

# NSW Office of Responsible Gambling Annual Progress Report 2022–23

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# Introduction

## Our vision and purpose

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

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

## Our outcomes

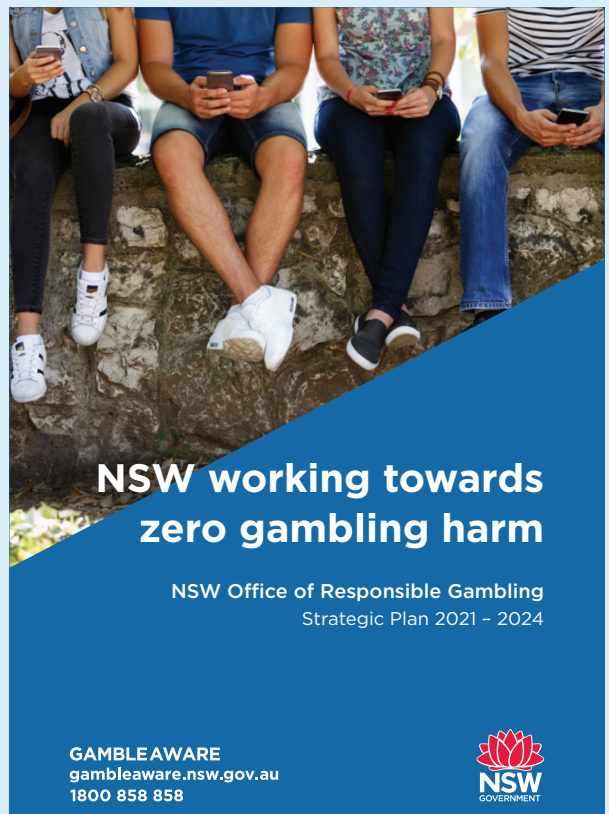
Our Strategic Plan has identified the following outcomes, which we will work towards over 2021–24.

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

## About this report

This is our second progress report against our Strategic Plan 2021–24. It highlights our achievements in 2022–23 and our ongoing delivery of core programs and services, including funding free GambleAware services across NSW.

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



Strategic Plan 2021–24

# Highlights from 2022–23

In 2022–23 the Office of Responsible Gambling continued to bring to life the three-year strategic plan we launched in 2021.

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

- The launch of the new digital platform to GambleAware staff who now use it to book appointments, determine clinician availability and report service output and client outcomes.
- The appointment of a new provider of the GambleAware Helpline. Referrals to our GambleAware providers increased significantly in its first six months of operation.
- The industry round-table hosted by the Responsible Gambling Fund Trust with peak bodies, operators, gaming machine manufacturers, the NSW Independent Casino Commission, and the Independent Liquor and Gaming Authority. Participants presented on culture change strategies, staff training, customer monitoring, cashless gaming and facial recognition. The day was really well received, with all participants in favour of a follow up event.
- The release of new research on gambling, gaming and simulated gambling amongst young people aged 12–17 years. Young people reported being inundated with gambling promotion, especially sports betting advertising and ads for social casino games. They identified strategies they believe would help protect them from gambling harm, including tighter regulation and age restrictions for simulated gambling.

- The release of the *Role of Parents in Youth Gambling*, which explores the influence of parents on gambling. This research found that many parents facilitate adolescent gambling and that adolescents are most likely to gamble and experience harm if their parents facilitate their gambling.
- *The Number that Changed My Life* campaign continued to raise awareness in diverse communities in NSW. The campaign, the first of its kind in Australia, delivers targeted, in language messaging for the Vietnamese, Arabic, Chinese, Hindi and Korean communities. In 2022 it was awarded the Best Regulatory Campaign by the International Association of Gaming Regulators as well as a Premiers Multicultural Communications Award.

