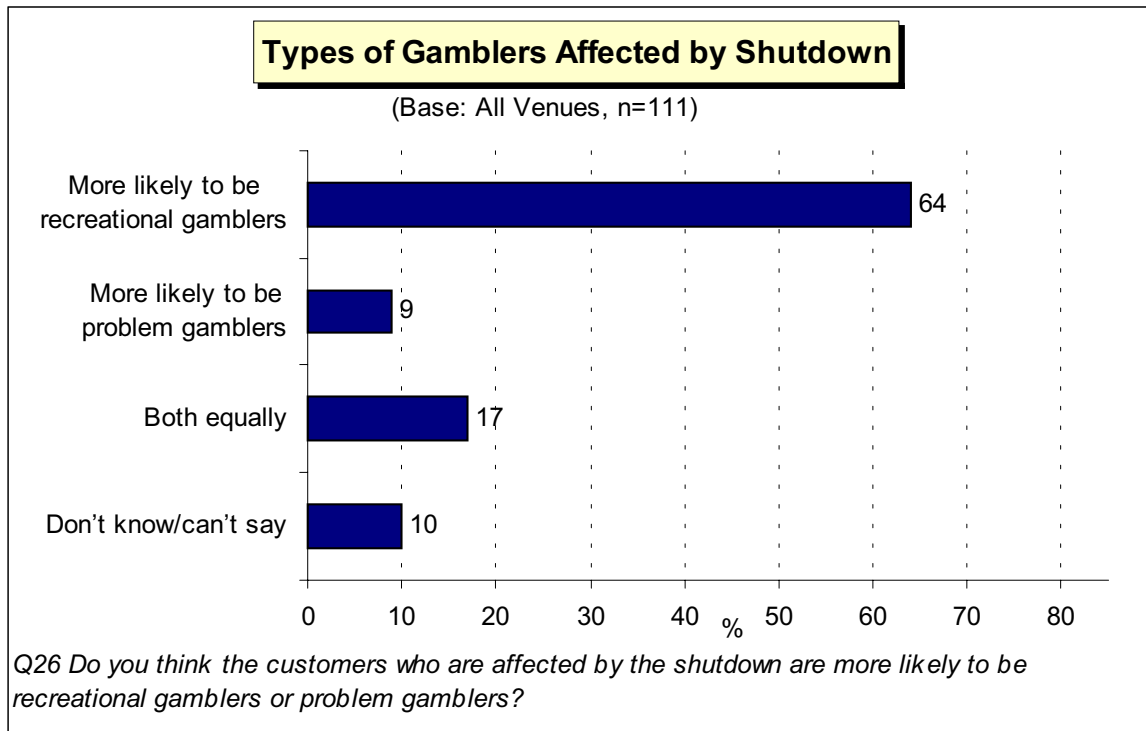
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Impact of Shutdown on Gaming Venues, Continued

Type of customers affected (Continued)

Venues were also asked whether they think the customers affected by the shutdown are more likely to be recreational gamblers or problem gamblers. The results are shown in the following graph.

- Almost two thirds (64%) say the people affected by the shutdown are more likely to be recreational gamblers, whereas around one in ten (9%) believe they are more likely to be problem gamblers. Seventeen percent are of the view that they are equally likely to be recreational gamblers and problem gamblers.
- There are no significant differences in opinion between hotels and clubs.



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Impact of Shutdown on Gaming Venues, Continued

Effect on customers - Qualitative insights

The majority of venues in the qualitative stage did not know exactly how many customers had been affected by the shutdown, or have access to data that showed the actual drop in numbers during the shutdown period. Most based their comments that they had lost customers on the resulting drop in revenue and 'gut feel'. One or two had monitored changes to their actual customer numbers through declines or cancellations of membership or door counters.

"I would say around 10% of our customers have been affected but that's just based on gut feel" (Club)

"It affects 50-70 people during those hours." (Club)

"Everyday we turn away between 50-100 people who want to play at these times and up to 150 at the weekend." (Club)

Prior to the regulation taking effect in April 2002, the venues informed their customers of the changes to legislation with posters and leaflets and in-house TV. Customers were generally opposed to the shutdown and venues reported a mix of reactions from them:

- Anger and annoyance that it was none of the Government's business to tell them when and where they could gamble

"They believe that it should be their choice and we believe we can monitor our responsible service of gaming well enough to recognise those people who do have a problem." (Club)

- Frustration
- Betrayal
- Felt insulted
- Some customers blamed the clubs and did not understand that it was a Government regulation

"They were very negative and we got letters and verbal complaints mainly saying how dare you do this to us" (Club)

Venues in the qualitative stage were asked how they informed their customers that the shutdown time was approaching. It is common practice to let customers know that the gaming area closes at 6am by announcements over the PA and/or staff walking around the gaming rooms. This commonly occurs fifteen minutes to half an hour before the shutdown.

"We only tell them 15 mins before hand to avoid too much of the last minute rush." (Club)

"Play decreases overall as they know it's coming" (Club)

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Impact of Shutdown on Gaming Venues, Continued

Effect on customers - Qualitative insights
(continued)

Three or four venues had noticed people spending their money faster during this period.

“Get the beer swelling effect... people playing credits or betting quickly because they have to get out. I think we are forcing people to spend more at times when they may not have it” (Club)

“Some problem gamblers rush to put money in and some come in earlier. There’s more doubling up and less ‘careful’ betting” (Hotel)

Whereas others say this is not evident in their venue.

“We haven’t seen the equivalent of the 6 o’clock swill. The only exception is for the jackpot. If it’s about to go off people may start betting up.” (Club)

Effect on customers

Venues in the quantitative stage were also asked how they think the shutdown has affected their customers. The results are shown in the following table.

- Over one in three venues (35%) say the customers just go elsewhere to gamble, to the casino, internet gambling etc. One in five (19%) feel they have nowhere to go and 12% say the customers have to go home.
- Five percent of venues believe an impact of the shutdown for customers is that they gamble less.
- Only 3% mention the issue of customers spending more or betting faster just before the shutdown. Although clubs are more likely to nominate this as an impact for customers, compared with hotels (11% versus 1%).

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Impact of Shutdown on Gaming Venues, Continued

How shutdown has affected customers	Total (n=111) %	Hotels (n=92) %	Clubs (n=19)* %
just go elsewhere to gamble/to the casino/internet gambling	35	35	37
have nowhere to go now during these hours	19	21	11
have to go home	12	13	5
frustrated/annoyed someone telling them what to do	10	11	5
gamble less	5	5	5
drink less	3	3	-
play credits/bet quickly/spend more just before shutdown	3	1	11
they go to unsafe/unsecure places	2	1	5
drink more	2	1	5
spend more time/money at venue	1	1	-
other	5	3	11
don't know/can't say	22	23	16

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Impact of Shutdown on Gaming Venues, Continued

Behaviour at shutdown time - Qualitative insights

Venues from the qualitative stage believe the shutdown period impacts people in different ways, depending on the reasons that they are in the venue in the first place.

- Problem Gamblers - it is generally felt that the shutdown will not stop problem gamblers from gambling. Rather if people really want to gamble they will just go to another venue that is open to do so.

“They won’t change their behaviour they’ll just go somewhere else to do it” (Club)

“Star City call our best players and come and pick them up from our door each night” (Club)

“They’re telling us for the first time ever that they’re playing on the internet. We’ve been asking for the past three years.” (Club)

In some cases it is ‘hoped’ that they might go home for a break, spend time with their families and spend less money. However, the more common opinion is that this probably doesn’t happen very much.

“Some leave, some just stay and wait” (Club)

- Recreational Gamblers - venues believe these gamblers in the venues at this time in the morning are usually there for more social reasons and not solely for the gaming machines.

“The old ladies who used to just come in off the street after doing their shopping just for a cup of coffee and to catch up with their friends and perhaps put a few dollars in will now have to come in later or find somewhere else to go” (Club)

Recreational gamblers are probably the most likely to go home during the shutdown period.

- People out socialising/partying - the venues are concerned at the loss of trade from young people who are out partying in the early hours of the morning. There were comments from the venues in the city that they had noticed a down turn in alcohol sales, as rather than going to a venue where they know they will have to leave at 6am, they are choosing to visit venues which have early opener status or that still keep the bars open for 24 hours.

“The youngsters will just go and find somewhere else that’s open, the casino, the Cross are probably the main areas.” (Club)

They are thought to go to the Sydney Casino, Kings Cross, venues with early opening status, or some may go home.

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Impact of Shutdown on Gaming Venues, Continued

Behaviour at shutdown time - Qualitative insights (Continued)

- Shift workers - perhaps the largest area of concern for the venues is the loss of trade from shift workers. The concern is both from a revenue perspective and from the point of view that shift workers deserve a place to go to wind down after work, just as much as those people who work during the daytime.

“We have a very broad mix of ethnic groups of people than perhaps many other clubs, we have predominance of Asian people in those early hours of the morning and many of them from within the restaurant industry and hospitality industry. They arrive at the club at 2,3 or 4 in the morning. A lot of those people have disappeared and of course many of them have gone to the casino.” (Club)

They are thought to go to the casino, anywhere that’s open, clubs with early opener status, or they go home.

- Local residents making use of non-gaming facilities - venues offering activities other than gaming and alcohol, eg restaurants, cafes, gym and pool, feel that ‘daytime’ customers in these areas are being disadvantaged as a result of the reduction in general trading hours.

“There are many people living in apartments and units and they visit the club in the early hours of the morning. They will come in and have a very early breakfast. ...I think the club offers them a secondary home in many ways, they meet their friends here and socialise here.”(Club)

Venues feel these people visit later on in the morning, or go anywhere that’s open, or go home.

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Impact of Shutdown on Gaming Venues, Continued

Behaviour at shutdown time

Venues in the quantitative stage were asked whether the customers who are at their premises just before shutdown time tend to stay at the venue or go elsewhere, and those who say the latter, were then asked where the customers tend to go (note if the venue closes, they skipped straight to the question asking where the customers go). The results are shown in the following table.

- Only 5% of all venues say their customers stay at their venue (and only 11% of venues which remain open during the shutdown have customers staying). Most say the customers go elsewhere (70% of venues which remain open say their customers go elsewhere).
- Venues are most likely to believe their customers go to the casino, as mentioned by 41%. Clubs are particularly likely to say this is the case, as are the venues in South Western and Western Sydney.
- Thirty percent of the venues say their customers go home, particularly the Northern Sydney venues.
- Following this, venues are equally likely to think their customers go to another club (15%) or another hotel (14%) (ie another hotel or club which has varied shutdown hours granted by special application). Hotels are more likely to say this than clubs.

What customers do at shutdown time	Total (n=111) %	Hotels (n=92) %	Clubs (n=19)* %
stay at venue	5	5	5
go elsewhere	35	36	32
some stay/some go elsewhere	6	7	5
don't know	4	3	5
venue closes (so must go elsewhere)	50	49	53
Where they tend to go	Total (n=111) %	Hotels (n=92) %	Clubs (n=19)* %
to the casino	41	38	58
home	30	30	26
to another club	15	17	5
to another hotel	14	16	5
to work	1	1	-
other	1	1	-
don't know	15	15	16

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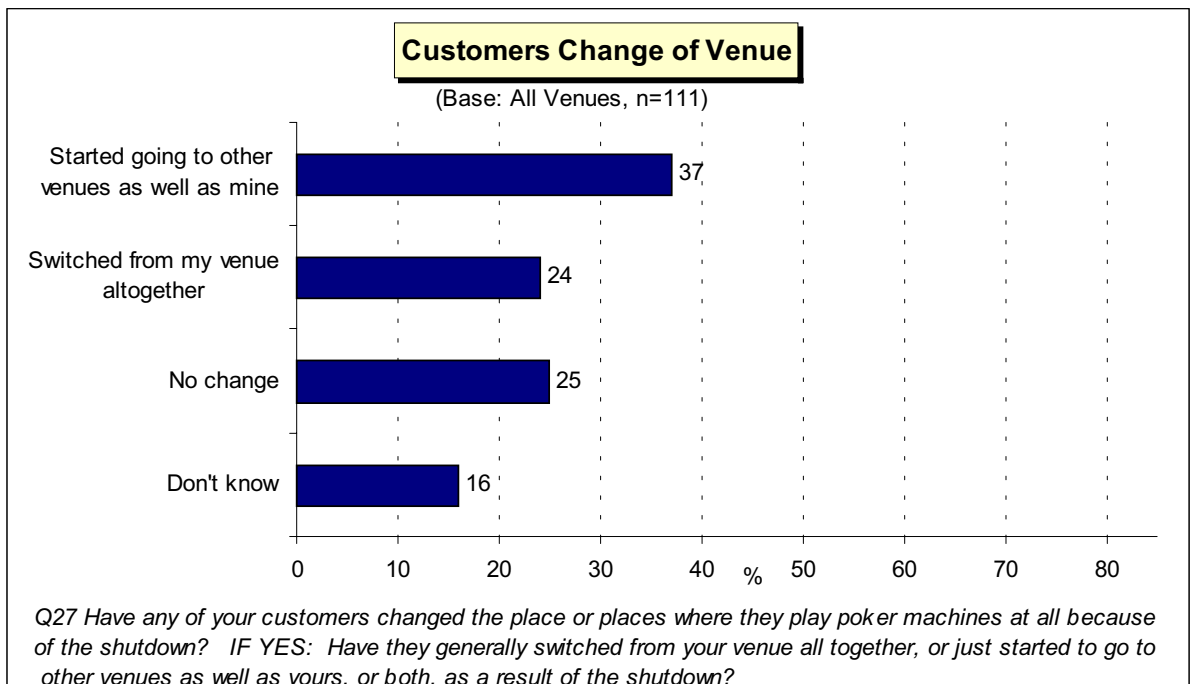
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Impact of Shutdown on Gaming Venues, Continued

Changed venues

Venues were asked whether any of their customers have changed the place/s where they play poker machines because of the shutdown. If they said they had, they were also asked whether they had switched from their venue all together, or just started going to other venues as well as their own. The results are shown in the following graph (based on total sample).

- Just over a third of venues (37%) say their customers have started going to other venues as well as their own.
 - ⇒ Clubs are more likely than hotels to say their customers have started to go to other venues as well (53% versus 34% respectively), as are the venues with a smaller number of machines (less than 25).
- One in four venues (24%) believe their customers have switched from their venue because of the shutdown. Hotels and clubs are equally likely to have this opinion. The hotels with a smaller number of machines are also more likely to say their customers have switched.
- A similar proportion (25%) report no change in their customers choice of venue.



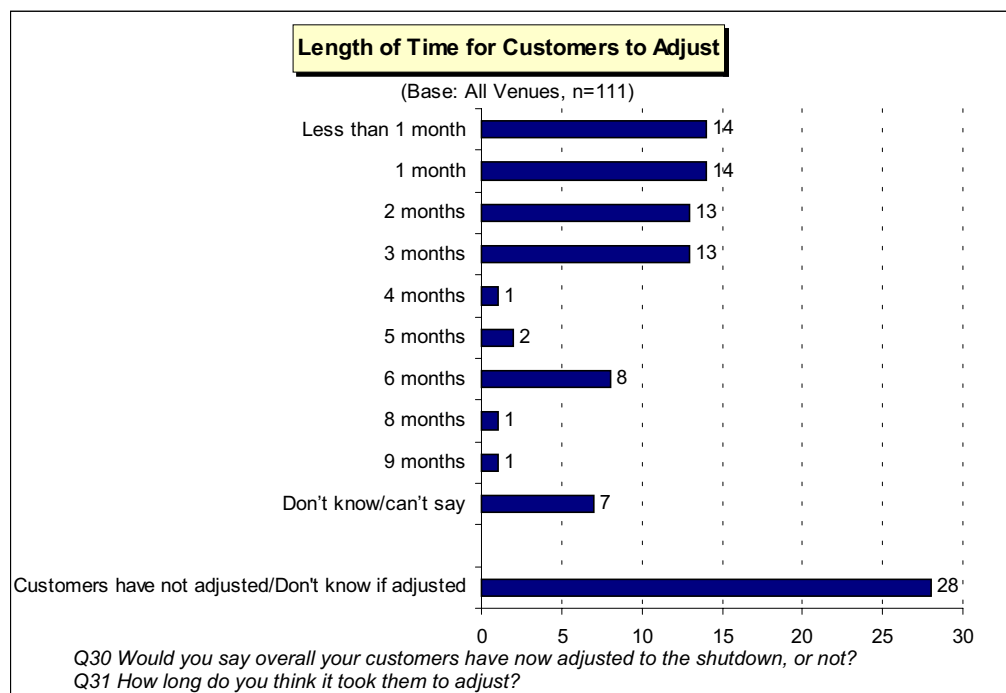
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Impact of Shutdown on Gaming Venues, Continued

Adjustment by customers

Venues were asked whether overall their customers have now adjusted to the shutdown, and if so, how long they think it took them to adjust. The results are shown in the following graph, based on total sample.

- The majority (72%) agree their customers have now adjusted to the shutdown.
 - ⇒ Hotels and clubs are fairly equally likely to feel their customers have adjusted (71% and 79% respectively). Venues in Northern and Western Sydney tend to be more likely than others to agree their customers have adjusted, as do the hotels with a smaller number of machines (less than 25).
- The majority of venues report it took their customers three months or less to adjust to the shutdown (54%), and for around half of these venues, their customers' adjustment was made within just one month (28% of all customers).
- Almost a quarter of the venues (23%) maintain their customers have not adjusted to the shutdown, and a further 5% don't know if their customers have done so.
- The average time it took the venue's customers to adjust (amongst those who have adjusted) is 2.5 months. It has taken club customers marginally longer to adjust than hotel customers (2.8 months versus 2.4 months respectively).



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Impact of Shutdown on Gaming Venues, Continued

Attitudes towards the Shutdown

Overview - Qualitative insights

Venues in the qualitative stage do not see many positive impacts either for their business, the gamblers or the wider community as a result of the shutdown.

Overall, the venues included in this part of the study feel that the shutdown period is detrimental to their business. Most have seen a significant reduction in gaming revenue and for some this has spilled over into other areas of the business such as restaurants and bars.

Venues mention more negative effects of the shutdown including the loss of revenue, changes to staffing levels, not being able to identify and monitor problem gamblers in their venues as easily and a reduction in the amount of money available to donate to charity and the community.

They do not feel that the shutdown is in the interest of the general community, although some do acknowledge that it may encourage a very small minority of problem gamblers to abstain from gambling for that period.

In particular, there is widespread frustration, and in some cases anger, that the regulation does not apply to all gaming venues across the board. All venues in the qualitative stage made reference to the fact that the Sydney Casino has an exemption from the regulation. They feel that this is unfair and they question the Government's commitment to the gambling problem if the shutdown does not apply to the whole gaming industry.

"The casino has cranked up the cash giveaways, cars etc. ...It is meant to be for the protection of the people but they allow this place down there (casino) to trade as normal. The Government is not real, the Government is a joke."(Club)

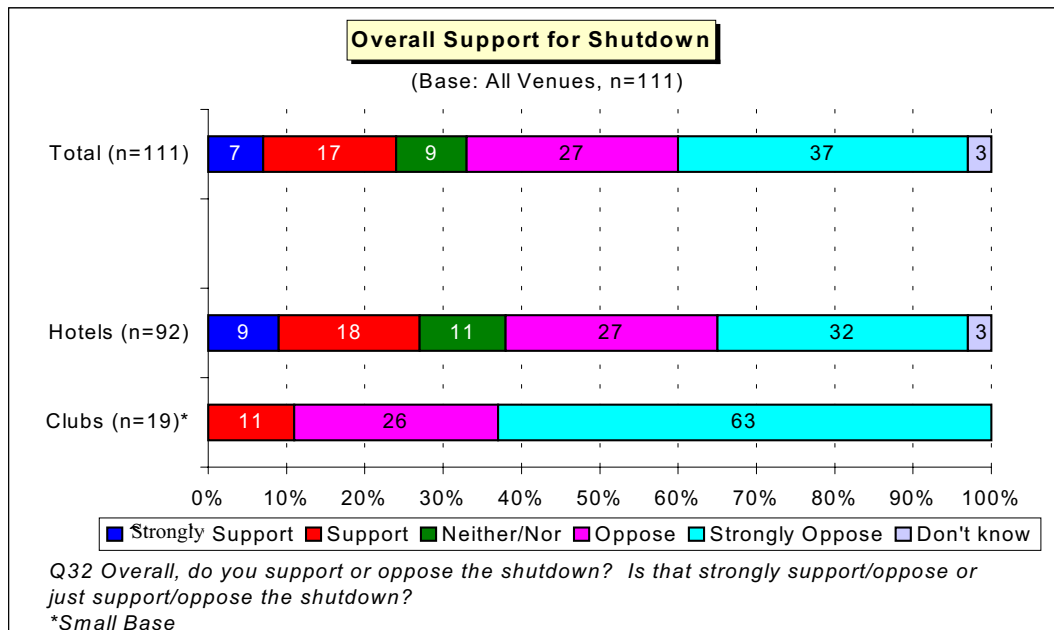
Some have made enquiries to the Government seeking an explanation for the rationale behind this decision but had not received any response.