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



RGF Chair John Datzell at the RGF Industry Roundtable



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

In 2022/23 we:

- published the first part of stage two of the *NSW Youth Gambling Study*. We funded Central Queensland University for a qualitative study with young people in NSW aged 12 to 17 years, to examine: youth gambling transitions; parental influence; resilience and protective factors; and new and emerging online gambling advertising. The research found that young people's gambling attitudes and behaviours are shaped through social processes involving changing sources of influence. These include parents, peers, gambling advertising, sports interests, gambling opportunities, and monetary and simulated gambling products. Young people reported an unprecedented level of influence from a wide range of sources that promote gambling, and that permeate their home, school, social, media and digital environments. Protective strategies and environments need to be multi-faceted to tackle these influences, in line with a public health approach.
- released research on parents and their role in preventing gambling and gambling problems in adolescents. We provided a grant to Central Queensland University for an online survey of over 1,000 NSW parents living with an adolescent aged 12 to 17 years. The research found that almost 80% of parents who gambled in the previous 12 months did so in the presence of their adolescent children. It also revealed that a significant proportion of parents facilitate adolescent gambling, and that this strongly predicted adolescents gambling and experiencing gambling harm. These findings are informing our approach to educating and supporting parents to reduce young people's risk of gambling harm.

- released research on smart phone betting. We provided a grant to Central Queensland University for this research. It confirmed the features of smart phones that make betting easier, and found that the combination of these features can compound harmful behaviours such as more frequent betting, impulsive betting, placing less well researched and a wider variety of bets, and betting more in social situations.

**Are you aware  
gambling exists  
in kids games?**

**Be Aware. Visit GambleAware.**

For information and confidential support 24/7  
gambleaware.nsw.gov.au  
Call 1800 858 858



- supported research on late-night gaming. This study investigated the impact of electronic gaming machine (EGM) late-night gambling on the behaviours and profile of those engaging in late-night play. It surveyed 625 EGM users in NSW, finding that late-night EGM users were significantly more likely to be experiencing problem gambling. The later into the early hours of the morning (after 2am, and after 4am), the higher the risk became. It also found that venue closures would limit access and reduce harm for late-night EGM users. The research was funded by the RGF and managed by Liquor and Gaming NSW with input from the Office.
- continued supporting the delivery of two research projects funded from the Responsible Gambling Research Grants program:
  - Early identification of gambling comorbidity in a hospital setting, Western Sydney University – July 2019–March 2024. This project aims to identify opportunities for early intervention by focusing on individuals in hospital settings whose substance use or psychiatric problems place them at risk of experiencing gambling harm.
  - Evaluation of just-in-time intervention apps to reduce gambling harm, providing in-the-moment support for gamblers, Deakin University – April 2022 – April 2024. This project is designed to provide ‘in-the-moment’ assistance to people who want to change their gambling behaviour by developing and evaluating just-in-time intervention apps.
- supported the finalisation of two projects part-funded by the Responsible Gambling Fund through Gambling Research Australia. They were:
  - Skill based gaming in Australia – this research assessed the implications of incorporating a skill-based component in gaming machines for gambling harm.
  - The distribution of Australian sports data into foreign jurisdictions – a project completed in partnership with Sports Integrity Australia.
- funded the addition of gambling questions to the Australian Secondary School Students Survey (ASSAD). This survey explores adolescent substance use in Australia and helps governments and other organisations understand specific trends in this demographic. The results are expected in 2023–24.
- supported six early career researchers through the Gambling Research Capacity Grants program, which aims to build capability and capacity for gambling research. These grants support work on a range of topics, from family member treatment for gambling harm, to informed gambling choices in the age of digital transactions and the effects of gambling advertising on young people.



Spotlight on:

# Gambling Research Capacity Grants

Tom Swanton from the University of Sydney is the first recipient to submit his PhD thesis as part of the Gambling Research Capacity Grants program. Under the supervision of Professor Sally Gainsbury, Tom's research focused on exploring the harm reduction potential of cashless gambling payment systems for electronic gaming machines.

Tom's research provides a timely contribution to this issue, which is currently being considered by regulators and policy makers in Australia and abroad. His research has revealed the key considerations, preferences and opinions of the people most directly impacted by cashless gaming – those who regularly gamble on EGMs.

Since being awarded the scholarship in 2020 Tom has been an author on nine peer-reviewed research papers, including four as the lead author. In 2022, he was awarded the best student presentation prize at the National Association for Gambling Studies conference. He was also the recipient of the 2021 Durand Jacobs Award, which recognises outstanding work related to the psychology of addictive behaviours.

Five studies supported through the GRCG remain underway:

- Family member treatment for gambling harm: Development and evaluation – Deakin University
- Do 'losses disguised as wins' in Australian pokies cause harm? – Monash University
- Well being in those affected by problem gamblers – Central Queensland University
- In it to win it: interdisciplinary investigation of sports betting – Queensland University of Technology
- The effects of gambling advertisements on young people – University of Adelaide.





# Education and awareness



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

In 2022/23 we:

- reached over 1.4 million people through social media. We use social media to educate on what it means to be gamble aware, how to identify gambling harm and where to get support. Our strategy has vastly outperformed on our key performance indicators delivering 657,366 engagements against a KPI of 23,815 and 18,300 link clicks against a KPI of 7,080.
  - released the GambleAware for Schools resources. These classroom-ready resources are freely available for high-school teachers to use to support young people to be aware of the risks of gambling and make informed decisions. The lessons can be used in teaching the PDHPE, English and Maths curricula and are informed by the findings of our research. We have been promoting these at teacher conferences, including the Teachers' Federation Beginning Teacher Conferences and the Australian Council for Health, Physical Education and Recreation Early Career Teacher Conference. Our promotion activities will continue in 2023–24 to support the uptake of these resources across the state.
  - launched the GambleAware for Parents resources – a workshop to educate parents about preventing gambling harm. Parents can play an important role in facilitating gambling and preventing gambling harm. Workshop topics include gambling and young people, gambling and gaming, gambling advertising, the role of parents, and support services. The workshop has been delivered by five GambleAware providers in nine schools and communities across the state.
- launched two new online courses on gambling harm minimisation:
    - Understanding gambling harm in NSW. This course provides a practice-driven approach to understanding and managing gambling risks and harm. It helps people identify the factors that influence gambling and develop strategies to support people suffering the negative impacts of gambling.
    - Public health approaches to preventing gambling harm in NSW. This course educates practitioners on gambling risks and harms, its importance as a public health issue and ways to manage the impact at an individual and community level.
  - re-launched the Be Aware, Be GambleAware campaign to raise awareness of GambleAware as an information source and support service for anyone in NSW impacted by gambling harm. The campaign continues to have a positive impact, with a significant proportion of the community reporting their familiarity with the GambleAware brand (21%), website (30%) and helpline (25%). More than 40% of those exposed to the campaign planned some action as a result.



**1.4M+**  
people reached through  
social media



**40%+**  
of people who saw our  
GambleAware campaign  
planned action as a result




- continued *The Number that Changed My Life* campaign which raises awareness about gambling harm and services available for people from culturally diverse backgrounds and their family and friends. The campaign aims to reduce stigma, educate about the signs of gambling harm, raise awareness of in-language support services and encourage help-seeking by people impacted by gambling. There were 37,624 visits to the website pages targeted at culturally and linguistically diverse communities and the campaign won two awards: the 2022 Best Regulatory Campaign award from the International Association of Gaming Regulators and a Premiers Multicultural Communications Award.

- coordinated a successful GambleAware Week campaign with the theme of ‘What’s gambling costing you?’. GambleAware Week increases the community’s understanding of risky gambling behaviour, encourages gamblers to recognise when their gambling may place them at risk of harm, and provides information on practical ways to keep gambling under control. All stakeholders involved felt that the campaign was very relevant to their organisation and 65% of people surveyed planned to take action as a result of the campaign.


- continued funding the Gambling Impact Society’s Consumer Voices Program to raise awareness of the risks of gambling and reduce stigma, through education sessions to community services and organisations. These education sessions are delivered by people with lived experience who generously share their journey to raise awareness and help others. With RGF funding, they delivered

109 sessions over 18 months reaching over 2,000 community members. They had particular success in engaging with TAFEs and universities, and we look forward to continuing to support this program in the coming years.



**109 Consumer Voices sessions to over 2,000 community members**

- continued to build community awareness of the risks of gambling and of the services and support available. Our campaign evaluations suggest that the promotion of GambleAware services has been effective, with awareness of the GambleAware brand up 7% compared to 2022, awareness of the GambleAware website up 13% and awareness of the telephone help line up 9%.