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Impact of Shutdown on Gaming Venues, Continued

Overall support Venues in the quantitative stage were asked overall whether they support or oppose the shutdown, and the results are shown in the following graph.

- Almost two-thirds of venues (64%) oppose the shutdown, and they are more likely to *strongly oppose* than just *oppose* (37% versus 27% respectively).
 - ⇒ Opposition is significantly stronger amongst clubs than hotels (89% versus 59% respectively). Almost two thirds of clubs (63%) strongly oppose the shutdown.
 - ⇒ The other venues more likely to oppose the shutdown are from Southern or Western Sydney or outside Sydney, as well as the venues which used to operate 24/7 or have changed their opening hours because of the legislation.
- Around one in four (24%), however, support the shutdown, with 7% saying they *strongly support* it.
 - ⇒ The venues more likely than average to support the shutdown are hotels, venues from Northern Sydney, and those which did not used to operate 24/7 or have not changed their opening hours because of the legislation.



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Impact of Shutdown on Gaming Venues, Continued

Attitudes towards the shutdown - Qualitative insights

Positive perceptions

Venues in the qualitative stage did not spontaneously acknowledge many positive benefits for problem gamblers or the community in general.

In a minority of cases there is some recognition that the break in play may benefit problem gamblers in that they are forced to take a break, and this may help:

- potentially save some money
- spend time with family
- get some sleep

It is however thought that it is only likely to affect the compulsive gambler.

Some venues have increased promotions and other activities to try to encourage people to come to the venue for reasons other than gambling. For example: music, pool competitions, film nights, bingo, line dancing, jelly wrestling, comedy nights, crab racing.

Negative perceptions

Venues in the qualitative stage mention the following negative aspects of the shutdown.

- Loss of revenue from gaming areas and also from bar and restaurant areas of the venue
- The shutdown regulation does not apply to all gaming venues across the board and therefore alternative gaming venues are still accessible. The Sydney Casino in particular is singled out as being unfairly excluded from the regulation
- “If this is meant to stop gambling, why is it then that other venues are opened 24 hours. And nobody can give me an adequate answer on that” (Club)
- Other forms of gambling are still available. The internet is considered to a potential growth area for uncontrolled and unsafe gambling which is not monitored by the Government.
- Problem gamblers will always find a way to gamble if they really want to
- Only a minority of people are affected compared to peak periods
- More non-gambling customers are affected than gamblers

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Impact of Shutdown on Gaming Venues, Continued

Attitudes towards the shutdown - Qualitative insights (continued)

- The Government is not perceived to be taking the problem seriously, otherwise it would enforce a blanket shutdown for all venues (ie including the Sydney Casino and early opener venues)

“It’s just a political public interest measure for the politicians so they can say they’re doing something about it” (Club)

“If they are making a serious commitment to harm minimisation have it (the shutdown) across the board” (Club)
- Venues feel that they have lost some control in terms of monitoring problem gamblers in their venues

“It’s disappointing for clubs who have harm minimisation in place and who are pro-active in identifying and helping problem gamblers. It’s taken away by far the most effective way we had for identifying those problem gamblers.” (Club)

“We used to be able to identify those gamblers who had been here for hours on end. Now that is more difficult to do as they have to leave anyway.” (Club)
- There has been no research to show that this shutdown works and is actually in the interest of the gamblers

“Why has there been no research into the effect of the 3 hour shutdown before deciding on a 6 hour shutdown. Do they know if it works? They’re just destroying the clubs.” (Club)
- Venues feel that if they are employing other harm minimisation measures this should be enough

“This club has been a founding member of Betsafe ...we have a very very strong focus on responsible gaming and harm minimisation. We agree with all the Government’s policy, the majority of the Government’s policy on harm minimisation as we do with the responsible service of alcohol....that clearly shows our responsibility, we have never received any issue at all from the police or the council to our late night trading.” (Club)
- One venue questioned why this is the only harm minimisation measure enforced by the Government without consultation with the industry

“There has been consultation with all the other initiatives and this is the only one that is not effective. This one just appeared to be plucked out by the minister with no consultation.” (Club)
- Reduced gaming revenue means that clubs donate less to charities and community programs

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Impact of Shutdown on Gaming Venues, Continued

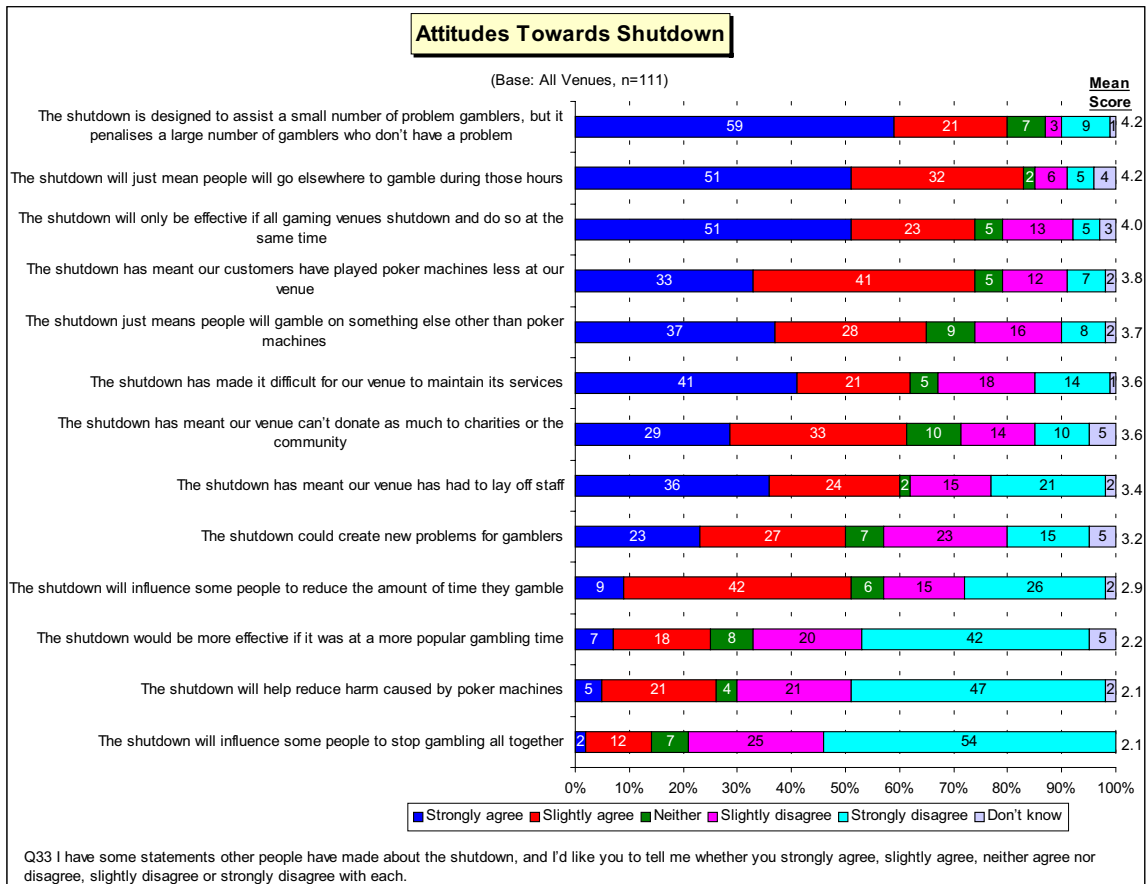
Attitudes towards the shutdown

Venues in the quantitative stage were read a list of statements about the shutdown, which were derived mainly from the qualitative stage, and asked the extent to which they agreed or disagreed with each. The results for each statement are included in the following graph, and the percentage distribution of responses is shown, as well as the mean score (where 1=strongly disagree and 5=strongly agree). The statements are ranked from highest to lowest mean score.

- Venues are most likely to believe the shutdown penalises recreational gamblers, although it is designed to assist just a small number of problem gamblers, with 80% of venues agreeing with this, and 59% *strongly agree*.
- There is also a high level of agreement that people will go elsewhere to gamble during those hours, with 83% of venues supporting this notion (and around half of all venues, 51%, *strongly agrees*).
- Around three in four venues (74%) maintain the shutdown will only be effective if all venues shutdown and do same at the same time (because the Sydney Casino is exempt from the shutdown and some other venues having varied shutdown hours by special application). Again, every second venue (51%) *strongly agrees*.
- There is also a high level of agreement that the shutdown has meant their customers have played poker machines less at their venue, with three quarters (74%) agreeing with this statement (but this does not have the strength of opinion as seen in the previously noted statements, with only 33% *strongly agreeing*).
- Venues tend to not agree that the shutdown will influence some people to stop gambling altogether, with 79% disagreeing with this statement (and 54% *strongly disagree*).
- In terms of the three statements relating specifically to the impact of the shutdown on the venue:
 - ⇒ 62% agree the shutdown has made it difficult for venues to maintain their services (41% *strongly agree*);
 - ⇒ 61% agree the shutdown has meant they can't donate as much to charities or the community; and
 - ⇒ 60% agree they have had to lay off staff because of the shutdown (although there is also a segment of 36% who disagree).

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Impact of Shutdown on Gaming Venues, Continued



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Impact of Shutdown on Gaming Venues, Continued

Attitudes towards the shutdown (continued)

The following table compares the attitudes of the hotels and clubs, using the mean scores (where 1=strongly disagree and 5=strongly agree). So the higher the mean, the higher the agreement.

- Clubs are significantly more likely than hotels to agree that:
 - ⇒ it is difficult to maintain their services
 - ⇒ it is designed to help problem gamblers, but penalises recreational gamblers
 - ⇒ they have had to lay off staff as a result of the shutdown
 - ⇒ and to a lesser extent:
 - ⇒ customers play poker machines less at their venue
 - ⇒ could create new problems for gamblers
- Hotels, on the other hand, are significantly more likely than clubs to agree that:
 - ⇒ people will gamble on something else
 - ⇒ it would be more effective if it was at a more popular gambling time
 - ⇒ it will reduce the harm caused by poker machines

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Impact of Shutdown on Gaming Venues, Continued

Mean scores for statements	Total	Hotels	Clubs
The shutdown will just mean people will go elsewhere to gamble at those hours	4.2	4.3	4.2
The shutdown is designed to assist a small number of problem gamblers who don't have a problem, but it penalises large number of recreational gamblers who don't have a problem	4.2	4.1	4.7
The shutdown will only be effective if all gaming venues shutdown and do so at the same time	4.0	4.0	4.1
The shutdown has meant our customers have played poker machines less at our venue	3.8	3.8	4.2
The shutdown just means people will gamble on something else other than poker machines	3.7	3.8	3.3
The shutdown has meant our venue can't donate as much to charities or the community	3.6	3.5	3.9
The shutdown has made it difficult for our venue to maintain its services	3.6	3.5	4.2
The shutdown has meant our venue has had to lay off staff	3.4	3.3	3.9
The shutdown could create new problems for gamblers	3.2	3.1	3.5
The shutdown will influence some people to reduce the amount of time they gamble	2.9	3.0	2.7
The shutdown would be more effective if it was at a more popular gambling time	2.2	2.3	1.8
The shutdown will help reduce harm caused by poker machines	2.1	2.2	1.7
The shutdown will influence some people to stop gambling altogether	1.8	1.8	1.7

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Impact of Shutdown on Gaming Venues, Continued

Analysis of gaming machine profit data

Analysis of gaming machine profit data

DGR provided ACNielsen with gaming machine profit data for hotels and clubs (where profit is defined as turnover minus winnings). The data was provided in more than one spreadsheet, and so ACNielsen matched the records between the spreadsheets to enable comparisons to be made across the quarters. The analysis is therefore based on venues which were 'matched' in the records for 2001 and 2002 data and were trading during both years⁹.

The data was provided for the following quarters:

Quarter ending	Hotels		
March		2002	The shutdown was in place for all of the June 2002 quarter
June	2001	2002	
September	2001	2002	
December	2001	2002	

Quarter ending	Clubs		
May	2001	2002	The shutdown was in place for the last 2 months of the May 2002 quarter
August	2001	2002	
November	2001	2002	
February	2002	2003	

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⁹ The matching process relied on the name and address of the venue matching, and in many cases the names and addresses recorded in 2001 and 2002 were slightly different. Although there were several checks in place to maximise the possibility of matching, there were some records which could not be matched, and a few where an incorrect match may have been established.

Impact of Shutdown on Gaming Venues, Continued

Hotel gaming machine profit data analysis

The data for **hotels** is analysed by the following three groups:

1. **Granted 24-hour licence and affected** - these are hotels with a 24-hour licence¹⁰ which are known to be affected by the shutdown (as identified through the research);
2. **Granted 24-hour licence and not affected** - these are hotels with a 24-hour licence which are known to not be affected by the shutdown (as identified through the research);
3. **Other gaming venues** - these are the remainder of the hotels (most of which we can assume do not have a 24-hour licence and have not been affected by the shutdown).

Both the first and second groups are from a sub-population of gaming hotels which have been granted a 24-hour licence. As such, the second group can be considered akin to a 'control group' for the first, when we compare the data (because they are most like the first group in terms of being granted a 24 hour licence, except they have not been affected by the shutdown, whereas the first group has).

The following time series graph shows the average quarterly gaming machine profit for the three groups of hotels.

- Comparing the average monthly gaming machine profit across the three groups, the hotels affected by the shutdown have always had significantly higher profits than the other hotels, regardless of whether the shutdown was in place or not. This is because the hotels affected by the shutdown are typically the larger hotels and/or have longer trading hours than the other hotels.
- In addition, the hotels in the 'not affected' group tend to have a higher than average profit than the 'other gaming venues'. Again, this is because these hotels have longer trading hours than the hotels which have not been granted a 24 hour licence (but not as long as those hotels in the 'affected' group).
- The average monthly gaming machine profit for the 'affected' hotels in June 2001 is \$645,000, compared with \$243,000 for the 'not affected' hotels, and just \$143,000 for the 'other gaming venues' over the same quarter. This pattern is fairly consistent across the quarters, although the gap between 'affected' and 'not affected' hotels reduces in the two quarters either side of the introduction of the shutdown (ie March 2002 and June 2002).

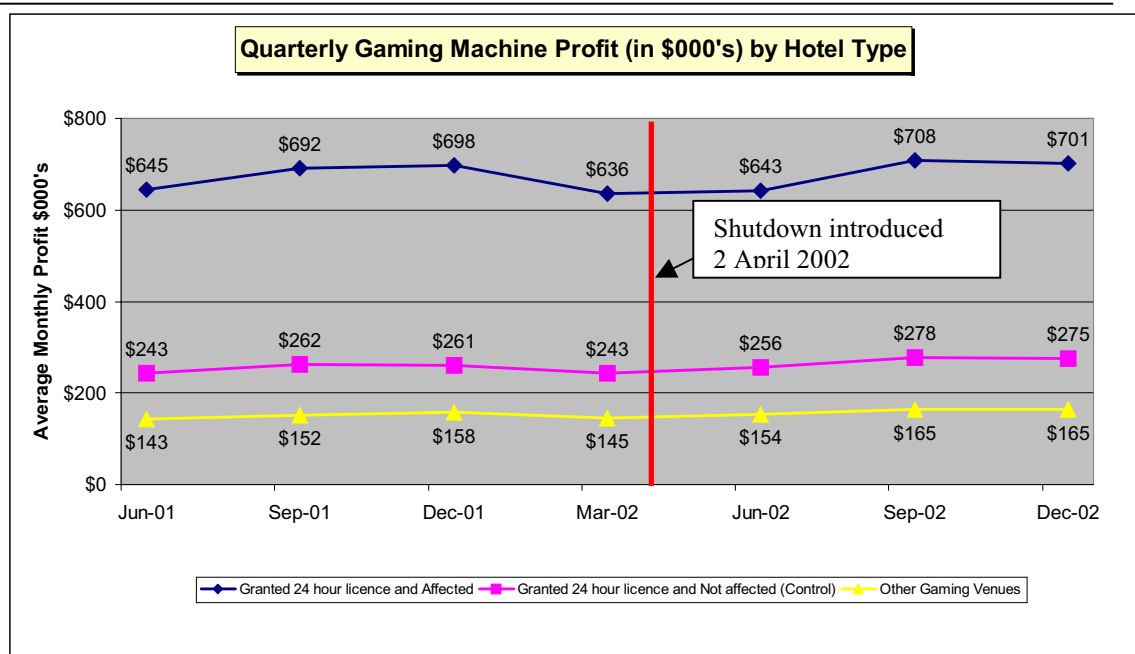
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¹⁰ Not all 24-hour licensed hotels actually operate 24 hours (ie some choose not to).

Impact of Shutdown on Gaming Venues, Continued

Hotel gaming machine profit data analysis (Continued)

- The profits for all three groups fluctuate throughout the year, suggesting a seasonal effect on gaming machine profit.
- Examining the average profits for the year 2002, the 'affected' hotels experienced their two most profitable quarters in the second half of the year, despite the shutdown being in place during this time.



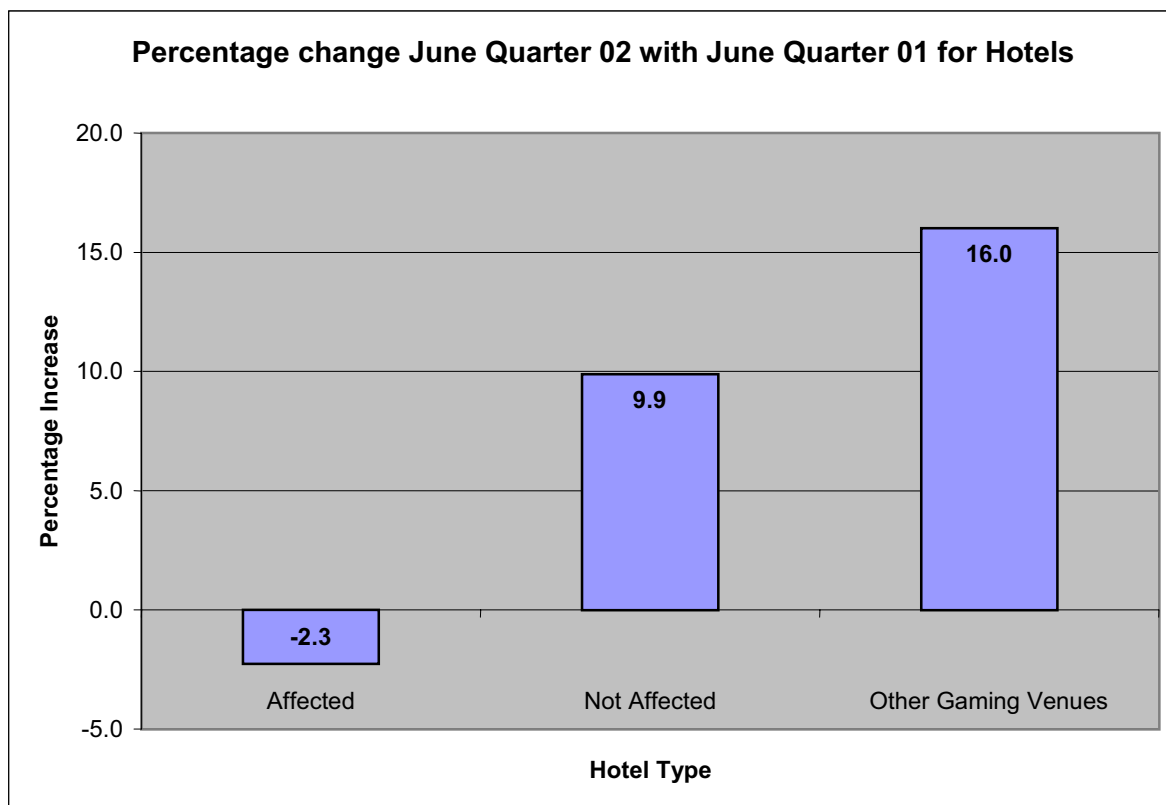
Hotel gaming machine profit data analysis (Continued)

The following graph compares the year on year quarterly profit between the June 2001 and June 2002 quarters which include the month of April (which is as close as we can get to a pre/post comparison for the shutdown which was introduced 2 April 2002). The results are shown as the percentage change in gaming machine profit between the two quarters (and note this analysis examines the profit differences on a venue by venue basis, rather than average profit across all hotels, which was shown in the previous graph).

- The 'affected' hotels have experienced a slight decline (-2.3%) in gaming machine profit between the June 2001 and June 2002 quarters. The 'not affected' hotels, on the other hand, have experienced around a 10% growth in profit over this same period, and 'other gaming venues' have seen an even higher growth, at 16%.

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Impact of Shutdown on Gaming Venues, Continued



Hotel gaming machine profit data analysis (Continued)

The following table shows the following information for all hotels, as well as for each of the three groups of hotels (and all data relates to the June 2001 versus June 2002 quarter):

- ⇒ the number and percentage of hotels which have experienced a **decreased** profit (ie decreased by 5% or more);
- ⇒ the number and percentage of hotels which have experienced **no change** in profit (ie a change of less than 5%);
- ⇒ the number and percentage of hotels which have experienced an **increased** profit (ie increased by 5% or more);
- ⇒ the **mean** (ie average) change in profit experienced, and this is also shown separately for the hotels which have experienced a decreased profit, no change and an increased profit;
- ⇒ the **minimum** and **maximum** change in profit, and again this is also shown separately for the hotels which have experienced a decreased profit, no change and an increased profit;
- ⇒ The results are also split out by Sydney hotels and those located outside of Sydney (as defined by the Sydney Statistical Sub-Division).

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Impact of Shutdown on Gaming Venues, Continued

June 2001 versus June 2002 gaming machine profit	Number of hotels n=	Percentage of hotels %	Mean change in profit %	Minimum %	Maximum %
All Hotels	1725	100	+14	-100	+364
<i>By profit size</i>					
Decreased Profit	528	31	-24	-100	-5
No Change	278	16	0	-5	+5
Increased Profit	919	53	+41	+5	+364
<i>By area</i>					
Sydney	644	37	+7	-100	+364
Outside Sydney	1081	63	+19	-100	+314
Affected hotels					
91	100	-2	-50	+57	
<i>By profit size</i>					
Decreased Profit	45	49	-16	-50	-5
No Change	17	19	0	-5	+5
Increased Profit	29	32	+17	+5	+57
<i>By area</i>					
Sydney	84	92	-1	-50	+57
Outside Sydney	7	8	-13	-37	+10
Not Affected hotels					
182	100	+10	-74	+135	
<i>By profit size</i>					
Decreased Profit	56	31	-23	-74	-5
No Change	32	18	0	-5	+5
Increased Profit	94	52	+33	+5	+135
<i>By area</i>					
Sydney	99	54	+6	-74	+78
Outside Sydney	83	46	+15	-74	+135
Other Gaming					
1452	100	+16	-100	+364	
<i>By profit size</i>					
Decreased Profit	427	29	-24	-100	-5
No Change	229	16	0	-5	+5
Increased Profit	796	55	+42	+5	+364
<i>By area</i>					
Sydney	461	32	+8	-100	+364
Outside Sydney	991	68	+20	-100	+314

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Impact of Shutdown on Gaming Venues, Continued

Hotel gaming machine profit data analysis

(Continued)

The key findings are outlined below:

- On average, hotels have experienced a profit growth of 14% between the June 2001 and June 2002 quarters.
- Just over half of **all hotels** (53%) experienced an **increase** in profit between the June 2001 and June 2002 quarters, with the increase ranging from 5% to 364%. The average increase is 41%.
- Just under a third of hotels (31%) on the other hand, have seen a **decrease** in profit between June 2001 and June 2002, and the decreases range from 5% to 100%. The average decline is 24%.
- Around half of the ‘**affected**’ hotels (49%) have experienced a **decrease** in profit between the June 2001 and June 2002 quarters. These ‘affected’ hotels are more likely to have experienced a decline in profit, compared with those not affected (31% experienced a decreased profit), and other gaming hotels (29% experienced a decreased profit).
- For the ‘affected’ hotels which experienced a decline in profit, the **average** decrease was 16%, which is marginally lower than the average for the other hotels which experienced a decrease in profit (-23% for ‘not affected’ and -24% for ‘other gaming’ hotels).
- Around a third of the ‘**affected**’ hotels (32%) have experienced an **increase** in profit between the June 2001 and June 2002 quarters. These ‘affected’ hotels are less likely to have experienced an increase in profit, compared with those not affected (52% experienced an increased profit), and other gaming hotels (55% experienced an increased profit).
- For the ‘affected’ hotels which experienced an increase in profit, the **average** increase is 17%, which is below the average increase for the other hotels which experienced an increase in profit (+33% for ‘not affected’ and +42% for ‘other gaming’ hotels).
- Comparing the results for hotels located within **Sydney** and those located **outside of Sydney**, overall Sydney hotels have experienced a lower profit growth over these two quarters compared with hotels located outside of Sydney (+7% versus +19% respectively).
- This pattern does not appear to be consistent, however, within each of the three hotel types. The ‘affected’ hotels in Sydney have experienced an average profit decrease of 1%, but those located outside of Sydney (of which there are only seven) have experienced a greater profit loss of 13%. The opposite is true for ‘not affected’ and ‘other gaming’ hotels, where the venues outside of Sydney are enjoying a higher profit growth than those within Sydney.

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Impact of Shutdown on Gaming Venues, Continued

Hotel gaming machine profit data analysis

(Continued)

In **summary**, the results of the hotel profit data analysis show that hotels that were forced to shut down the operation of their gaming machines experienced a slight decline in profit levels during the months immediately following the introduction of the shutdown. Since then, hotels affected by the shutdown have experienced a slight increase in profit levels. However this increase has not been as great as the profit increases experienced by hotels not directly affected by the shutdown.

Clubs gaming machine profit data analysis

The groups analysed for clubs are slightly different because almost all clubs in NSW are entitled to trade 24 hours (so we don't distinguish between those which have been granted a 24 hour licence and those which have not). The data for **clubs** is therefore analysed by the following three groups:

1. Affected - these are clubs which trade 24 hours and are known to be affected by the shutdown (as identified through the research);
2. Not affected - these are clubs which have extended trading hours are known to not be affected by the shutdown (as identified through the research);
3. Other gaming venues - these are the remainder of the clubs (most of which we can assume do not have extended trading hours and have not been affected by the shutdown).

As with hotels, the second group can be considered akin to a 'control group' for the first, when we compare the data (because they are most like the first group in terms of having extended trading hours).

The following time series graph shows the average quarterly gaming machine profit for the three groups of clubs (please note, the base sizes for the 'affected' and 'not affected' clubs are small).

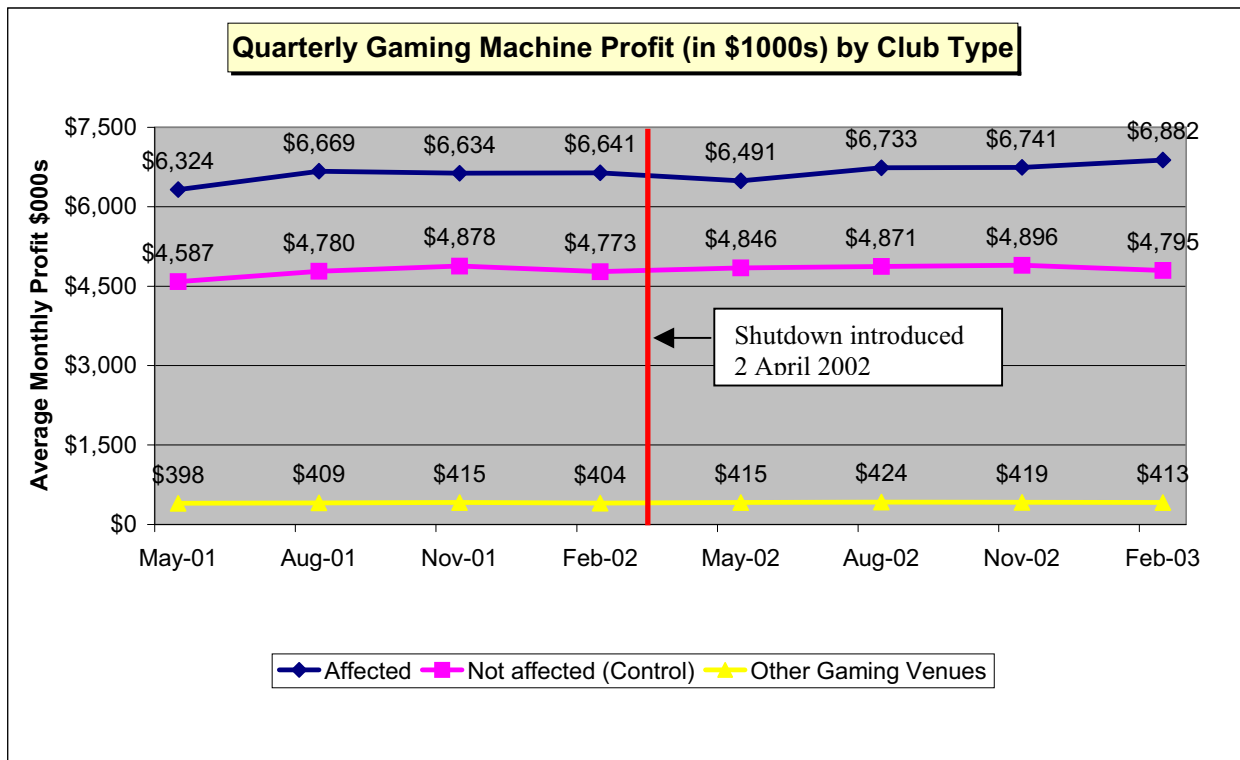
- Comparing the average monthly gaming machine profit across the three groups, the clubs affected by the shutdown have always had higher profits than the other clubs, regardless of whether the shutdown was in place or not. Both 'affected' and 'not affected' clubs have significantly higher monthly profits than the other clubs. This is because these clubs are typically the larger clubs and/or have longer trading hours than the other clubs.
- The average monthly gaming machine profit for the 'affected' clubs in June 2001 was \$6.324 million, compared with \$4.587 million for the 'not affected' clubs, and just \$398,000 for the 'other gaming venues' over the same quarter. This pattern is fairly consistent across the quarters, although the gap between 'affected' and 'not affected' clubs narrowed in the May 2002 quarter, but then increased again in the following quarters.

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Impact of Shutdown on Gaming Venues, Continued

Clubs gaming machine profit data analysis (Continued)

- The profits for all three groups fluctuate throughout the year, suggesting a seasonal effect on gaming machine profit.
- The profit data for the last three quarters available (August 2002, November 2002 and February 2003), shows that these have been the most profitable quarters for the 'affected' clubs, despite the shutdown being in place during this time.



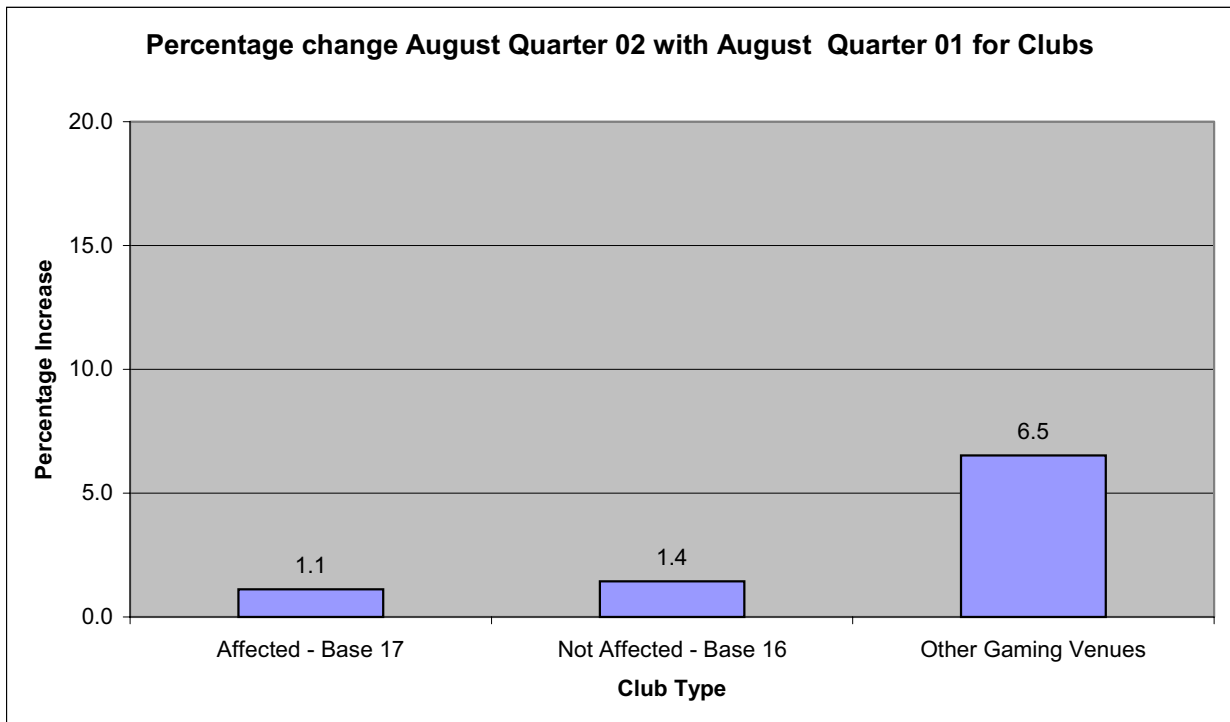
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Impact of Shutdown on Gaming Venues, Continued

Clubs gaming machine profit data analysis (Continued)

The following graph compares the year on year quarterly profit between the August 2001 and August 2002 quarters (the August 2002 quarter was the first full quarter in which the shutdown had been in effect, and so it is as close as we can get to a pre/post comparison for the shutdown). The results are shown as the percentage change in gaming machine profit between the two quarters (and note this analysis examines the profit differences on a venue by venue basis, rather than average profit across all clubs, which was shown in the previous graph).

- There does not appear to be any substantial difference in profit growth between those clubs which have been affected by the shutdown and those which have not.
- The 'affected' clubs have experienced a slight increase in gaming machine profit (+1.1%) between the August 2001 and August 2002 quarters. The 'not affected' clubs have also experienced a similar marginal increase in profit (+1.4%). The 'other gaming' clubs, on the other hand, have experienced around a 7% growth in profit over this same period.



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Impact of Shutdown on Gaming Venues, Continued

Clubs gaming machine profit data analysis

(Continued)

The following table shows the following information for all clubs, as well as for each of the three groups of clubs (and all data relates to the August 2001 versus August 2002 quarter):

- ⇒ the number and percentage of clubs which have experienced a **decreased** profit (ie decreased by 5% or more);
- ⇒ the number and percentage of clubs which have experienced **no change** in profit (ie a change of less than 5%);
- ⇒ the number and percentage of clubs which have experienced an **increased** profit (ie increased by 5% or more);
- ⇒ the **mean** (ie average) change in profit experienced, and this is also shown separately for the clubs which have experienced a decreased profit, no change and an increased profit;
- ⇒ the **minimum** and **maximum** change in profit, and again this is also shown separately for the clubs which have experienced a decreased profit, no change and an increased profit;
- ⇒ The results are also split out by Sydney clubs and those located outside of Sydney (as defined by the Sydney Statistical Sub-Division).

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Impact of Shutdown on Gaming Venues, Continued

August 2001 versus August 2002 gaming machine profit	Number of clubs n=	Percentage of clubs %	Mean change in profit %	Minimum %	Maximum %
All Clubs	1355	100	+6	-100	+297
<i>By profit size</i>					
Decreased Profit	409	30	-21	-100	-5
No Change	310	23	0	-5	+5
Increased Profit	636	47	+27	+5	+297
<i>By area</i>					
Sydney	553	41	+3	-100	+297
Outside Sydney	802	59	+9	-100	+243
Affected clubs					
17	100	+1	-12	-83	
<i>By profit size</i>					
Decreased Profit	6	35	-9	-12	-5
No Change	6	35	0	-4	+5
Increased Profit	5	29	+14	+6	+37
<i>By area</i>					
Sydney	16	94	0	-12	+37
Outside Sydney	1	6	+13	+13	+13
Not Affected clubs					
16	100	+1	-11	+26	
<i>By profit size</i>					
Decreased Profit	3	19	-9	-11	-5
No Change	9	56	0	-3	+4
Increased Profit	4	25	+12	+5	+26
<i>By area</i>					
Sydney	14	88	+1	-11	+26
Outside Sydney	2	13	+4	0	+9
Other Gaming					
1322	100	+7	-100	+297	
<i>By profit size</i>					
Decreased Profit	400	30	-22	-100	-5
No Change	295	22	0	-5	+5
Increased Profit	627	47	+28	+5	+297
<i>By area</i>					
Sydney	523	40	+3	-100	+297
Outside Sydney	799	60	+9	-100	+243

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Impact of Shutdown on Gaming Venues, Continued

Clubs gaming machine profit data analysis

(Continued)

The key findings are outlined below (and again, please note the small base sizes for the 'affected' and 'not affected' clubs).

- On average, clubs have experienced a profit growth of 6% between the August 2001 and August 2002 quarters (compared with a 14% profit growth for hotels).
- Just under half of **all clubs** (47%) experienced an **increase** in profit between the August 2001 and August 2002 quarters, with the increase ranging from 5% to 297%. The average increase is 27%.
- Just under a third of clubs (30%) on the other hand, have seen a **decrease** in profit between August 2001 and August 2002, and the decreases range from 5% to 100%. The average decline is 21%.
- The 17 'affected' clubs are fairly equally divided between those which experienced an increased profit (n=5), a decreased profit (n=6) and no change (n=6) between August 2001 and August 2002. The average **decrease** in profit for 'affected' clubs which experienced a decline in profit is 9%, with the decreases ranging from 5% to 12%. The average **increase** in profit for 'affected' clubs which experienced an increase in profit is 14%, with the increases ranging from 6% to 37%.
- The 'affected' clubs are more likely to have experienced a decline in profit, compared with those 'not affected' (35% versus 19% respectively). The 'not affected' clubs, on the other hand, are more likely to have had no change in profit, compared with the 'affected' group (56% versus 35% respectively). Both groups are equally as likely to have experienced an increase in profit (29% versus 25% respectively).
- Comparing the results for clubs located within **Sydney** and those located **outside of Sydney**, overall Sydney clubs have experienced a marginally lower profit growth over these two quarters compared with clubs located outside of Sydney (+3% versus +9% respectively).
- This pattern appears to be consistent within each of the three club types, with the Sydney clubs experiencing a slightly slower profit growth.