**GambleAware website awareness up 13% on last year**



## What’s gambling costing you?

Ask the question this  
GambleAware Week  
17-23 October 2022

[gambleaware.nsw.gov.au](http://gambleaware.nsw.gov.au)  
1800 858 858



# Services and support



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

In 2022–23 we:

- commenced the GambleAware Legal Education and Engagement Program to educate GambleAware providers about the legal issues faced by people experiencing gambling harm, how to navigate the legal system to support their clients and to support them to work with local legal providers. The program will also educate Legal Aid, community legal centres and law firms across NSW about gambling harm and the legal issues that may arise.
- continued funding GambleAware providers across 10 regions to provide community awareness and education, support and treatment, as well as specialist Aboriginal and multicultural services to work with GambleAware providers.
- appointed a new provider to deliver the NSW GambleAware Helpline which provided 19,246 NSW residents with telephone crisis support. We saw a sustained increase in calls to the helpline, with 11,708 calls from January – June 2023. This has resulted in an increase in the number of people referred to their local GambleAware provider for ongoing support.
- coordinated a significant redevelopment of Gambling Help Online on behalf of all states and territories. We oversaw the development of new content on everything from gambling in CALD communities to managing urges. Gambling Help Online provided 2,935 online chat counselling sessions to NSW residents in 2022–23, and we expect this to increase following the launch of the new website in July 2023.

- saw 3,587 clients in over 16,745 sessions across our GambleAware service system, with 43% delivered face to face, 29% online and 28% by telephone. More information about GambleAware service delivery and clientele is provided below and in appendix 2.
- experienced a significant increase of 62% in visits to the GambleAware website, with a total of 410,049 page views and 184,117 active users.
- released the GambleAware digital platform to all GambleAware staff who now use the digital platform to log upcoming appointments manage their internal availability and report on their activities.
- continued supporting the evaluation of two new apps to support people impacted by gambling harm:
  - GamblingLess: in-the-moment which acts as a counsellor in your pocket and is designed to provide 24/7 support to individuals who want to take immediate steps to address their gambling.
  - Gambling Habit Hacker helps people change their gambling behaviour, by allowing them to set daily goals to limit spending or gambling activity over 4-week periods.
- Both apps are available on the Apple App Store and Google Play and form part of our work to provide more online support options for people experiencing gambling harm.

## GambleAware website:

62% increase in visits

410,049 page views

184,117 active users

Spotlight on:

# GambleAware community engagement

We fund GambleAware providers to deliver community engagement and education to increase awareness of their services and help their communities to prevent and reduce gambling harm. In 2022–23 they delivered over 3,000 community engagement, education and partnership activities. This included festivals and regional shows, workshops with local services and education sessions in schools and community centres.

Our providers are doing some great work across the state:

- GambleAware Illawarra & Southern NSW attended the Shellharbour Liquor Accord meeting to educate gaming staff on how to identify and support someone experiencing gambling harm. Liquor Accord meetings provide an opportunity for GambleAware providers to meet with local club managers, hotel licensees, gaming staff, and licensing police to raise awareness of GambleAware services, such as counselling and support for those affected by problem gambling.
- GambleAware Blue Mountains and Western Sydney participated in Cumberland City Council's first Youth Mental Health Summit in February 2023. Their presence at this summit led to invitations to undertake GambleAware parent and youth workshops in the Cumberland community and greater links to youth service providers in the area.
- GambleAware Northern Sydney & Central Coast provided a 10 week psycho-education program called 'Switching the Itch' in the Salvation Army's alcohol and other drugs rehabilitation service Dooralong. This workshop-based program was designed in partnership with Dooralong to meet the needs of their clients. The program incorporated topics like understanding the odds against winning, the problem gambling cycle, what drives the cycle, and how to break it.