In **summary**, the results of the club profit data analysis show that clubs that were forced to shut down the operation of their gaming machines experienced a smaller growth in profit during the months immediately following the introduction of the shutdown compared to non-affected clubs. Since then, clubs affected by the shutdown have experienced increasing growths in profit. However this increase has not been as great as the profit increases experienced by clubs not directly affected by the shutdown.

Impact of Shutdown on the Wider Community

Section overview

This section examines the impact of the shutdown on the wider community from three perspectives:

1. From local councils, and these results are based on the n=9 depth interviews conducted amongst a range of staff from selected councils. These included General Managers, Director of Community Policy and Services, Legal Services, Building Manager, Director of Development, and Health and Safe Community Action Team Officer;
2. From exploratory telephone depth interviews amongst liquor accords, as part of the desk research component;
3. From an analysis of relevant social statistics as part of the desk research component.

PART 1: LOCAL COUNCILS

Awareness of the Shutdown

Is the three hour shutdown an issue for the councils?

The majority of councils do not consider the three hour shutdown to be an issue in their council areas. Councils did not report any significant impact on local council, the local community, or venues. However, all but one of them talked spontaneously about the six hour regulation and their comments were initially directed towards the reduction of the six hour period to three hours.

However, given that the objective of this stage of the research was to elicit responses and opinions regarding the three hour shutdown, councils were prompted as far as possible for their views, however minimal, regarding the effects of the three hour shutdown regulation.

Nevertheless, from these discussions it is obvious that the six hour regulation is already having, and will continue to have, a far greater impact on the councils than the three hour shutdown. Therefore once responses regarding the three hour shutdown had been obtained, the interviews also included the council views and opinions of the new six hour regulation coming into effect in May.

Continued on next page

Impact of Shutdown on the Wider Community, Continued

Levels of awareness of the three hour shutdown

The majority of councils are aware of the three hour shutdown regulation prior to this study. However, most councils are not aware of many (or any) impacts on the community in general or on the venues in their area.

Monitoring and enforcing the three hour shutdown

None of the councils have had any involvement with the monitoring of the shutdown and the general understanding is that the Licensing Police were responsible for this. In fact, all the councils say they played no role at all in either enforcing or monitoring the three hour regulation.

Key Impacts of the Shutdown on the Local Community

Key impacts

All but one council said that the three hour shutdown had not had much of an impact, that they were aware of, on the local community.

“The hours of the shutdown are not popular hours so the community in general wouldn’t be affected”

Positive impacts are perceived to be:

- The opportunity for the problem gamblers to take a break from gambling during this period
- Reduction in financial losses
- Fewer family breakdowns
- Lower alcohol consumption
- It may play a role in allowing people to get used to being in a venue without the temptation of gambling, which may be the first stage in changing gambling behaviour. If they choose to stay in the venue whilst the gaming areas are shut down it may be an opportunity for gamblers to ‘break the cycle’ of any ‘automatic’ link between gambling and alcohol consumption.

“If it can become more social than about gambling. Without access to gaming machines they can feel what it’s like to be there without gambling”

“It’s important to offer a respite in a venue that you’d normally associate with gaming but it needs to be in a venue that stays open during the gaming shutdown”

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Impact of Shutdown on the Wider Community, Continued

Key impacts (continued)

Negative impacts include:

- One council mentioned that community projects and funding had suffered as a result of the reduction in CDSE (Community Development Support Expenditure) donations from the clubs since the shutdown regulation.
- One commented that there had been minor acts of anti-social behaviour and vandalism as a result of the shutdown, but primarily as a result of the general hours of operation and alcohol consumption, not because of gaming.
- The majority feel that the shutdown has not impacted on anti-social behaviour or disturbances.

“I’m not aware of any increase in incidences listed in the log sheets of local police stations as a result of the shutdown”

Sections of the community affected

Although councils do have community groups who are involved with gambling issues, most people included in this component of the study generally do not have strong day to day links with these groups.

There is some awareness of sections of the community who may be affected by the shutdown:

- Only serious and problem gamblers “but they just go to the casino instead”

“There would be a financial impact for the licensees”

“The operators are the only ones affected by the shutdown”

- Local residents

“In some situations the three hour shutdown may make the neighbourhood better for the residents”

- Working class people

“We have high unemployment and public housing and people on welfare”

- Shift workers

- Ethnic groups eg Asians, Assyrian, Italian, Croatian, Serbian.

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Impact of Shutdown on the Wider Community, Continued

Community reaction

None of the councils have received any direct feedback from the community concerning the three hour shutdown. However, some councils have set up, or are setting up, action groups to assess reaction to and impact of the six hour shutdown, this may have prompted some to place the gambling issue slightly higher on their agendas as a result of their new role in deciding whether to allow exemptions.

“There have been community objections to 24 hour opening hours as a whole but not in relation to the three hour shutdown”

Key Impacts of the Shutdown on Venues

Key impacts

Most of the council representatives included in the study are not aware of any major impacts on the venues in their areas.

Some mention the names of specific venues affected by the shutdown, but the majority just make general reference to the large clubs and hotels (RSL, Leagues Clubs and Bowling Clubs) in their local government areas.

The positive aspects for the venues are perceived to be limited to being able to clean the premises, catch up with administration and possibly being able to staff the venue with two shifts rather than three.

Submissions regarding the three hour shutdown

In terms of submissions received concerning the three hour shutdown, only one had received any submission or direct correspondence from any venue concerning any impacts and arguments against the shutdown regulation. This council had been involved in a discussion with a club regarding the resulting reduction in donations to the community as a result of the decrease in revenue from the gaming area.

Key Impacts of the Shutdown on Council

Key impacts

As previously mentioned, there has not been any specific impacts on council as a result of the three hour regulation. All comments regarding impacts on the councils related to the six hour shutdown regulation rather than the three hour shutdown regulation

Continued on next page

Impact of Shutdown on the Wider Community, Continued

Reactions to the six hour shutdown regulation

Awareness	All councils were aware of and spontaneously talked about the six hour shutdown regulation.
Spontaneous issues and concerns raised	<p>The main issues raised concern the fact that councils feel ill prepared for handling the submissions received from the venues for exemptions from the six hour period.</p> <ul style="list-style-type: none">• Lack of information and general knowledge of the social impact of gaming in general <i>“We don’t really know what impact gambling really has on the community so we don’t know what the right or wrong things are to do regarding allowing exemptions or not”</i>• Not enough warning of the council’s new role and a feeling of ‘being dumped’ with an increased responsibility that they are ill prepared for• No time or resources available for community consultation to assess reaction to and potential impacts of the six hour shutdown period <i>“Ideally we’d like to take this to the local community and business to get their feedback but we don’t have enough resources or time to do that before May”</i>• Lack of information regarding the criteria on which to assess submissions <i>“We’ll probably just look at our neighbouring councils and follow their example”</i>• Potential for lack of consistency in assessing applications across councils <i>“We may be strict but the next council may be lenient”</i>• Most applications are being assessed from a development application perspective rather than using any ‘gaming/social impact’ criteria <i>“As long as we haven’t received any complaints about anti-social behaviour or damage to local amenity in the past we’ll allow the applications to go through. We’ll just treat them like any other development application”</i>

Continued on next page

Impact of Shutdown on the Wider Community, Continued

Spontaneous issues and concerns raised (continued)

- Lack of any power to enforce or monitor conditions given by council to venues for exemptions

“We take the view that the venue must be voluntarily doing over and above the basic harm minimisation measures in order to get an exemption. However, we have no power to enforce that they maintain these measures and they may decide that they’ll revert back to the minimum measures necessary after a few months and there’s nothing we can do about it”

“Councils view won’t carry much weight in the final decision”
- A general feeling that any adverse social issues surrounding venues are more connected to alcohol consumption rather than gaming

“Any anti social behaviour such as noise, violence, vandalism or damage to property is as a result of alcohol consumption not because of gaming. I don’t see the connection between gaming and anti-social behaviour”
- Conflict between the liquor licensing versus the gaming regulations

“The venue can be given a licence to sell alcohol for 24 hours and so telling them to shutdown for six hours when the licence for alcohol is different is a bit difficult. The alcohol licensing hours should probably be the same as the gaming hours”
- Potential for illegal gaming to increase.

Continued on next page

Impact of Shutdown on the Wider Community, Continued

Submissions from venues

Most councils have received ‘a handful’ of applications to reduce the six hour period to a three hour period.

The submissions have been from licensees, venue managers and external consultants employed by the venues. One council mentioned that the venues in their area had all been using the same consultant.

“The consultants are specialists and know how to argue their case. We don’t know any better and have no guidelines or criteria to assess whether what they say is right or wrong”

The submissions highlight issues such as:

- Potential job losses
- Decreased financial support for the local community
- Compliance with current licensing and gaming hours
- Track records showing that the venue has not had a history of anti social behaviour, noise disturbance, violence, vandalism and complaints from the community or police
- Showing that they belong to the gaming code of conduct and support responsible gaming measures

Those that hadn’t received applications were certainly expecting them.

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Impact of Shutdown on the Wider Community, Continued

How will council assess submissions?

Without provision of guidelines and assessment criteria from DGR, councils are likely to assess the applications for exemption in one or more of the following ways:

- Conforming with Development Application criteria
“We will check with the original development consent and if they have approval for 24 hour trading we’ll approve it. Unless there is a public neighbourhood problem we would approve them all”
- Assess the history of anti-social behaviour, noise disturbance, damage to public amenity, crime
“If there is no history of issues related to trading we will probably approve them”
- Consider the movement of people through residential zones from one venue to another
- Seek community feedback
- Look at whether the venue is part of the Licensing Accord, NSW Gaming Code of Conduct, responsible gaming practice and show evidence that they are complying with it.
“We may make all comply with the six hour period as it’s more cut and dried”

Role of council in monitoring and enforcing the regulation

Council does not currently have any role in either monitoring or enforcing the regulation. The majority feel that this should remain the case.

“That’s the job of the licensing police not us”

“The licensing police are the ones that monitor opening hours and they work with the police to monitor any anti social behaviour”

“It doesn’t make much sense to me that the council has to make these decisions when it’s the licensing police and police who enforce it all”

“We don’t have any power or weight to be able to enforce it”

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Impact of Shutdown on the Wider Community, Continued

Requests from council for further information

All councils feel that they need further information to be able to assess applications for exemption from the six hour shutdown regulation. This information is expected to be from a variety of different sources:

- Assessment guidelines and specific criteria on which to assess applications provided by DGR eg information via the DGR internet site – menus specifically set up for this purpose, or DGR publications
- Information relating to the gambling issue generally eg Government and Support Group Publications
- Some feel that they would like to undertake more community consultation with the community, business and community support groups such as Gamblers Anonymous and liquor accords.

“We need to know the impact on the community before we can make an accurate assessment and we can’t do any research as there are no funds available. We need to conduct surveys of the various social and economic support groups to see if there is a problem with gambling or not”

Suggestions for further harm minimisation

The councils made a number of suggestions to help further reduce the impact of problem gambling:

- Educate young people about the effects of gambling.

“We educate young people about sex, drugs and alcohol, we need to talk to them about gaming. Show them the effects of problem gambling. Make it acceptable for people to talk about it as a problem”

- Restrict the number of gaming licences available
- Increase funding and resources to councils for community consultation
- Reduce alcohol consumption in conjunction with a reduction in gaming
- Increase the shutdown period
- Ban all gaming machines
- Only allow gaming machines in licenced clubs, not hotels
- Increase assistance programs for problem gamblers
- Increase funding for the licensing police
- Limit shutdowns to more popular times

Continued on next page

Impact of Shutdown on the Wider Community, Continued

Suggestions for further harm minimisation
(continued)

- Increase advertising showing the harmful effects of gambling
 - Increase staff training for the responsible conduct of gambling to all staff not just those in gaming areas
 - Ban cheque cashing facilities in venues
 - Increase availability of alternative activities in local communities eg sport, music and art.
-

PART 2: LIQUOR ACCORDS

Overview

Around 40 liquor accords have been, or are currently being established in NSW. The Accords involve licensees, local police, councils and community representatives working together to promote and uphold a set of principles or standards relating to the provision of alcohol. The main aim of the Accords is to reduce alcohol related anti-social behaviour and disturbances, particularly late at night and in the early morning.

Liquor accord coordinators were identified by DGR as a potentially useful source of information about the impact of the shutdown on the wider community.

Four telephone interviews were conducted and they were asked about their awareness of the shutdown and to comment on the positive and negative impacts they perceive the shutdown to have for the community.

Awareness

All coordinators interviewed are aware of the shutdown.

Those in councils are particularly conscious of the shutdown due to a recent “influx” of applications by venues to vary the hours they shut down or to be exempt from the shutdown.

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Impact of Shutdown on the Wider Community, Continued

Positive comments

Coordinators believe the shutdown is an appropriate strategy, but due to the 6am to 9am timing and the fact that it is not applied to all venues (because the Sydney Casino is exempt from the shutdown and some other venues having varied shutdown hours by special application), they feel it is largely ineffective.

Their support for the idea of a shutdown stems from a belief that:

- 24 hour gaming “was never a good thing” and should never have been permitted
- the Government has “overlooked the social impacts of problem gambling for too long”. The shutdown represents “a little bit of restraint in an area which has been ridiculously unconstrained. The industry has been given too many concessions.”
- a “break” in accessibility of poker machines provides gamblers with a “respite period” and an opportunity to “cool off and go home” and “think about what they are doing.”

One suggested that the Government should do more by reducing the number of machines per venue and ensuring gaming areas are more discreetly located, not on street level or at shop front. They also suggested the Government and venues should provide more community/socially-oriented activities and entertainment such as live music.

Negative comments

Overall, coordinators feel the shutdown has had very little, if any impact upon the local community in terms of the level of anti-social behaviour/offences occurring. Their thoughts are outlined below.

- The community issues which they are concerned with are mostly linked to alcohol consumption and they feel the negative effects of gaming are more “internalised” or limited to the individual rather than having a noticeably adverse impact on the community.
“Gaming occurs behind closed doors, they sit there quietly and flutter away their livelihoods, often without drinking anything. They are not the ones travelling in groups and getting cross when they are refused service.”
- They believe affected venues continue to operate other services, and in particular the service of alcohol, throughout the shutdown period and it therefore has little or no influence on the local area.
- They believe any reduction in the number of complaints and offences reported are the result of the cooperative efforts of liquor accord members. Alcohol-related incidents have declined due to greater consultation between licensees, local police and the council to achieve responsible service of alcohol.

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Impact of Shutdown on the Wider Community, Continued

Negative comments (Continued)

- They feel venues have very few patrons during the shutdown period with most tending to go home at around 2-3.30am.
- They believe most venues are closed during the time when the shutdown applies.
- Effectiveness of the shutdown is eroded by the ability of venues to vary the hours of its application. They say it should be “across the board”, and if not, that it is a “pointless exercise” and a “waste of money and resources”.
 - ⇒ Local area has a “heavy density of pubs and clubs and gamblers will just go to the longest opening ones.”
 - ⇒ Venues are often co-managed and they will just use courtesy buses to take patrons to the venues that are not required to close.
- Coordinators are cynical about the timing of the shutdown and because it is not uniformly imposed, they believe the Government is unwilling to lose gaming revenue and put the industry off-side. One commented that only in “utopia” would the Government take a hard line approach to addressing problem gambling.
- One licensing police person interviewed stated that DGR and the police are not being notified (at least in a timely fashion) about which venues have successfully applied to vary the shutdown hours.
- They feel it is somewhat unfair to allow venues to operate so many machines and then to impose a shutdown which effects the “bottom line and employment”.

“It’s like closing the door after the horse has already bolted”

When prompted for their reaction to claims made by some venues that they are less able to donate money to schools and other community based organisations as a result of the shutdown, coordinators are sceptical. They feel that the venues continue to be exceedingly profitable and that any negative impact on their revenues, gaming or otherwise, would be minimal and that any complaints from venues along this line are “a complete furphy.” One also suggested that donations made by venues are minor compared to the “money they are raking in from gaming” and they “tend to be politically motivated anyhow.”

Councils (as part of the liquor accord groups) feel negatively about being given the responsibility for processing venue applications to vary the shutdown hours or be exempted. They feel that because the councils act on behalf local venues as well as the community and making them responsible, “*opens the doors to corruption and litigation over inconsistent application of shutdown regulation*”. The next section examines the council’s perspective in more detail.

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PART 3: SOCIAL STATISTICS REVIEW

Introduction ACNielsen conducted a comprehensive search of relevant databases and web sites and contacted various Government agencies for assistance.

This section reviews relevant sources of statistical data on the alcohol and gambling-related incidents in NSW.

In the course of the search, various Government agencies were contacted including Bureau of Crime Statistics and Research, Policing Services NSW, Crime Prevention Division of Attorney General Department and RTA.

Sources found **NSW Bureau of Crime Statistics and Research (BOCSAR)**

BOCSAR collects, analyses and disseminates the statistical information on recorded crimes and criminal court appearances. It identifies trends in crimes and publishes research results about crime and criminal justice. The information in BOCSAR's database of crimes reported to police includes details such as type of offence, when and where it was committed. It holds various statistics including that on theft, betting and gaming offences, drink driving, noise disturbance (but only related to alcohol sales) and offensive behaviour. The recorded criminal incidents report for 2002 had just been released at the time of preparing this report.

The following table highlights the relevant crime statistics from the recent BOCSAR report. Note, the conclusions which can be drawn from the data is limited by the fact that the shutdown legislation came into effect part the way through 2002, and even if there were significant differences, we could not assume they are necessarily due to (or even related to) the shutdown.

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Impact of Shutdown on the Wider Community, Continued

Selected NSW Recorded Crime Statistics 2002¹¹

Type of offence		Jan - Dec 2000		Jan - Dec 2001		Jan - Dec 2002	
		Total	Rate per 100,000 population	Total	Rate per 100,000 population	Total	Rate per 100,000 population
Theft	Break and enter - dwelling	82427	1275.5	80121	1226.5	69795	1068.4
	Break and enter - non-dwelling	50470	781.0	52328	801.0	41367	633.3
	Possess implements	1733	26.8	2049	31.4	1535	23.5
	Receiving	2126	32.9	2020	30.9	1486	22.7
	Goods in custody	9829	152.1	9796	150.0	8705	133.3
	Motor vehicle theft	52626	814.3	53925	825.5	41937	642.0
	Steal from motor vehicle	91313	1413.0	90686	1388.2	76409	1169.7
	Steal from retail store	21283	329.3	20828	318.8	22391	342.8
	Steal from dwelling	32279	499.5	31623	484.1	30347	464.6
	Steal from person	12972	200.7	16656	255.0	19939	305.2
	Stock theft	757	11.7	944	14.5	837	12.8
	Fraud	27607	427.2	33328	510.2	33947	519.7
	Other theft	73861	1142.9	70521	1079.5	59850	916.2
Offensive behaviour	Offensive conduct	3806	58.9	4274	65.4	4842	74.1
	Offensive language	5469	84.6	6006	91.9	5712	87.4
Betting and gaming offences¹²		10	0.2	24	0.4	75	1.1
Driving offences	PCA	23557	364.5	23933	366.4	25087	384.0

Source: NSW Bureau of Crime Statistics and Research, www.lawlink.nsw.gov.au/bocsar

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¹¹ Selection based on the common criminal offences of problem gamblers identified in Blaszczynski, A. and McConaghy N. (1994) Criminal Offences in Gamblers

¹² Betting and gaming offences include conduct/play illegal game, own/manage premises-gaming and other gaming offences

Impact of Shutdown on the Wider Community, Continued

BOCSAR's analysis indicates that there have not been any significant increases in incidents between 2001 and 2002.

According to Dr. Don Weatherburn, the Director of the Bureau, it is too early to speculate about the factors contributing to the changes in recorded crime statistics in NSW. The Bureau will conduct a thorough analysis and investigate this issue over the next few months.

Australasian Policing Research Database

The Australasian Centre for Policing Research maintains this database. The purpose of the database is to facilitate the access to a wide range of research undertaken in Australasia in areas including [general policing issues](#), crimes, and [drugs](#).

The information stored in this database includes survey data on specific crimes/problems and crime trends. It holds published results and analysis of research on the drugs/alcohol-related crimes and subjects such as gambling and crime. No relevant information was found in this database.

www.acpr.gov.au/compendium.asp

Roads and Traffic Authority, NSW

RTA collects and reports on road safety statistics, including drink driving. RTA also holds the information on noise disturbance related to transport. The trend data for 2002 is yet to be available to the members of the public.

<http://www.rta.nsw.gov.au/roadsafety/drinkdriving/index.htm>

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Impact of Shutdown on the Wider Community, Continued

Other sources of statistical information

Relevant Databases Searched:

Attorney-General's Information Service (AGIS)

Lionel Murphy Library, Attorney-General's Department
1975 – present

Expanded Academic Index ASAP

Contains an index, abstracts and full texts to over hundreds of journals. Topics covered include humanities, communication studies, social science, science and technology, women studies, sociology, environment, and public affairs.

Sociofile/Sociological Abstracts

Bibliographic references and abstracts to literature of sociology and the related social sciences including the topics alcohol abuse, anthropology, cities, communications, counselling, crime, culture, death, demography, drugs, and education.

General internet search using:

ANZWERS

Metacrawler

GOOGLE

Websites and General Library/Publication Catalogues of the following institutions:

Attorney's General Crime Prevention Division

Australasian Centre for Policing Research

Australian Centre for Gambling Research (University of Western Sydney)

Australian Institute of Gambling Research

Australian Institute of Criminology

Australian Product Commission

NSW Bureau of Crime Statistics and Research

NSW Department of Community Services

Policing Services NSW

Road and Traffic Authority, NSW

University of Sydney

University of Technology, Sydney

Specific Websites

The following Websites and organisations were searched or contacted for relevant reports or other information, including media releases or announcements:

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Impact of Shutdown on the Wider Community, Continued

Bureau of Crime Statistics and Research	http://www.lawlink.nsw.gov.au/bocsar/
NSW Department of Community Services	http://www.community.nsw.gov.au/
Australian Policing Research Database	http://www.acpr.gov.au/compendium.asp
Australian Product Commission	http://www.pc.gov.au/inquiry/gambling/
Australian Institute of Criminology	http://aic.gov.au/
Australian Centre for Gambling Research (ACGR) at the University of Western Sydney	http://www.aigr.uws.edu.au/
Road and Traffic Authority, NSW	http://www.rta.nsw.gov.au/roadsafety/index.html
University of Sydney Dept of Psychology	http://www.psych.su.oz.au/
Australian Bureau of Statistics.	http://www.abs.gov.au
University of Technology, Sydney	http://uts.edu.au/new/releases/2002/June/12.html
Sydney Morning Herald	http://www.smh.com.au/articles/2002/10/03/1033538678768.html

Search Engines:

ANZWERS Australia & New Zealand (Search Engine)	http://www.anzwers.com.au
METACRAWLER (searches multiple search engines)	http://www.metacrawler.com
GOOGLE (Australian version of search engine)	http://www.google.com.au/

All references identified in the above databases or sources were concerned with the issues of impact of gambling on the community and particularly addressed the subject of the alcohol and gambling-related crimes in NSW and Australia.

Virtually no statistical data specifically pertinent to the impact of the shutdown on the incidence of alcohol and gambling-related offences (including violence, noise disturbance, drink driving and offensive behaviour) was found.

Results of the search

The search of relevant databases and sources of statistical information, as well as the research on gambling and crime, revealed that there is scant availability of statistical information about the incidence of gambling-related offences particularly relevant to the subject of this project. The statistical data which is available does not provide conclusive evidence as to the impact of the gambling on the community since the shutdown was introduced in April 2002.

Appendix I: Sample Profiles

Support agencies

The profile of the quantitative support agency sample is outlined below.

Support Agency Sample Profile	Total n=	Total %
Agency provides support services for gambling only		
yes	13	33
no	27	68
Agency has multi-cultural clients		
yes	36	90
no	4	10
Agency has arrangements with local venues to provide support		
Yes	27	68
No	13	33
Which venues agency has arrangements with		
Hotel	16	40
club	22	55
casino	2	5
TAB	2	5
Region agency is located		
Statewide	2	5
North Coast	2	5
New England/North West	1	3
Illawarra	2	5
Hunter	4	10
Western NSW	2	5
Central Coast	3	8
South East	1	3
Riverina/Murray	2	5
Western Sydney	4	10
South West Sydney	5	13
Coastal Sydney	12	30

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Appendix I: Sample Profiles, Continued

Recreational gamblers

The profile of the recreational gamblers sample is outlined below.

	Total n=	Total %
Sex		
male	171	57
female	129	43
Age		
under 25 years	48	16
25-34 years	48	16
35-44 years	60	20
45-54 years	68	23
55-64 years	51	17
65+ years	25	8
Language spoken		
English	239	80
Arabic	9	3
Italian	8	3
Assyrian	7	2
Spanish	5	2
Cantonese Chinese	3	1
Portugese	3	1
Mecedonian	3	1
Greek	3	1
Armenian	2	1
French	2	1
Maltese	2	1
Vietnamese	2	1
Other	12	4
Marital Status		
married/living with partner	155	52
separated/divorced	42	14
widowed	10	3
single	92	31
Household Structure		
single person	48	16
One parent family with children	24	8
Couple with children	110	37
Couple with no children	59	20
Group household	55	18
Other	1	-

Continued on next page

Appendix I: Sample Profiles, Continued

Work Status		
Full time	165	55
Part time	45	15
Home duties	17	6
Student	16	5
Retired	29	10
Pensioner	18	6
Unemployed (or looking for work)	7	2
Shift Work		
Yes	70	23
No/don't know	140	47
Not working	90	30
Highest education level		
University	39	13
Diploma/Assoc Diploma	28	9
Certificate/Trade Qualification	27	9
Highest level Secondary School	107	36
Didn't complete highest level Sec School	96	32
Annual Income		
Less than \$20,000	68	23
\$20,000 - \$39,999	98	33
\$40,000 - \$69,999	71	24
\$70,000 or more	29	10
Refused	18	6
Don't Know/Can't Say	16	5

Venues

The profile of the venue sample is outlined below (note the other demographics are included in the venue profile part of the *Impact on Gaming Venues* section).

	Total n=	Total %
Region		
East Sydney	4	4
North Sydney	5	5
South Sydney	4	4
West Sydney	64	58
South West Sydney	23	21
Outside Sydney	11	10
Position		
Venue Manager	58	52
Gaming Manager	19	17
Owner/Licensee	25	23
Duty Manager	3	3
Assistant Manager	5	5
Other	1	1

Appendix II: Response Analysis & Other Methodology Information

Response analysis

The response rate information for the CATI surveys is outlined in the following table. It is pleasing to note that the response rate for all three components was very high.

Outcome	Support Agencies		Recreational Gamblers		Venues	
	n=	%	n=	%	n=	%
Total	52		461		418	
Out of scope ¹⁰	5		13		259	
In-scope	47	100%	448	100%	159	100%
Interviews (incl pilot for venues)	40	85%	300	67%	115	72%
Refusals	-	-	20	4%	15	9%
Terminations	-	-	-	-	13	8%
Not suitable (eg language)	-	-	-	-	1	1%
Not available for duration of field	7	15%	39	9%	15	9%
No answer/not connected	-	-	89	20%	-	-

Problems encountered

DGR asked for the report to outline any problems we incurred in conducting the research, and actions taken to overcome them.

- The greatest challenge for this project was the extremely tight timing schedule. DGR required the results of the evaluation as a matter of urgency, so they could consider them prior to the introduction of the six hour shutdown, in early May. The research design therefore was considered to be the best approach given the **time limitations**.
- The original research design assumed ACNielsen would be provided with a sample frame of in-scope venues (ie venues which have been affected by the shutdown). However, this was not possible, and so we used a sample frame of venues which have been granted a 24-licence, as provided by DGR.
- While this was not problematic, it did result in an additional screening process for venues to identify those which are in-scope, and as a result, it was found that fewer venues than anticipated have been affected by the shutdown. This had implications for:

Continued on next page

¹⁰ The 'out of scope' support agencies were duplicates and a disconnected number.

Appendix II: Response Analysis & Other Methodology Information, Continued

Problems encountered (continued)

- the sample size which could be achieved - we originally planned for a sample of around n=340 venues, but achieved n=111 because of the high number of venues which were not in-scope;
- our ability to include regional venues - we found that the regional venues were less likely to be in-scope, and while this is, in itself, a finding (rather than a problem), it also meant we had fewer recreational gamblers in regional areas (because they were recruited from in-scope venues).
- While the recruitment for the qualitative components was very successful, it was more difficult to recruit venues to enable the on-site recruitment of recreational gamblers. Some venues wanted one trial recruitment visit before agreeing to participate, however the timing precluded this possibility.
- Some of the venues wanted verification that the survey was legitimate, and in these cases ACNielsen sent these venues a pre-prepared letter from DGR outlining the nature of the research.
- There was an issue of whether we should define recreational gamblers in terms of their frequency of playing poker machines and screen based on this. However, it was decided, in consultation with DGR, that we would sample all recreational gamblers thus enabling us to get a mix of frequency of play.

In summary, many of the potential problems in a project of this scope were identified and addressed at the research design stage (eg difficulties in recruiting problem gamblers, duty managers not allowing interviewers on-site despite prior agreement by the venue manager, encouraging high response with introductory letters etc).

Permission for recontact

Respondents were told at the end of the quantitative interviews that we may be doing some further research in this area at some stage in the future, and they were asked if we could contact them again. There was an extremely positive response, and the proportion agreeing are shown below.

Agreed to be recontacted	Support Agencies (n=40) %	Recreational Gamblers (n=300) %	Venues (n=111) %
yes	100% (n=40)	94% (n=282)	98% (n=109)
no	-	6% (n=18)	2% (n=2)

Appendix III: Survey Instruments

Qualitative Discussion Guides

The qualitative discussion guides for the following groups are outlined below:

- problem gamblers
 - kin of problem gamblers
 - support agencies
 - venues
 - councils
-

Introduction

- Confidentiality, no right and wrong answers, tape recording, 45 minutes
- Over the last year or so the NSW government has taken a number of steps to try and reduce the harm caused by gambling. This research is to explore what impact these measures have had. To explore this question we are talking with a wide range of people - including heavy gamblers, their family, the agencies that provide counselling services, and the pubs and clubs which have gaming machines.
- I'd like to talk first about your gambling and what gambling means in your life, and then we'll go on to get your comments about some of the recent changes made to try and reduce the harm from gambling.

Current Gambling Status

- Are you gambling at present? If not, when did you stop? Why did you stop?

Gambling History

- When did you start to gamble? Have you gambled for several years?
- What types of gambling do you take part in?
- Which is the main type? Why do you prefer that type?
- Do you gamble with other people or on your own? Do you go mainly to gamble or mainly to socialise?
- Where do you go? Pubs? Clubs? Do you gamble in one location or several?
- How many days a week or a month? Which days? Which times of the day, probe early morning? How did you fit it in around other activities?
- Do you normally gamble little and often, or do you normally have long sessions? What is a long session for you?
- Is the time spent gambling (per session) variable - What is the average time spent?
- If they have stopped gambling: in the last 12 months or so before you stopped, what role did gambling play in your life?
- Has gambling been a problem? If yes, have you sought help?

Suggestions

- The gov't sees that gambling is causing problems for some people and would like to do something about this issue. Do you have any thoughts or suggestions about what they could try that might reduce the problems associated with gambling?

Awareness

- Are there any measures or changes introduced by the gov't which you think have helped to reduce the enticements to gamble and the availability of gambling? Probe – particularly if they identify some strategies that they think would be effective ask if it would have changed their behaviour
- If aware of any - how did you find out about this/these government initiatives to help gamblers?

Personal Impact of Shutdown

- Explain the shutdown - introduced April 2002
- Do you or have you ever gambled between 6 and 9am? Why at that time?
- Has the shutdown impacted on your gambling? In what way - probe fully
- Then probe for following, has the shutdown -
 - ? prevented you from gambling when you wanted to
 - ? influenced spending patterns/amount spent
 - ? spend up big just before the shutdown
 - ? relocate to another venue
 - ? adjust the time when you go gambling
 - ? change to another type of gambling
 - ? spend money on other things (eg alcohol, drugs)

- Do you think the shutdown is likely to impact you in the future?
- If they have sought help - was that before or after the shutdown? Did the shutdown play a part in you seeking help?

Wider Impact of Shutdown

- Who else will it impact on? What groups will be effected?
- Will anyone be advantaged/disadvantaged ? Who benefits/who loses?
- What impact is it having on gambling in general/recreational gamblers? Probe
- What impact is it having on heavy/problem gamblers? Probe

Opinion of Shutdown

- Is cutting the availability of gambling for 3hrs a step in the right direction or is it missing the target? Is it a good idea or not? Will it influence some to stop gambling, or reduce gambling or change gambling habits?
- What (other) strategies would be effective?
- Can you think of any way the shutdown might create new problems for gamblers?

Job No: QG6750	Project Shutdown
Date: 13/2/03	Draft Discussion Guide
Version 1	Gamblers Kin

Introduction

- Confidentiality, no right and wrong answers, tape recording, 45 minutes
- Over the last year or so the NSW government has taken a number of steps to try and reduce the harm caused by gambling. This research is to explore what impact these measures have had. To explore this question we are talking with a wide range of people - including heavy gamblers, their family, the agencies that provide counselling services, and the pubs and clubs which have gaming machines.
- I'd like to talk first about the impact gambling has on (gambler's name).... .. and on yourself and the family, and then I'd like to get your comments about some of the recent changes made to try and reduce the harm from gambling.

Current Gambling Status

- Is your (relative) gambling at present? If not, when did they stop or seek help?

Gambling History

- How long did they gamble for? For how long was gambling a sig't problem?
- What types of gambling do they take part in?
- Which is the main type?
- Do they gamble with other people or on their own? Do they go mainly to gamble or mainly to socialise?
- Where do they go? Pubs? Clubs? Do they gamble in one location or several?
- How many days a week or a month? Which days? Which times of the day, probe early morning? How did they fit it in around other activities?
- Do they normally gamble little and often, or do they normally have long sessions? What is a long session for them?
- Is the time spent gambling (per session) variable - What is the average time spent?
- If they have stopped gambling: in the last 12 months or so before they stopped, what role did gambling play in your life?
- Did the availability of gambling at all times made it easier for him/her to gamble
- What was the impact on you, your homelife, family life/relationships, work, friends

Suggestions

- The gov't sees that gambling is causing problems for some people and would like to do something about this issue. Do you have any thoughts or suggestions about what they could try that might reduce the problems associated with gambling? Why do they think these would be effective

Awareness

- Are there any measures or changes introduced by the gov't which you think have helped to reduce the enticements to gamble and the availability of gambling? Probe who have these initiatives helped? Why do you think they have helped (or how have they helped)?

Personal Impact of Shutdown

- Explain the shutdown - introduced April 2002
- Do they or have they ever gambled between 6 and 9am?
- Has the shutdown impacted on their gambling? In what way - probe fully
- Then probe for following, has the shutdown -
 - ? prevented them from gambling when they wanted to
 - ? influenced spending patterns/amount spent
 - ? spend up big just before the shutdown
 - ? relocate to another venue
 - ? adjust the time when they go gambling
 - ? change to another type of gambling
 - ? spent money on other activities
- Do you think the shutdown is likely to impact them in the future? How?
- If they have sought help - was that before or after the shutdown? Did the shutdown play a part in them seeking help?
- Did the shutdown have any impact at home? If yes, what impact -
 - ? spend less time out and more time at home
 - ? helped manage finances more effectively
 - ? concentrating on work again
 - ? got a job

Wider Impact of Shutdown

- Who else will it impact on? What groups will be effected?
- Will anyone be advantaged/disadvantaged? Who benefits/who loses?
- What impact is it having on gambling in general/recreational gamblers? Probe
- What impact is it having on heavy/problem gamblers? Probe

Opinion of Shutdown

- Is cutting the availability of gambling for 3hrs a step in the right direction or is it missing the target? Is it a good idea or not? Will it influence some to stop gambling, or reduce gambling or change gambling habits?
- What (other) strategies would be effective?
- Can you think of any way the shutdown might create new problems for gamblers?

Job No Date	Project Shutdown Draft Discussion Guide Support Agencies
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Introduction

- Confidentiality, no right and wrong answers, tape recording, 45 minutes
- Over the last year or so the NSW government has taken a number of steps to try and reduce the harm caused by gambling. This research is to explore what impact these measures have had. To explore this question we are talking with a wide range of people - including heavy gamblers, their family, the agencies that provide counselling services, and the pubs and clubs which have gaming machines.
- I'd like to talk first about the government's recent measures to minimise the harm associated with gambling.

Suggestions

- The gov't sees that gambling is causing problems for some people and would like to do something about this issue. Do you have any thoughts or suggestions about what they could try that might reduce the problems associated with gambling?

Awareness

- Are there any measures or changes introduced by the gov't which you think have helped to reduce the enticements (attractiveness of gambling?) to gamble and the availability of gambling? Probe

Impact of Shutdown

- If Shutdown not mentioned, ask if they have heard of it.
- If not, explain concept. What is your opinion of the shutdown?
- What are the positive aspects about it?
- What are the negative aspects/drawbacks about it?
- How many of your clients gamble at that hour? Who gambles at that hour? (Do they have characteristics that seem different to your other clients coming to seek help with gambling related problems?) What sort of gamblers will it impact - are there particular characteristics which make early morning gambling appealing to these people?
- Are there people who get 'hooked' on a machine for a long time - will it get these people to break the cycle and go home (or do something else)? Or will they just go to another venue? Can you think of other effects it may have on the way people gamble?

Feedback from clients

- Have any of your clients specifically mentioned/discussed how it effects them?
- What do they say?

Opinion of Shutdown

- Is cutting the availability of gambling for 3hrs a step in the right direction or is it missing the target? Is it a good idea or not? Will it influence some to stop gambling, or reduce gambling or change gambling habits?
- What (other) strategies would be effective?
- Can you think of any way the shutdown might create new problems for gamblers?

Impacts on demand

- Monitoring? Has your agency seen any change in the volume and type of referral you've been getting - I am most interested in cases that appear to have been affected by the shutdown (*this should filter out the G-line impacts etc*)
- Have you had any liaisons with local gaming venues to provide support services? Which ones (including type of venue)?

Introduction

- Confidentiality, no right and wrong answers, tape recording, 30 minutes
- Over the last year or so the NSW government has taken a number of steps to try and reduce the harm caused by gambling. This research is to explore what impact these measures have had. To explore this question we are talking with a wide range of people - including heavy gamblers, their family, the agencies that provide counselling services, and the pubs and clubs which have gaming machines.
- I understand your hotel/club has been affected by the requirement to shut down gaming machines for three hours per day and I'd like to talk about how that requirement has affected your business and your customers.

Impact on Trading and Gaming

- What were your trading hours/hrs of opening before the shutdown regulation (days/week and hrs/day)
- What were your hours for gaming machines before the shutdown regulation (days/week and hrs/day)

NB: DGR says we can assume gaming machine hours are same as opening hours, ie. hours of alcohol service are same as opening hours.

- Have you reduced your hours for gaming machines? If Yes, by how many hours?
- Has less hours for gaming machines meant less hours for general trading?
- Does the venue shut or stay open when machines are off?

Impact on Revenue/Business

- What have been the key impacts of the shutdown for your business?
- What revenue impacts are evident - in machine gaming - other forms of gambling (eg TAB) - liquor & beverage - food: → is it up/down and by how much? By what % has the revenue varied in each area since shutdown?
- Does the impact extend beyond 3hrs - as gaming machine activity winds down and winds up?
- Have you changed the way the business is run since the shutdown was introduced?
- How has the business been modified or adjusted (*ie Business Planning - strategies to accommodate changes in revenue/profit; staffing, advertising, etc*)
- Have there been any efficiencies as a result of the shutdown (*eg fewer staff, close at that time now, etc*)? Were the costs of trading prior to the shutdown high relative to the revenue?