Representatives of GambleAware Illawarra and Southern NSW at the Shellharbour Liquor Accord meeting

Spotlight on:

# GambleAware service delivery data

## Client and session numbers



3,587

clients received counselling services in 2022–23

16,743 counselling sessions were delivered



7,185

face-to-face



4,749

by telephone



4,809

online

In addition, there were:



341

group sessions



193

couple or family sessions

## Client demographics

Of clients receiving counselling:



64.8%

male clients



84%

clients with a gambling problem



16%

partners or family members



10.3%

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



35.2%

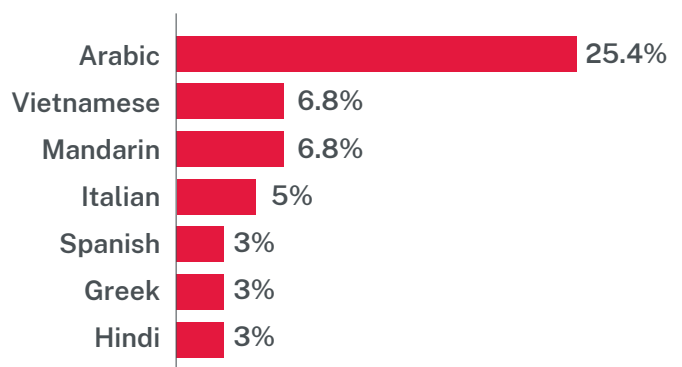
female clients



8%

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

Of these languages, the most commonly spoken were:





# Leadership and influence



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



Office of Responsible Gambling staff at the Sydney Liquor Accord Forum

In 2022–23 we:

- collaborated with domestic and family violence (DFV) stakeholders to progress the actions assigned to us in the *NSW Domestic and Family Violence Plan 2022–2027*. As part of this strategy we have committed to improving the identification of and responses to DFV in gambling support services, as well as building on research on the relationship between DFV and gambling harm to inform regulatory approaches and decision making.
- ensured that gambling is also an issue recognised in the *NSW Settlement Strategy 2023–2025*. We have commitments under this strategy to build the cultural capability of gambling support services to respond to the needs of refugees and to deliver gambling harm minimisation and prevention to multicultural communities, including refugees. This work is underway, supported by the work of the GambleAware Multicultural state-wide service and specialist providers funded through Community Benefit Payments.
- collaborated with industry and community service partners to deliver GambleAware Week 2022. Our providers and industry and community partners got behind the week, participating in over 50 events across the state.
- provided policy advice to Liquor and Gaming NSW, the Independent Liquor and Gaming Authority, and the NSW Independent Casino Commission. We also provided advice and resources to industry operators on gambling harm minimisation strategies and training.
- expanded the Reclaim the Game initiative, which challenges the normalisation of sports betting and advertising in sport, by adding the Sydney Swans' and Western Sydney Wanderers' women's teams. This brings the total up to 15 teams over 5 codes. To accompany the expansion with the Swans and Wanderers, we produced powerful videos which feature club players, staff and fans speaking about the importance of the initiative. The videos were well received by fans, being promoted on the big screen in-stadium, and over digital and social channels.

- continued to deliver gambling awareness education to Reclaim the Game partners. We delivered six sessions to over 150 players and coaching and administration staff. The sessions feature someone with lived experience of gambling harm. The sessions acknowledge that athletes and sports administration staff can be particularly vulnerable to gambling harm, and are helping to make a positive change to the culture of sporting organisations.
- supported the launch of the new and improved Responsible Conduct of Gambling (RCG) training course, online RCG refresher and a new Advanced RCG course. The Office oversaw the development of the courses and worked with Liquor and Gaming NSW to support their successful release in January 2022. Feedback on the courses has been positive to date.
- continued to partner with the Centre for Community Welfare Training (CCWT) to deliver training for community workers to support screening and referral of people affected by gambling harm in community service settings and related sectors. CCWT conducted four workshops to approximately 50 participants, which we hope will see continued increases in screening and referral for gambling problems in community service settings.



**15**  
teams in 5 codes are part  
of Reclaim the Game



**92%**  
of GPs rate our training  
as good or excellent

- continued to partner with the Royal Australian College of General Practitioners (RACGP) to develop and deliver gambling harm awareness training for GP's, with 110 GPs participating in the webinars and 239 listening to the podcasts. This training is being well received with over 92% of participants rating the overall quality of the training as good or excellent and about 80% of participants reporting their learning needs were entirely met.
- presented at conferences and events to showcase the work of the Office and GambleAware services. We presented on referral pathways and the GambleAware service system at the Financial Counsellors Association of NSW Conference, the Gambling Harm Minimisation Conference in the Mid & North Coast region and for the National Debt Hotline. We also presented on peer support, early intervention and the revised RCG training for the National Association for Gambling Studies Conference.



New Responsible Conduct of Gambling course material



Spotlight on:

# Reclaim the Game

Reclaim the Game has grown from its humble roots in 2020 of having just one partner in Cricket NSW, to now having 15 clubs from five codes. Most recently we have expanded into women's sport, adding the Sydney Swans and Western Sydney Wanderers women's teams to the initiative.

Women's sport is a strategic market as it is growing in popularity, with the emergence of elite women's teams and increased TV broadcast exposure. A recent survey found that 66% of respondents watch women's sport on TV, and 69% have watched more since COVID-19. Women are being targeted by gambling advertising, including betting providers sponsoring TV shows popular with female audiences.

Our annual members and fans survey shows that Reclaim the Game has increased awareness of safer gambling practices, especially among those aged 18–25. In 2022, more 18 – 25 year olds limited the frequency of gambling (64% in 2022 vs 45% in 2021), set aside gambling winnings (57% vs 34%), and took a limited amount of cash to a gambling venue (47% vs 26%).

Reclaim the Game is also increasing awareness of support services. In 2022, 33% of our partners members and fans were aware of the GambleAware website, up from 23% in 2021 and awareness of the helpline rose from 12% to 21%. Members and fans of our newest partners have greatly enhanced awareness of GambleAware. In their first season with the program,

Canterbury Bankstown Bulldogs fan awareness of GambleAware went from 25% to 64%, and South Sydney Rabbitohs fan awareness went from 23% to 63%.

Reclaim the Game is contributing to a broader shift against gambling advertising in sport. On a global level, the English Premier League is moving away from betting sponsorship on jerseys. In an Australian example, media reporting that Netball Australia was considering sports betting sponsorship was met by significant community backlash. Research shows most fans feel children are exposed to too much gambling advertising, and it shouldn't be a part of the sporting experience.

The saturation of betting advertising and public sentiment against it has led to the Inquiry into online gambling and its impacts on those experiencing gambling harm recommending that all advertising of online gambling be banned within three years. This ban would include sponsorships of sports teams and stadiums. It remains to be seen whether the ban is adopted, but in the meantime Reclaim the Game will continue helping fans enjoy sport without betting getting in the way.



# About us

## Who we are

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

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

In June 2022, in response to the Bergin Report, the Government announced the creation of the NSW Independent Casino Commission (NICC) and for both the NICC and ILGA to be made separate Public Service agencies, which took effect on 27 February 2023.

## Our governance framework

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

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

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

The Office and the RGF work closely with the regulator Liquor & Gaming NSW, the NICC and ILGA as well as GambleAware providers who deliver direct services to the community. More information is available in our strategic plan.

## Our role administering other funds

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



# The RGF Trustees

The RGF Trust has expertise from diverse fields including public health, law, government, gambling industry, academia, business and social research.

In 2022–23, we welcomed two new Trustees. Sara Pantzer and Kylie Holford were appointed to the Trust in December 2022. We also farewelled two Trustees. Mark McCrindle and Janett Milligan have made a valuable contribution to the RGF Trust from their appointment in 2017 until December 2022.

## John Dalzell (Chair)

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

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

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

## Dr Clive Allcock

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

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

## Professor Paul Delfabbro

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

His PhD thesis covered the demographic, behavioural and cognitive factors underlying gambling in South Australia. He has also authored or co-authored numerous journal articles and reports covering issues including gambling among adolescents, analysis of the structural characteristics of gaming machines, population prevalence studies, responsible gambling measures, gender differences and the behavioural profiling of problem gamblers in venue environments.

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

## Professor Joel Negin

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

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

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

## Mark McCrindle (until December 2022)

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

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

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

## **Janett Milligan (until December 2022)**

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

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

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

## **Elizabeth Lyne**

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

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

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

## **Anne Fitzgerald**

Anne Fitzgerald is an accomplished senior executive and board director across a number of industries including registered clubs, government, the performing arts, community sector and health insurance. She has worked in the not-for-profit, commercial and government sectors and has considerable experience in developing strategy and leading multi-disciplinary teams.