NB: ClubsNSW have told DGR that some venues have had increases in revenue, caused by other factors such as completion of renovations. They claim that even though revenue has increased in some cases, the shutdown has caused the increase to be lower than what would have been expected.

Impact on Staffing

- Have staff numbers changed since the shutdown? Has the salary bill been reduced?
- Has more efficient staffing policies been possible?

Impact on Customers

- What customers have been affected by the shutdown? What sort of people used to gamble at that hour?
- How many of your customers has it affected?
- Have overall customer numbers declined? If yes, how do you know that?
- Where do you think they have gone?
- Are they recreational gamblers or are some problem gamblers? How do you know that? On what basis do you say that?
- Do you think the shutdown has had an effect on problem gamblers?
- Is it in the interest of the gambler? Is it in the public interest?

- Do you think it is helpful to create a break in play?
- (Clubs) What do your player tracking systems show? Have you seen any change in your regular customers? Are they coming less/spending less/more/going elsewhere?
- How have customers reacted to the shutdown? What do they think about it?
- Have customers adjusted/got used to the shutdown requirement? How long did it take to make this adjustment?
- How do you tell customers that the time for the shutdown is approaching?
- What effect does that have? Do customers tend to spend faster/more just before the shutdown?
- At the shutdown, do they leave the venue or do some stay until they can get back onto the same machine?

Job No: QG6750 Date: 31/3/03 Version 2	Project Shutdown Discussion Guide Councils
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Introduction

- Confidentiality, no right and wrong answers, 20-30 minutes
- Over the last year or so the NSW government has taken a number of steps to try and reduce the harm caused by gambling. This research is to explore what impact these measures have had. To explore this question we are talking with a wide range of people - including heavy gamblers, their family, the agencies that provide counselling services, the pubs and clubs which have gaming machines and local councils.
- I understand your council area has a number of gaming venues in it with 24 hr opening hours who have been affected by the 3 hour shutdown period. I'd like to talk about the impact of the shutdown on the venues and the local community and any issues you have become aware of as a result of the shutdown.

Unprompted Suggestions (other than shutdown)

- The gov't sees that gambling is causing problems for some people and would like to do something about this issue. Do you have any thoughts or suggestions about what they could try that might reduce the problems associated with gambling?

General

- Were you aware of the 3 hour shutdown regulation before you were contacted for this study?
- How many gaming venues have 24 hour trading in your council area?
- What types of venue are they? (number of clubs/hotels)
- How many have been affected by the 3 hour shutdown regulations / changed their opening hours?
- Has the council monitored the impacts of the 3 hour shutdown regulation?
- Has the council received any submissions about the 3 hour shutdown? (Probe: from whom? What was the nature of the submission/s?)
- What role does council have in enforcing or administering the regulation?

Impact of Shutdown for Local Community

- What have been the key impacts of the 3 hour shutdown for the local community as a whole? (Probe: Have the impacts differed between venues? In what way?)
- What have been the positive / negative effects for the local community as a whole? (Probe: job losses, homelessness, traffic disturbance, effect on local amenities, council responsibilities and costs, etc etc)
- Which sections of the community have been affected positively / negatively? (Probe: e.g. ethnic groups, shiftworkers, problem gamblers, people living on their own, homeless people).
- How has the community as a whole reacted to the 3 hour shutdown? What do they think about it?
- What direct feedback or comments has the council had from members of the local community? Who from? What issues have they raised?
- Has the council taken any action to address these impacts?

Impact of Shutdown on Council

- Has the council received any applications from gaming venues for exemption to the 3 hour shutdown? What action/decision did the council take?
- What have been the key impacts of the shutdown for you as a council? (Probe: e.g. increased responsibilities, administration, additional costs, etc.)
- What has the council done in response to this?
- What role do you feel that council should have in deciding how to approve (or refuse) exemptions do you feel the council has enough information to help it deal with the shutdown?
- What information has the council been using to help you respond to these issues / where have you sourced this information?
- What other information would you like to have that would help you respond to these issues? Where should this information be available?

Impact on Venues

- What have been the key impacts of the shutdown for the venues in your area? (Probe: Have the impacts differed between venues? In what way? Why?)
- What have been the positive aspects of it for local venues? (Probe: Have the impacts differed between local venues? In what way?)
- What have been the negative aspects of it for local venues? (Probe: Have the impacts differed between local venues? In what way?)
- What have venues done to counteract the reduction in trading hours?
 - (e.g. offer other activities – music, quiz, theme nights etc)
- Have you received any feedback or comment from these venues as a result of the 3 hour shutdown regulations? Have the venues been lobbying council? Probe: who? Clubs/hotels? Directors/managers/members/patrons/owners(hotels)?
- What issues have they been raising with you?
- What has been council's reaction to these issues? How has the council addressed these issues?
- Have venues been lobbying only in relation to the 3 hr shutdown or are they also making submissions regarding the upcoming 6 hour shutdown period happening in May? (If the latter, probe if formal/informal submissions, etc

Conclusion

- What is your overall impression of the effects of this shutdown?
 - Now that we have spoken about some of the issues related to gambling and the shutdown, do you have any more thoughts or suggestions about what steps could be taken to reduce the problems associated with gambling?
-

Questionnaires The questionnaires for the following groups are included below:
recreational gamblers
support agencies
venues

RECREATIONAL GAMBLERS QUESTIONNAIRE

NG6748

V3: 11 March 2003 (Final)

All work conducted on behalf of ACNielsen is confidential. Under the Code of Ethics of the Market Research Society of Australia no information about this project, questionnaire or respondents should be disclosed to any third party.

Start time: _____

RECORD VENUE TYPE FROM SAMPLE

- Hotel..... 1
- Club 2

Good morning/afternoon/evening, can I please speak to ...INSERT NAME FROM SAMPLE.

DO NOT DISCLOSE ANY FURTHER INFORMATION. THIS COULD BE A VERY SENSITIVE TOPIC AND WE HAVE ASSURED THE RESPONDENT WHEN WE RECRUITED THEM THAT THE SURVEY & TOPIC WOULD NOT BE DISCUSSED WITH ANYONE OTHER THAN THEMSELVES.

IF YOU ARE ASKED BY A PERSON OTHER THAN RESPONDENT WHAT IT IS ABOUT OR WHERE WE GOT THEIR NUMBER: We are calling from ACNielsen, a market research company, and NAME gave me this number and said we could call him/her.

ONLY IF THEY STILL WANT TO KNOW WHAT IT IS ABOUT, SAY: ...I'm sure that NAME will be able to tell you about it.

IF RESPONDENT NOT AVAILABLE ARRANGE A TIME TO CALL BACK.

TO RESPONDENT:

My name is ... from ACNielsen, the market research company. I am calling about the NSW Department of Gaming and Racing survey you agreed to help us out with.

IF NECESSARY REMIND THEM: It is about recent policies aimed at reducing harm caused by problem gambling.

As we told you earlier, the survey takes about 10 minutes. The names of all the people who complete the phone interview will be entered into a draw for a chance to win a digital camera, valued at over \$1,000.

ONLY IF ASKED HOW MANY NAMES WILL BE ENTERED IN THE DRAW, TELL THEM AROUND 300 OR SO.

Is now a convenient time or would you like me to call you back?

ARRANGE A CALL BACK IF NECESSARY.

The information and opinions you provide will be used only for research purposes and will be treated in the strictest confidence. Your name or identity will not be given to anyone in the Department.

Gambling Behaviour

Q.1 Firstly, some questions about the type of gambling you enjoy. Is playing poker machines the form of gambling you tend to do the most?

- Yes 1 GO TO Q3
- No 2
- Don't know/can't say..... 9

CHECK Q1. IF Q1=1 THEN SKIP TO Q3. OTHERWISE, ASK Q2.

Q.2 What is the main form of gambling you take part in?

- Raffle tickets 01
- Lotteries/lotto tickets/Powerball/other lottery tickets..... 02
- Instant scratchies 03
- Keno..... 04
- Tab betting on horses or dogs..... 05
- Betting at the race track 06
- Sports betting (eg Footytab/cricket/tennis)..... 07
- Bingo 08
- Playing table games at a casino 09
- Playing games like cards privately for money at home or any other place..... 10
- Internet gambling..... 11
- Other SPECIFY _____ 98
- Don't know/can't say..... 99

Programmer note: this code frame is similar to Q1 of Support Agency qaire except that poker machines/pokies/gaming machines is included there.

Q.3 Thinking now about the times of the day you usually play poker machines. Which of the following times do you usually play? PROBE: Any others?

READ OUT. MULTIPLE RESPONSE

- 6pm to 9pm..... 1
- 9pm to midnight..... 2
- midnight to 3am..... 3
- 3am to 6am 4
- 6am to 9am 5
- 9am to midday 6
- midday to 3pm..... 7
- 3pm to 6pm..... 8
- Don't know/can't say (DO NOT READ) 9

Q.4 Where do you usually play poker machines - a hotel, club or the casino?

MULTIPLE RESPONSE

- Hotel 01
- Club 02
- Casino 03
- Other SPECIFY _____ 98
- Don't know/can't say..... 99

Q.5 And how often would you usually play poker machines?

- Daily 1
- Once or twice a week..... 2
- Once or twice a month..... 3
- Every couple of months..... 4
- Less often than every couple of months 5
- Don't know/can't say 9

Awareness of Shutdown

Q.6 In April 2002 the NSW Government introduced legislation requiring hotels and clubs to close down poker machines for three hours. Most of them shutdown between 6am and 9am. Before I mentioned this today, had you heard about this shutdown?

- Yes..... 1
- No 2 GO TO Q22
- Don't know/can't say..... 9 GO TO Q22

CHECK Q6. IF Q6=1 (THEY ARE AWARE OF SHUTDOWN), CONTINUE. OTHERWISE SKIP TO Q22.

Q.7 How did you find out about the shutdown? Was it through ...

READ OUT. MULTIPLE RESPONSE

- Signs at the hotel/club..... 01
- Club newsletter 02
- Staff at hotel/club..... 03
- Being at the hotel/club at the shutdown time..... 04
- Through the media - newspaper, radio, TV or magazines. 05
- Friends/family 06
- A community service agency..... 07
- Some other way SPECIFY _____ 98

- Don't know/can't say (DO NOT READ) 99

Impact of the shutdown

Q.8 I'd now like to ask you about how the shutdown has affected you. Which of the following best describes how often you used to play poker machines during the hours of 6am and 9am, before the shutdown? READ OUT

- Never 1
- Rarely..... 2
- Sometimes..... 3
- Often 4
- Always 5

- Don't know/can't say (DO NOT READ) 9

CATI DO A SENSE CHECK: IF Q3=5 (IE THEY USUALLY PLAY BETWEEN 6AM-9AM), THEN Q8 CAN'T = 1 or 2 (NEVER/RARELY)

CHECK Q8. IF Q8=3, 4 OR 5 (SOMETIMES/OFTEN/ALWAYS) THEN CONTINUE. OTHERWISE SKIP TO Q10.

Q.9 Why did you play during those hours? What was the appeal of playing during those hours?
PROBE: Any other reasons?

MULTIPLE RESPONSE

- Shift worker/finished work during/near those hours 01
- Fitted it in before work 02
- Was at the end of a night out 03
- Usually started earlier and was still going 04
- More private/less likely to be seen 05
- Fitted it in around family commitments (eg when the family were asleep, so they were home in time to look after the kids, to get them to school etc) 06
- Other SPECIFY _____ 98
- Don't know/can't say..... 99

Q.10 Has the shutdown prevented you from playing poker machines when you wanted to?

- Yes..... 1
- No 2
- Don't know/can't say..... 9

Q.11 Have you changed the times you play poker machines as a result of the shutdown?

- Yes..... 1
- No 2
- Don't know/can't say..... 9

CHECK Q11. IF Q11=1 (THEY HAVE CHANGED THE TIMES THEY PLAY) ASK Q12, OTHERWISE GO TO Q13.

Q.12 Do you now tend to play poker machines more in the hours before the shutdown or after the shutdown?

- Hours before the shutdown..... 1
- Hours after the shutdown..... 2
- Don't know/can't say..... 9

Q 13 As a result of the shutdown, do you now tend to spend more time or less time playing poker machines?

- More time 1
- Less time..... 2
- No change..... 3
- Don't know/can't say..... 9

Q 14 Have you ever been playing poker machines just before the venue shuts down the operation of its poker machines?

- Yes..... 1
- No 2
- Don't know/can't say..... 9

CHECK Q14. IF Q14 =1 (THEY HAVE BEEN PLAYING JUST BEFORE SHUTDOWN), ASK Q15. OTHERWISE GO TO Q18.

Q 15 Thinking about the last time this happened, did you stay at the hotel or club, or did you go somewhere else?

- Stayed at hotel/club 1
- Went elsewhere..... 2
- Don't know/can't say..... 9

CHECK Q15. IF Q15=2 (THEY WENT ELSEWHERE), ASK Q16, OTHERWISE, SKIP TO Q18.

Q 16 And where did you go, did you go...

READ OUT

- To the casino..... 01
- To another club..... 02
- To another hotel 03
- Home 04
- To work..... 05
- Or somewhere else SPECIFY _____ 98
- Don't know/can't say (DO NOT READ) 99

CHECK Q16. IF Q16=01,02 OR 03 (THEY WENT TO CASINO/CLUB/HOTEL) ASK Q17. OTHERWISE SKIP TO Q18.

Q 17 And did you continue to play poker machines there?

- Yes..... 1
- No 2
- Don't know/can't say..... 9

Q 18 Have you changed the place or places where you play poker machines at all because of the shutdown? IF YES: Have you switched venues all together, or just started to go to other venues as well as your usual one/s, as a result of the shutdown?

- No change 1
- Yes, have switched venues all together because of the shutdown 2
- Yes, started to go to other venues as well as usual one/s because of the shutdown 3
- Don't know/can't say..... 9

Q 19 Would you say you have spent more or less money on poker machines as a result of the shutdown, which began in April 2002, or has there been no change? IF MORE/LESS: Is that a little more/less or a lot more/less?

- Spent a lot more 1
- Spent a little more 2
- No change/stayed the same..... 3
- Spent a little less 4
- Spent a lot less 5
- Don't know/can't say..... 9

CHECK Q19. IF Q19=4 or 5 (SPENT LESS) THEN ASK Q20. OTHERWISE SKIP TO Q22.

Q 20 If you have spent less money on poker machines, in what other ways have you used this money?

MULTIPLE RESPONSE

- Spent it on household expenses/items eg paid bills, food, clothing etc 01
- Paid off credit cards/debts 02
- Spent it on entertainment, leisure or recreation activities.. 03
- Spent it on another form of gambling..... 04
- Spent it on a holiday/trip 05
- Saved the money..... 06
- Some other way SPECIFY _____ 98
- Don't know/can't say..... 99

CHECK 20. IF Q20=04 (SPENT IT ON ANOTHER FORM OF GAMBLING) THEN ASK Q21. OTHERWISE SKIP TO Q22.

Q 21 Which other form of gambling are you most likely to have spent it on?

MULTIPLE RESPONSE

Raffle tickets.....	01
Lotteries/lotto tickets/Powerball/other lottery tickets.....	02
Instant scratchies	03
Keno.....	04
Tab betting on horses or dogs.....	05
Betting at the race track	06
Sports betting (eg Footytab/cricket/tennis).....	07
Bingo	08
Playing table games at a casino	09
Playing games like cards privately for money at home or any other place	10
Internet gambling.....	11
Other SPECIFY.....	98
Don't know/can't say.....	99

Programmer note: this code frame is the same as the Q2 code frame.

Attitudes towards the shutdown

ASK ALL

Q 22 Overall, do you support or oppose the shutdown? Is that strongly support/oppose or just support/oppose the shutdown?

Strongly support the shutdown.....	1
Support the shutdown	2
Neither support nor oppose.....	3
Oppose shutdown	4
Strongly oppose the shutdown.....	5
Don't know/can't say (DON'T READ).....	9

Q 23 I have some statements other people have made about the shutdown, and I'd like you to tell me whether you strongly agree, slightly agree, neither agree nor disagree, slightly disagree or strongly disagree with each.

IF NECESSARY SAY: It doesn't matter if you hadn't heard/don't know much about the shutdown, it's just your impressions we are after.

READ OUT AND ROTATE LIST

		Strongly agree	Slightly agree	Neither	Slightly disagree	Strongly disagree	Don't know DON'T READ
a	The shutdown has meant I have played poker machines less	1	2	3	4	5	9
b	The shutdown will just mean people will go elsewhere to gamble during those hours	1	2	3	4	5	9
c	The shutdown will influence some people to <u>stop gambling</u> all together	1	2	3	4	5	9
d	The shutdown has meant my club or hotel can't donate as much to charities or the community	1	2	3	4	5	9
e	The shutdown will help reduce harm caused by poker machines	1	2	3	4	5	9
f	The shutdown would be more effective if it was at a more popular gambling time	1	2	3	4	5	9
g	The shutdown just means people will gamble on something else other than poker machines	1	2	3	4	5	9
h	The shutdown has meant my club or hotel has had to lay off staff	1	2	3	4	5	9
i	The shutdown will influence some people to <u>reduce the amount</u> of time they gamble	1	2	3	4	5	9
j	The shutdown is designed to assist a small number of problem gamblers, but it penalises a large number of gamblers who don't have a problem	1	2	3	4	5	9
k	The shutdown could create new problems for gamblers	1	2	3	4	5	9
l	The shutdown will only be effective if <u>all gaming venues</u> shutdown and do so at the same time	1	2	3	4	5	9
m	The shutdown has made it difficult for my club or hotel to maintain its services	1	2	3	4	5	9

Gambling Problem

Q 24 Has your gambling ever been a problem for you?

- Yes..... 1
- No 2
- Don't know/can't say 9

CHECK Q24. IF Q24=1 THEN ASK Q25. OTHERWISE, SKIP TO Q26

Q 25 Have you ever tried to get help?

- Yes..... 1
- No 2
- Don't know/can't say..... 9

Demographics

Q 26 Finally a few questions about yourself to ensure we have spoken to a good cross section of people. Which of the following age groups are you in?

READ OUT

- under 25 1
- 25-34..... 2
- 35-44..... 3
- 45-54..... 4
- 55-64..... 5
- 65 and over 6
- Refused DO NOT READ 7

Q 27 RECORD GENDER

- Male..... 1
- Female 2

Q 28 Is English the main language spoken in your household?

- Yes..... 1
- No 2

CHECK Q28. IF Q28=2 THEN ASK Q29. OTHERWISE, SKIP TO Q30.

Q29 What is the main language spoken in your household?

Arabic	01
Cantonese Chinese.....	02
Chinese	03
Croatian	04
Dutch	05
Filipino	06
French	07
German	08
Greek	09
Indonesian.....	10
Italian	11
Korean	12
Macedonian	13
Malaysian.....	14
Mandarin Chinese.....	15
Polish	16
Portuguese	17
Russian.....	18
Spanish.....	19
Tagalog (Filipino).....	20
Turkish.....	21
Vietnamese	22
Other SPECIFY _____	98
Don't know/can't say.....	99

Q 30 What is your current marital status? READ OUT

Married or living with a partner.....	1
Separated or divorced	2
Widowed.....	3
Single	4
Refused (DON'T READ)	7

Q 31 Which of the following best describes your household? READ OUT

Single person	1
One parent family with children	2
Couple with children	3
Couple with no children	4
Group household.....	5
Other (DON'T READ)	8
Don't know/can't say (DON'T READ).....	9

Q 32 Which of the following best describes your current work status? READ OUT

- Working full-time 1
- Working part-time 2
- Home duties 3
- Student 4
- Retired (self-supporting, in receipt of superannuation) 5
- Pensioner 6
- Unemployed (or looking for work)..... 7
- Other (DON'T READ) 8
- Don't know/can't say (DON'T READ)..... 9

CHECK Q32. IF Q32=1 OR 2 (WORKING) THEN ASK Q33. OTHERWISE SKIP TO Q34.

Q 33 Do you usually do shift work?

- Yes 1
- No 2
- Don't know/can't say 9

Q 34 What is the highest level of formal education you have completed?

- University degree or higher 01
- Diploma or associate diploma..... 02
- Certificate or trade qualification 03
- Highest level of secondary school (eg Year 12) 04
- Did not complete highest level of school 05
- Never attended school..... 06
- Other SPECIFY _____ 98
- Refused 97

Q 35 Could you please tell me your own annual income from all sources before tax? READ

- Less than \$20,000 1
- \$20,000 – \$39,999 2
- \$40,000 – \$69,999 3
- \$70,000 or more..... 4
- Don't know/can't say (DON'T READ)..... 9
- Refused (DON'T READ) 7

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Q 36 What is your postcode?

Q 37 We may be doing some further research in this area at some stage in the future, can we contact you again?

Yes 1
No 2

CLOSE: On behalf of the NSW Department of Gaming & Racing, thank you for your time today. We really appreciate you taking the time out of your day to provide this feedback. Your name will now be entered into the prize draw for the chance to win the digital camera.

Just in case you missed it, my name is.... and I'm calling from ACNielsen, the market research company. You may receive a short follow-up call from my supervisor to validate that this interview was correctly administered by me. This call is part of our quality control process and will only take a minute or so of your time. Only around 10% of interviews are validated.

RECORD NAME: _____

I declare that the information obtained is true and correct and I have obeyed the ICC/ESOMAR Code of Marketing and Social Research Practice.

INTERVIEWER: _____

Start _____ Finish _____

Total Minutes _____

SUPPORT AGENCIES QUESTIONNAIRE

NG6749

V3: 11 March 2003 (Final)

All work conducted on behalf of ACNielsen is confidential. Under the Code of Ethics of the Market Research Society of Australia no information about this project, questionnaire or respondents should be disclosed to any third party.

Start time: _____

EXCLUDE THOSE WHO TOOK PART IN QUAL (OR REFUSED PARTICIPATION).

Good morning/afternoon/evening. My name is ... from ACNielsen....

IF NAME AVAILABLE: ...can I please speak to ... MANAGER'S NAME. THEN CHECK THEY ARE THE MANAGER. Can I just check that you are the manager? IF NOT, ASK FOR MANAGER.

IF NAME NOT AVAILABLE: ...can I please speak to the manager?

IF RESPONDENT NOT AVAILABLE ARRANGE A TIME TO CALL BACK.

TO RESPONDENT:

My name is ... from ACNielsen, the market research company. We have been commissioned by the NSW Department of Gaming and Racing to research the impacts of measures introduced by the NSW Government over the last year or so, to reduce the harm caused by gambling.

Gaming and Racing has recently sent your agency a letter telling you about the research. Have you received it?

IF 'YES', CONTINUE

IF 'NO', TELL THEM WE WILL COVER MOST OF WHAT WAS IN THE LETTER ANYWAY, AND IF THEY STILL WANT A COPY, ASK FOR A FAX NUMBER, ARRANGE FOR FAX TO BE SENT AND ARRANGE A TIME TO CALLBACK.

We would greatly appreciate your contribution to this study, as a professional in the field of gambling support services.

If you choose to participate, the survey takes about 15 minutes, and the information and opinions you provide will be used only for research purposes and will be treated in the strictest confidence. Your name or identity will not be given to anyone in the Department.

Is now a convenient time or would you like me to call you back?

ARRANGE A CALL BACK IF NECESSARY.

Client Gambling Behaviour

Q 1 Firstly, a few questions about the typical behaviours of your gambling clients at your agency. IF NECESSARY SAY: You may have a range of clients, but please try and answer as a general overall response

- a. What type of gambling causes the most problems for your agency’s clients? CODE ONE ONLY IN COL A
- b. What next? CODE ONE ONLY IN COL B
- c. What next? CODE ONE ONLY IN COL C

	COL A	B	C
Poker machines/pokies/gaming machines	01	01	01
Raffle tickets	02	02	02
Lotteries/lotto tickets/Powerball/other lottery tickets.....	03	03	03
Instant scratchies	04	04	04
Keno.....	05	05	05
Tab betting on horses or dogs.....	06	06	06
Betting at the race track	07	07	07
Sports betting (eg Footytab/cricket/tennis).....	08	08	08
Bingo.....	09	09	09
Playing table games at a casino	10	10	10
Playing games like cards privately for money at home or any other place.....	11	11	11
Internet gambling.....	12	12	12
Other SPECIFY _____	98	98	98
Don't know/can't say.....	99	99	99

Q 2 Where do most of your clients usually play poker machines - a hotel, club or the casino?
MULTIPLE RESPONSE

Hotel	01
Club.....	02
Casino	03
Other SPECIFY _____	98
Don't know/can't say	99

And how often would your clients usually play poker machines?

Daily	1
Once or twice a week.....	2
Once or twice a month	3
Every couple of months	4
Less often than every couple of months	5
Don't know/can't say	9

Effectiveness of Measures

Q 4 From your experience with your clients, what do you think has been the most effective strategy introduced by the Government to reduce the harm caused by poker machines? PROBE FULLY.

Q 5 I am going to read a list of some measures and I would like you to tell me how effective or ineffective you feel each one is, in reducing the harm caused by poker machines?

Would you say it has been very effective, quite effective, neither effective nor ineffective, not very effective, not at all effective.

READ AND ROTATE ORDER

	Very effective	Quite effective	Neither/nor	Not very effective	Not at all effective	Don't know DON'T READ
a. the self-exclusion program	1	2	3	4	5	9
b. limits on inducements venues can offer	1	2	3	4	5	9
c. the three hour shutdown for poker machines	1	2	3	4	5	9
d. bans on venues advertising externally	1	2	3	4	5	9
e. venues establishing links with counselling services	1	2	3	4	5	9
f. recent television advertising for G-line	1	2	3	4	5	9
g. funding for counselling services	1	2	3	4	5	9
h. clocks being displayed in venues	1	2	3	4	5	9
i. social impact assessments	1	2	3	4	5	9

Awareness of Shutdown

Q 6 Were you aware of the legislation introduced by the NSW Government in April 2002 requiring hotels and clubs to close down poker machines for three hours, before I mentioned it earlier?

- Yes 1
- No 2
- Don't know/can't say 9

CHECK Q6. IF Q6=1 THEN ASK Q7. OTHERWISE, SKIP TO Q24.

Q 7 I'd now like to ask you about how the shutdown has affected your clients. Did any of your clients used to play poker machines during the hours of 6am and 9am?

- Yes 1
- No 2
- Don't know/can't say..... 9

CHECK Q7. IF Q7=1, THEN ASK Q8. OTHERWISE SKIIP TO Q10.

Q 8 Overall, are these clients (who used to play between 6am and 9am) more likely to...

8a

- be male..... 1
- or female 2
- don't know/can't say (DON'T READ)..... 9

8b

- be aged under 25 1
- 26-54 2
- or 55 and over 3
- don't know/can't say (DON'T READ)..... 9

8c

- be working full-time 1
- working part-time 2
- home duties 3
- students 4
- retired or pensioners..... 5
- or unemployed or looking for work..... 6
- other (DON'T READ) 8
- don't know/can't say (DON'T READ)..... 9

8d

- have dependent children 1
- or not 2
- don't know/can't say (DON'T READ)..... 9

Q 9 Why did they play during those hours? What was the appeal of playing during those hours?

PROBE: Any other reasons? MULTIPLE RESPONSE .

- Shift worker/finished work during/near those hours 01
- Fitted it in before work 02
- Was at the end of a night out 03
- Usually started earlier and was still going 04
- More private/less likely to be seen 05
- Fitted it in around family commitments (eg when the family is asleep, so they're home in time to look after the kids, to get them to school etc) 06
- Other SPECIFY _____ 98
- Don't know/can't say..... 99

Q 10 Have any of your clients ever mentioned the shutdown?

- Yes 1
- No 2
- Don't know/can't say..... 9

CHECK Q 10. IF Q10=1, ASK Q11. OTHERWISE GO TO Q24.

Q 11 Has the shutdown prevented your clients from playing poker machines when they wanted to?

- Yes 1
- No 2
- Don't know/can't say..... 9

Q 12 Have your clients changed the times they play poker machines as a result of the shutdown?

- Yes 1
- No 2
- Don't know/can't say..... 9

CHECK Q12. IF Q12=1 (THEY HAVE CHANGED THE TIMES THEY PLAY) ASK Q13. OTHERWISE GO TO Q14

Q 13 Do your clients now tend to gamble more in the hours before the shutdown or after the shutdown?

- Hours before the shutdown 1
- Hours after the shutdown 2
- Don't know/can't say..... 9

Q 14 As a result of the shutdown, do they now tend to spend more time or less time playing poker machines?

- More time..... 1
- Less time 2
- No change 3
- Don't know/can't say..... 9

Q 15 As far as you know, have any of your clients ever been playing poker machines just before the venue shuts down the operation of its poker machines?

- Yes 1
- No 2
- Don't know/can't say..... 9

CHECK Q15. IF Q15=1 (THEY HAVE BEEN PLAYING JUST BEFORE SHUTDOWN), ASK Q16. OTHERWISE GO TO Q19.

Q 16 Do they tend to stay at the hotel or club, or go somewhere else?

- Stay at hotel/club 1
- Go elsewhere..... 2
- Don't know/can't say..... 9

CHECK Q16. IF Q16=2 (THEY GO ELSEWHERE), ASK Q17. OTHERWISE GO TO Q19

Q 17 And where do they tend to go?

READ OUT

- To the casino..... 01
- To another club 02
- To another hotel 03
- Home..... 04
- To work..... 05
- Or somewhere else SPECIFY _____ 98
- Don't know/can't say (DO NOT READ) 99

CHECK Q 17. IF Q17=01, 02 03 OR 98 (THEY TEND TO GO TO CASINO/CLUB/HOTEL OR OTHER), ASK Q18. OTHERWISE GO TO Q19

Q 18 And do they tend to continue to play poker machines there?

- Yes 1
- No 2
- Not applicable 7
- Don't know/can't say..... 9

Q 19 Have any of your clients changed the place or places where they play poker machines at all because of the shutdown? IF YES: Have they switched venues all together, or just started to go to other venues as well as their usual one/s, as a result of the shutdown?

- No change 1
- Yes, have switched venues all together because of the shutdown..... 2
- Yes, started to go to other venues as well as usual one/s because of the shutdown..... 3
- Don't know/can't say..... 9

Q 20 Do you know if your clients have spent more or less money on poker machines as a result of the shutdown, which began in April 2002, or has there been no change? IF MORE/LESS: Is that a little more/less or a lot more/less?

- Spent a lot more 1
- Spent a little more 2
- No change/stayed the same..... 3
- Spent a little less 4
- Spent a lot less 5
- Don't know/can't say..... 9

CHECK Q 20. IF Q20=4 OR 5 (SPENT LESS), ASK Q21. OTHERWISE SKIP TO Q23.

Q 21 If they have spent less money on poker machines, in what other ways have they used this money? MULTIPLE RESPONSE .

- Spent it on household expenses/items eg paid bills, food, clothing etc. 01
- Paid off credit cards/debts..... 02
- Spent it on entertainment, leisure or recreation activities 03
- Spent it on another form of gambling..... 04
- Spent it on a holiday/trip..... 05
- Saved the money..... 06
- Some other way SPECIFY _____ 98
- Don't know/can't say..... 99

CHECK Q21. IF Q21=04 (SPENT IT ON ANOTHER FORM OF GAMBLING), THEN ASK Q22. OTHERWISE, SKIP TO 23.

Q 22 Which other form of gambling are they most likely to have spent it on? MULTIPLE RESPONSE

- Raffle tickets..... 01
- Lotteries/lotto tickets/Powerball/other lottery tickets 02
- Instant scratchies..... 03
- Keno..... 04
- Tab betting on horses or dogs..... 05
- Betting at the race track 06
- Sports betting (eg Footytab/cricket/tennis)..... 07
- Bingo..... 08
- Playing table games at a casino 09
- Playing games like cards privately for money at home or any other place..... 10
- Internet gambling..... 11
- Other SPECIFY _____ 98
- Don't know/can't say..... 99

Programmer note: this code frame is similar to Q1 except that poker machines/pokies/gaming machines is not included here.

Q 23a. You said that some of your clients have mentioned the shutdown. How has the shutdown affected their playing of poker machines? PROBE FULLY

Q 23b. How has the shutdown affected their family? PROBE FULLY

Q 23c. Has your agency had any new clients as a direct result of the shutdown?

- Yes 1
- No 2
- Don't know/can't say (DO NOT READ) 9

Attitudes towards the shutdown

ASK ALL

Q 24 Overall, do you support or oppose the shutdown? Is that strongly support/oppose or just support/oppose the shutdown?

- Strongly support the shutdown 1
- Support the shutdown 2
- Neither support nor oppose..... 3
- Oppose shutdown..... 4
- Strongly oppose the shutdown..... 5
- Don't know/can't say (DO NOT READ) 9

Q 25 I have some statements other people have made about the shutdown, and I'd like you to tell me whether you strongly agree, slightly agree, neither agree nor disagree, slightly disagree or strongly disagree with each.

IF NECESSARY SAY: It doesn't matter if you hadn't heard/don't know much about the shutdown, it's just your impressions we are after.

READ OUT AND ROTATE LIST

		Strongly agree	Slightly agree	Neither	Slightly Disagree	Strongly disagree	Don't know (DON'T READ)
a	The shutdown has meant our clients have played poker machines less	1	2	3	4	5	9
b	The shutdown will just mean people will go elsewhere to gamble during those hours	1	2	3	4	5	9
c	The shutdown will influence some people to stop gambling all together	1	2	3	4	5	9
d	The shutdown has meant clubs or hotels can't donate as much to charities or the community	1	2	3	4	5	9
e	The shutdown will help reduce harm caused by poker machines	1	2	3	4	5	9
f	The shutdown would be more effective if it was at a more popular gambling time	1	2	3	4	5	9
g	The shutdown just means people will gamble on something else other than poker machines	1	2	3	4	5	9
h	The shutdown has meant clubs or hotels have had to lay off staff	1	2	3	4	5	9
i	The shutdown will influence some people to reduce the amount of time they gamble	1	2	3	4	5	9
j	The shutdown is designed to assist a small number of problem gamblers, but it penalises a large number of gamblers who don't have a problem	1	2	3	4	5	9
k	The shutdown could create new problems for gamblers	1	2	3	4	5	9
l	The shutdown will only be effective if all gaming venues shutdown and do so at the same time	1	2	3	4	5	9
m	The shutdown has made it difficult for clubs or hotels to maintain their services	1	2	3	4	5	9

Demographics

Finally a few questions about your agency to ensure we have spoken to a good cross section.

Q 26 Does your agency provide support services for gambling only?

- Yes 1
- No 2

Q 27 Does your agency have any multi-cultural clients?

- Yes 1
- No 2
- Don't know/can't say 9

Q 28 Do you have any arrangements with local venues to provide support services?

- Yes 1
- No 2
- Don't know/can't say 9

CHECK Q 28. IF Q28=1, THEN ASK Q29. OTHERWISE SKIP TO Q30.

Q 29 Is that with ...

READ OUT AND MULTIPLE RESPONSE .

- A hotel 01
- A club..... 02
- The casino 03
- The tab 04
- Or somewhere else SPECIFY _____ 98
- Don't know/can't say..... 99

Q 30 CATI RECORD THE REGION FROM THE SAMPLE

- Statewide NSW 01
- North Coast 02
- New England/North West 03
- Illawarra 04
- Hunter 05
- Western NSW 06
- Central Coast 07
- South East 08
- Riverina/Murray 09
- Western Sydney 10
- South West Sydney 11
- Coastal Sydney 12

Q 31 We may be doing some further research in this area at some stage in the future, can we contact you again?

Yes 1
No 2

CHECK DETAILS

CLOSE: On behalf of the NSW Department of Gaming & Racing, thank you for your time today. We really appreciate you taking the time out of your busy day to provide this feedback. Just in case you missed it, my name is.... and I'm calling from ACNielsen, the market research company. You may receive a short follow-up call from my supervisor to validate that this interview was correctly administered by me. This call is part of our quality control process and will only take a minute or so of your time. Only around 10% of interviews are validated.

RECORD NAME: _____

AGENCY NAME: _____

I declare that the information obtained is true and correct and I have obeyed the ICC/ESOMAR Code of Marketing and Social Research Practice.

INTERVIEWER: _____

Start _____ Finish _____

Total Minutes _____

VENUES - MAIN QUESTIONNAIRE

NG6746
V4: 24 March 2003 (Main)

All work conducted on behalf of ACNielsen is confidential. Under the Code of Ethics of the Market Research Society of Australia no information about this project, questionnaire or respondents should be disclosed to any third party.

Start time: _____

RECORD VENUE TYPE FROM SAMPLE

- Hotel..... 1
- Club 2

EXCLUDE THOSE WHO TOOK PART IN THE DEPTH INTERVIEWS OR REFUSED PARTICIPATION. WE CAN INCLUDE THOSE WHO AGREED TO ON-SITE RECRUITMENT.

PLEASE BE AWARE WE MAY HAVE CONTACTED THESE PEOPLE ALREADY ABOUT ONE OF THE PREVIOUS STAGES.

Good morning/afternoon. My name is ... from ACNielsen. We have been commissioned by the NSW Department of Gaming and Racing to conduct some research, can I please speak to the venue manager?

IF RESPONDENT NOT AVAILABLE ARRANGE A TIME TO CALL BACK.

TO RESPONDENT: My name is ... from ACNielsen, the market research company. We have been commissioned by the NSW Department of Gaming and Racing to research the impacts of measures introduced by the NSW Government over the last year or so, to reduce the harm caused by gambling.

IF THE VENUE MANAGER WANTS US TO TALK WITH THE GAMING MANAGER - THAT'S FINE

S1 Firstly I need to check, does your venue have poker machines?

- 1. yes CONTINUE
- 2. no **THANK AND TERMINATE. RECORD AS NE NO POKER MACHINES**

S2 Has your venue been affected by the three-hour shutdown, that is, have you had to shutdown the operation of your poker machines for any period of time, because of the legislation introduced in April 2002 - or were your poker machines not operating or open for all or part of those three hours anyway?

- 1. yes have been affected by shutdown, poker machines had to shutdown **CONTINUE**
- 2. no not affected by shutdown, poker machines were not open/operating then anyway **THANK AND TERMINATE. RECORD AS NE NOT AFFECTED.**

NOTE: MOST VENUES HAVE TO SHUTDOWN BETWEEN 6AM AND 9AM, BUT SOME APPLIED FOR EARLY OPENER STATUS, AND THEY SHUTDOWN FOR A DIFFERENT 3 HOUR PERIOD, EG 5AM-8AM, 4AM-7AM ETC.

The AHA and ClubsNSW are aware of the research and support venues' participation in it.

We would greatly appreciate your contribution to this study, so we can find out how the shutdown has affected your business and your customers.

If you choose to participate, the survey takes about 10-15 minutes, and the information and opinions you provide will be used only for research purposes and will be treated in the strictest confidence. Your name or identity will not be given to anyone in the Department.



Is now a convenient time or would you like me to call you back?

ARRANGE A CALL BACK IF NECESSARY.

Impact on Trading

Q1a Firstly, some questions on how the shutdown has affected your poker machine operating hours. Which of the following best describes your venue?

READ

We shutdown the <u>operation of our poker machines</u> from 6am to 9am as a result of the legislation.....	01
We shut them down from 6am to 9am on some days and for different hours on other days, as a result of a special application	02
We shut them down at hours other than 6am to 9am, as a result of a special application.....	03
or something else SPECIFY _____.....	98
don't know/can't say DON'T READ.....	99

IF Q1a=01, SKIP TO Q2. OTHERWISE ASK Q1b

Q1b And which (other) three hour period or periods do you shutdown the operation of your poker machines, as a result of the legislation? PROBE: Any other time periods on different days?

NB: IT CAN'T BE 6AM TO 9AM

MULTIPLE RESPONSE

midnight to 3am	01
1am to 4am.....	02
2am to 5am.....	03
3am to 6am.....	04
4am to 7am.....	05
5am to 8am.....	06
other SPECIFY _____	98
don't know/can't say	99

Q2 Prior to the shutdown did this venue open 24 hours a day, seven days a week?

yes	1
no.....	2
don't know/can't say	9

IF Q2=1, CATI INSERT 24 INTO EACH OF THE 7 DAYS IN COLUMN B OF THE GRID BELOW, THEN SKIP TO Q5. IF Q2=2 OR 9, ASK Q3.

Q3 Did your venue open 24 hours on any day prior to the shutdown?

yes	1
no.....	2
don't know/can't say	9

IF Q3=1, ASK: Which days? CATI INSERT 24 INTO EACH OF THE DAYS THEY OPENED 24 HOURS, IN COLUMN B OF THE GRID BELOW, THEN ASK Q4 UNTIL ALL DAYS ARE COMPLETED IN GRID.

Q4 How many hours did your venue open on a ...INSERT DAY OF THE WEEK.... prior to the shutdown? REPEAT UNTIL ALL DAYS COMPLETE IN COLUMN B

INSERT NUMBER, VALUE MUST BE 0-24, EXCEPT CODE DK AS 99.
IF CLOSED ON A CERTAIN DAY, CODE AS 0 (ZERO)

COLUMN A	COLUMN B: Q2-Q4 Hours per day venue opened prior to shutdown	COLUMN C: Q6-7 Hours per day poker machines operated prior to shutdown
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		
CATI TO SUM HOURS		

Q5 CATI SUM ALL HOURS FOR THE SEVEN DAYS IN COLUMN B AND THEN CHECK: So, prior to the shutdown your venue opened INSERT SUM hours a week. IF NOT CORRECT, RETURN TO GRID AND CHECK & CORRECT.

- *Programmers note: we need to work out how to sum if any are dk- may be best not to have a check if any are dk - same for Q8. Max value is 168.*

Q6 And prior to the shutdown, did your poker machines operate whenever your venue was open?

- yes 1
- no..... 2
- don't know/can't say 9

IF Q6=1, CATI COPY HOURS ACROSS TO COL C IN THE GRID ABOVE, THEN SKIP TO Q8.
IF Q6=2 or 9, ASK Q7.

Q7 FOR EACH DAY IN COLUMN A WHICH IS NOT ZERO IN COLUMN B, ASK: How many hours did your poker machines operate on a ...INSERT DAY OF THE WEEK.... prior to the shutdown? REPEAT UNTIL ALL DAYS COMPLETE IN COLUMN C

- *Programmers note: col c can't be greater than col b for any one day*

Q8 CATI SUM ALL HOURS FOR THE SEVEN DAYS IN COLUMN C AND THEN CHECK: So, prior to the shutdown your poker machines operated INSERT SUM hours a week. IF NOT CORRECT, RETURN TO GRID AND CHECK & CORRECT.

Q9 Have you changed the opening hours of your venue because of the shutdown?

- yes 1
- no..... 2
- don't know/can't say 9

Q10 Do other areas or sections of your venue always stay open during the poker machine shutdown, or do you always close the venue completely, or do you stay open on some days and close on others?

- other areas/sections stay open 1
- close completely..... 2
- stay open some days/close others..... 3
- don't know/can't say 9

Q11 Have you reduced the hours your poker machines operate beyond the three hour requirement per day, because of the shutdown?

- yes 1
- no 2
- don't know/can't say 9

IF Q11=1, ASK Q12a. OTHERWISE GO TO Q13

Q12a By how many hours per week, beyond the three hour requirement?

INSERT NUMBER OF HOURS PER WEEK: _____ CODE DK AS 999

Q12b And do these extra hours of shutdown tend to be before or after the legislated shutdown hours?

- before 1
- after 2
- don't know/can't say 9

Impact on the business of your venue

Q13 Now some questions on how the shutdown has affected your business. Overall, which of the following best describes the affect the shutdown has had on your total business?

READ

The shutdown has had ...

- a very negative affect 1
- a quite negative affect 2
- no affect..... 3
- a quite positive affect 4
- a very positive affect 5
- don't know/can't say (DON'T READ) 9

IF CODES Q13= 4 or 5, ASK Q14. OTHERWISE GO TO Q15

Q14 In what way has it had a positive affect on your total business? PROBE: Anything else?

Q15 Have there been any cost savings or efficiencies for your venue as a result of the shutdown?
IF YES: What sort of cost savings?

MULTIPLE RESPONSE

- none 97
- can do more balancing/counting of money 01
- helps with staff rosters 02
- saved in power/electricity/gas/water/air-conditioning 03
- lower/less staff salaries 04
- other SPECIFY _____ 98
- don't know/can't say 99

Q16 How has the shutdown affected your total business? PROBE: How else has it affected your business?

IF Q13=3, CHANGE THE WORDING FOR Q16 TO: Have there been any impacts at all of the shutdown for your total business?

MULTIPLE RESPONSE AND CODE FIRST MENTIONED IN COL A, OTHERS IN COL B. FOR EACH OF 02-07 NOT MENTIONED AT Q16, ASK Q17.

Q17 And has your venue experienced a INSERT * IMPACT as a result of the poker machine shutdown? CODE IN COL C IF YES, MULTIPLE RESPONSE

DON'T READ FOR Q16

	COL A Q16 First Mention SINGLE	COL B Q16 Other Mentions MULTI	COL C Q17 Prompted MULTI
reduction or loss in revenue (NFI)	01	01	
* reduction or loss in <u>gaming</u> revenue	02	02	2
* reduction or loss in <u>non-gaming</u> revenue.....	03	03	3
* reduction in number of staff or reduced hours for staff	04	04	4
* reduction or loss of customers	05	05	5
* reduction in net or overall costs	06	06	6
* more efficient staff rostering	07	07	7
higher security risk/more risk of robbery/theft	08	08	
less able to donate to charities or the community	09	09	
have to close down other areas/sections during the poker machine shutdown	10	10	
have to close venue completely during poker machine shutdown hours	11	11	
postpone/cancel building renovations/repairs.....	12	12	
postpone/cancel implementation of new facilities/programs /entertainment	13	13	
other SPECIFY _____	98	98	
none/had no impact	97	97	
don't know/can't say.....	99	99	

IF Q16-17 ONLY HAS CODES 06 OR 07 IN COL A-C, GO TO THE SKIP ABOVE Q20.
OTHERWISE ASK Q18.

Q18 And what, if anything, have you done to respond to this/these impact/s? PROBE: What have you changed in the way you run your business?

MULTIPLE RESPONSE

changed opening hours.....	01
closed sections/areas	02
fewer staff	03
re-organised staff roster/hours.....	04
changed the physical layout/structure of the room/s.....	05
moved gaming machines around venue	06
more marketing/advertising/promotions	07
offered other/new activities.....	08
postponed/delayed/cancelled renovations or extensions.....	09
ordered/bought new gaming machines.....	10
increased gaming options.....	11
decreased gaming options	12
improved customer service	13
other SPECIFY _____	98
nothing	97
don't know/can't say	99

CHECK Q18. IF Q18=97 OR 99, GO TO SKIP ABOVE Q20. OTHERWISE ASK Q19.

Q19 Has it been enough to counteract the affect of the shutdown...

READ

Fully	1
Partially	2
or not at all?.....	3
don't know/can't say (DON'T READ).....	9

CHECK Q16 - IF Q16=01 (IN COL A OR B), ASK Q20, OTHERWISE GO TO Q21.

Q20 You mentioned you have had a reduction in revenue because of the shutdown. What percentage has this overall reduction been? SAY IF NECESSARY: an estimate is fine.

RECORD PERCENT AS WHOLE NUMBER (IE NO DECIMAL PLACES).

IF THEY SAY BETWEEN X AND Y%, RECORD AS MID POINT, ROUNDED TO NEAREST WHOLE NUMBER. RECORD DK AS 999, REFUSED AS 997

____%

CHECK Q16/17 - IF Q16 OR Q17=02, ASK Q21, OTHERWISE GO TO Q22.

Q21 You mentioned you have had a reduction in gaming revenue because of the shutdown. What percentage has this overall reduction been? SAY IF NECESSARY: an estimate is fine.

RECORD PERCENT AS WHOLE NUMBER (IE NO DECIMAL PLACES).

IF THEY SAY BETWEEN X AND Y%, RECORD AS MID POINT, ROUNDED TO NEAREST WHOLE NUMBER. RECORD DK AS 999, REFUSED AS 997

____%

- Q22 Some people have mentioned there is a shoulder period and that the impact of the shutdown can be felt for some time either side of the shutdown. Does your venue experience this?
- yes 1
no..... 2
don't know/can't say 9

IF Q22=1, ASK Q23a, OTHERWISE GO TO Q24.

Q23a Thinking about the number of hours in the shoulder period before the shutdown. On a typical day, how many hours before the shutdown do you feel its impact?

RECORD HOURS - ALLOW HALF HOURS (.5), RECORD DK AS 99, REFUSED AS 97
_____ hours

Q23b What about the number of hours in the shoulder period after the shutdown. On a typical day, how many hours after the shutdown do you feel its impact?

RECORD HOURS - ALLOW HALF HOURS (.5), RECORD DK AS 99, REFUSED AS 97
_____ hours

Impact on customers

Q24 Thinking now about how the shutdown has affected your customers. What type of customers do you think have been affected? PROBE: What others?

MULTIPLE RESPONSE

- shift workers/hospitality workers..... 01
- younger people..... 02
- people out partying late..... 03
- older people..... 04
- problem gamblers..... 05
- tourists/backpackers 06
- all different types of people NFI..... 07
- Asians 08
- other ethnic groups SPECIFY _____ 09
- other SPECIFY _____ 98
- don't know/can't say 99

Q25 How do you think the shutdown has affected your customers? PROBE: Anything else?

MULTIPLE RESPONSE

have no where to go now during these hours.....	01
have to go home.....	02
can't socialise/meet friends at this time.....	03
play credits/bet quickly/spend more just before shutdown.....	04
spend more time/money at venue.....	05
frustrated/annoyed someone telling them what to do.....	06
just go elsewhere to gamble/to the casino/internet gambling etc.....	07
they go to unsafe/unsecure places.....	08
safety risk having to leave in early hours.....	09
gamble less.....	10
drink less.....	11
drink more.....	12
saved money/have more money.....	13
other SPECIFY.....	98
don't know/can't say.....	99

Q26 Do you think the customers who are affected by the shutdown are more likely to be recreational gamblers or problem gamblers?

more likely to be recreational gamblers.....	1
more likely to be problem gamblers.....	2
both equally.....	3
don't know/can't say.....	9

Q27 Have any of your customers changed the place or places where they play poker machines at all because of the shutdown? IF YES: Have they generally switched from your venue all together, or just started to go to other venues as well as yours, or both, as a result of the shutdown?

MULTIPLE RESPONSE FOR CODES 2 &3

No change.....	1
Yes, have switched from my venue all together because of the shutdown.....	2
Yes, started to go to other venues as well as mine because of the shutdown.....	3
Don't know/can't say.....	9

IF Q10=1 OR 3, ASK Q28, OTHERWISE GO TO Q29b.

Q28 Thinking about the customers who are at your venue just before you shut down the operation of the poker machines (IF Q10=3, SAY: on the days you stay open), do they tend to stay at the hotel or club, or go elsewhere?

stay at hotel/club.....	1
go elsewhere.....	2
some stay/some go elsewhere.....	3
don't know/can't say.....	9

IF Q28=2 OR 3, ASK Q29a, OTHERWISE GO TO Q30.

Q29a AND b USE THE SAME CODEFRAME

Q29a Where do they tend to go? THEN GO TO Q30.

IF Q10≠1 OR 3, ASK Q29b.

Q29b Thinking about the customers who are at your venue just before you shut down the operation of the poker machines, where do they tend to go after shutdown?

READ AND MULTIPLE RESPONSE

to the casino	01
to another club.....	02
to another hotel.....	03
home.....	04
to work	05
or somewhere else SPECIFY _____.....	98
don't know/can't say	99

Q30 Would you say overall your customers have now adjusted to the shutdown, or not?

yes	1
no.....	2
don't know/can't say	3

IF Q30=1, ASK Q31, OTHERWISE GO TO Q32.

Q31 How long do you think it took them to adjust?

less than 1 month.....	01
1 month	02
2 months.....	03
3 months.....	04
4 months.....	05
5 months.....	06
6 months.....	07
7 months.....	08
8 months.....	09
9 months.....	10
more than 9 months.....	11
don't know/can't say	99

Attitudes towards the shutdown

Q32 Overall, do you support or oppose the shutdown? Is that strongly support/oppose or just support/oppose the shutdown?

Strongly support the shutdown	1
Support the shutdown.....	2
Neither support nor oppose	3
Oppose shutdown.....	4
Strongly oppose the shutdown	5
Don't know/can't say (DO NOT READ).....	9

Q33 I have some statements other people have made about the shutdown, and I'd like you to tell me whether you strongly agree, slightly agree, neither agree nor disagree, slightly disagree or strongly disagree with each.

IF NECESSARY SAY: It doesn't matter if you hadn't heard/don't know much about the shutdown, it's just your impressions we are after.

READ OUT AND ROTATE LIST

		Strongly agree	Slightly agree	Neither	Slightly disagree	Strongly disagree	Don't know DON'T READ
a	The shutdown has meant our customers have played poker machines less at our venue	1	2	3	4	5	9
b	The shutdown will just mean people will go elsewhere to gamble during those hours	1	2	3	4	5	9
c	The shutdown will influence some people to stop gambling all together	1	2	3	4	5	9
d	The shutdown has meant our venue can't donate as much to charities or the community	1	2	3	4	5	9
e	The shutdown will help reduce harm caused by poker machines	1	2	3	4	5	9
f	The shutdown would be more effective if it was at a more popular gambling time	1	2	3	4	5	9
g	The shutdown just means people will gamble on something else other than poker machines	1	2	3	4	5	9
h	The shutdown has meant our venue has had to lay off staff	1	2	3	4	5	9
i	The shutdown will influence some people to reduce the amount of time they gamble	1	2	3	4	5	9
j	The shutdown is designed to assist a small number of problem gamblers, but it penalises a large number of gamblers who don't have a problem	1	2	3	4	5	9
k	The shutdown could create new problems for gamblers	1	2	3	4	5	9
l	The shutdown will only be effective if all gaming venues shutdown and do so at the same time	1	2	3	4	5	9
m	The shutdown has made it difficult for our venue to maintain its services	1	2	3	4	5	9

Q34	Do you have an arrangement with a problem gambling support agency?	
	yes	1
	no.....	2
	don't know/can't say	9

IF Q34=1, ASK Q35. OTHERWISE GO TO DEMOGRAPHICS

Q35	Which one/s? PROBE: Any others?	
	Wesley (any type)	01
	Clubsafe	02
	Betsafe.....	03
	AHA/Australian Hotels Association/Game Change/Hotels program	04
	other SPECIFY _____	97
	don't know/can't say	99

Q36 Apart from the shutdown, what else has impacted on your total business over the last year or so?
PROBE: What else?

MULTIPLE RESPONSE

	ban on advertising / signage.....	01
	restrictions on gaming machine promotions	02
	restrictions on payment of cash prizes/if more than \$1000 have to pay by cheque.	03
	other harm minimisation measures	04
	renovations / refurbishments	05
	downturn in economy.....	06
	competition from other gaming venues.....	07
	local crime rates	08
	responsible service of alcohol / breath testing, etc.....	09
	negative publicity/media about gambling/poker machines.....	10
	other SPECIFY _____	98
	nothing	97
	don't know/can't say	99

Demographics

Finally a few questions about your venue to ensure we have spoken to a good cross section.

CATI COPY POSTCODE FROM SAMPLE _____

WE WILL CATEGORISE INTO CCBF REGIONS

IF CLUB (SEE FRONT PAGE), ASK Q37-38. OTHERWISE, GO TO Q39.

Q37 Which of the following best describes your club?

READ AND MULTIPLE RESPONSE

	football club	01
	other sports club.....	02
	workers club	03
	services club.....	04
	community club.....	05
	ethnic club.....	06
	or some other type of club SPECIFY _____	98
	don't know/can't say (DON'T READ).....	99

Q38 And how many gaming machines does your club have? Would you have ...
READ

under 50	1
50-99	2
100-199	3
200-449	4
450 or more	5
don't know/can't say (DON'T READ)	6
refused (DON'T READ)	7

THEN SKIP TO Q41.

IF HOTEL (SEE FRONT PAGE), ASK Q39-40:

Q39 Does your hotel ...	
... provide accommodation	
yes	1
no.....	2
... sell take away liquor	
yes	1
no.....	2

Q40 And how many gaming machines does your hotel have?

RECORD NUMBER _____
RECORD DK AS 999, REFUSED AS 997

Q41 Are you the venue manager or the gaming manager (or another position)?	
venue manager	01
gaming manager	02
other SPECIFY _____	98

Q42 We may be doing some further research in this area at some stage in the future, can we contact you again?

yes	1
no.....	2

CLOSE: On behalf of the NSW Department of Gaming & Racing, thank you for your time today. We really appreciate you taking the time out of your busy day to provide this feedback. Just in case you missed it, my name is.... and I'm calling from ACNielsen, the market research company. You may receive a short follow-up call from my supervisor to validate that this interview was correctly administered by me. This call is part of our quality control process and will only take a minute or so of your time. Only around 10% of interviews are validated.

RECORD NAME: _____

VENUE NAME: _____

I declare that the information obtained is true and correct and I have obeyed the ICC/ESOMAR Code of Marketing and Social Research Practice.

INTERVIEWER: _____

Start _____ Finish _____ Total Minutes _____

Appendix IV: Company Information

Company Profile

ACNielsen Corporation is the world's leading provider of market research, information and analysis to the consumer products and service industries. More than 9,000 clients in over 100 countries rely on ACNielsen's dedicated professionals to measure competitive marketplace dynamics, to understand consumer attitudes and behaviour, and to develop advanced analytical insights that generate increased sales and profits.

February 2001 saw the union of marketing and media giants ACNielsen and VNU, a world leader in the service of marketing and media information, directories and consumer information. This union has resulted in the dynamic integration of both companies' unmatched experience, global coverage and technology measuring audiences and advertising in today's digital environment.

ACNielsen Australia provides four principal market research services:

Customised Research Services include tailored quantitative and qualitative studies that generate information and insights into consumer's attitudes and purchasing behaviour, customer satisfaction, brand awareness and advertising effectiveness.

Retail Measurement Services includes continuous tracking of consumer purchases at the point of sale through scanning technology and in-store audits. ACNielsen delivers detailed information on actual purchases, market shares, distribution, pricing changes, merchandising and promotional activities, providing customised solutions to complex marketing and business issues.

Media International includes information on international televisions and radio audience rating, advertising expenditure measurement and print readership measurement that serves as the essential currency for negotiating advertising placement and rates.

Internet research. ACNielsen.online conducts on and offline market research focussed on understanding what users want from the Internet to fully complement information on how people are behaving online provided through Nielsen//NetRatings, the global Internet audience and advertising measurement service offered by ACNielsen eRatings.com.

In addition, ACNielsen markets a broad range of advanced software and modeling & analytical services. These products help clients integrate large volumes of information, evaluate it, make judgements about their growth opportunities and plan future marketing and sales campaigns.

This unique combination of research expertise within one organisation provides clients with competitive advantage through a comprehensive picture of market dynamics, consumer attitudes and behaviour, media consumption and public opinion.