Ms Fitzgerald is currently the Chair of charity, Youth off the Streets and the CEO of the Talent Development Project. Prior to these roles Anne led the ClubSAFE Responsible Gambling Program for the registered clubs industry as part of her executive management position at ClubsNSW from 2001– 2020 and has seen significant change in the responsible gambling space in that time for the better.

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

## **Robert Lagaida**

Robert Lagaida has had a 30-year career in the NSW public health sector, which included senior executive roles. He has experience on a range of boards including the government, health and community sectors, and is a graduate of the Australian Institute of Company Directors. He also received a Public Service Medal in recognition of his contributions to the NSW public hospital system.

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

## **Kylie Holford (from January to July 2023)**

Kylie is an accredited financial counsellor and is currently employed by a not-for-profit industry training provider. Ms Holford has been counsellor in Central West NSW for almost eight years where she has provided counselling, advocacy and options to her clients.

Ms Holford is a passionate advocate for the promotion of responsible and sustainable gambling practices and has a deep understanding of the issues problem gamblers face along with knowledge and experience in legislation.

### **Sara Pantzer (from January 2023)**

Sara is an experienced senior executive with more than 30 years of experience across a diverse range of industries, from global pharmaceutical and biotech companies to national standards regulation, telecommunications and finance, and Ministerial advisory roles. Her specialist skills are in public policy, strategic communications, government relations and stakeholder management. Sara's contribution to the pharmaceutical sector has been recognised through numerous awards.

Ms Pantzer also serves as a Non-Executive Director on a range of not-for-profit Boards, in the health, civil society and education sectors.

Ms Pantzer holds a Master's Degree in Dispute Resolution, degrees in Economics and Law, and is a graduate of the Australian Institute of Company Directors.

### **Anthony Keon (ex-officio)**

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

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

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

## Appendix one:

# Financial statements

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

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

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

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

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

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





# Department of Enterprise, Investment and Trade

## Consolidated Financial Statements for the year ended 30 June 2023

Department of Enterprise, Investment and Trade

Statement by the Secretary  
for the year ended 30 June 2023

Pursuant to section 7.6(4) of the *Government Sector Finance Act 2018* ('the Act'), I state that these financial statements:

- have been prepared in accordance with the Australian Accounting Standards and the applicable requirements of the Act, the *Government Sector Finance Regulation 2018* and the Treasurer's directions, and
- present fairly the Department and the consolidated entity's financial position, financial performance and cash flows.

Elizabeth Mildwater  
Secretary

24 October 2023

Department of Enterprise, Investment and Trade

Notes to the financial statements  
for the year ended 30 June 2023

26. Administered items (continued)

B) Special Deposit Account administered by the Department

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

The Fund receives income from a levy, under section 115 of the Act, on each casino licence in NSW as well as community benefit payments and gaming machine lease levies under sections 36A and 25C of the *Gaming Machines Act 2001*. In addition, section 13N of the *Betting Tax Act 2018* allows (and for a defined period, requires) the Treasurer to pay to the Fund certain amounts.

The principal function of the Fund is to make available funds for purposes related to responsible gambling in accordance with the RGF Trust Deed and Policy Guidelines.

Expenses and Revenue of the Fund

	2023	2022
	\$'000	\$'000
<b>Expenses</b>		
Grants		
GambleAware provider services <sup>1</sup>	13,542	13,219
GambleAware related services <sup>2</sup>	2,457	2,272
Community benefit payments <sup>3</sup>	1,994	1,049
Other <sup>4</sup>	(313)	510
Personnel and administration services expenses <sup>5</sup>	2,456	3,652
Fees for service	2,321	2,685
Advertising	3,354	1,015
Sponsorship	1,053	726
Amortisation expense	215	219
Auditor's remuneration	34	33
Trustee's remuneration	291	287
Other operating expenses	551	649
<b>Total</b>	<b>27,954</b>	<b>26,316</b>
<b>Revenue</b>		
Responsible gambling levy <sup>5</sup>	18,702	13,420
Community benefit payment receipts <sup>7</sup>	6,953	4,727
Gaming machine lease revenue <sup>8</sup>	722	487
Grants appropriated from the <i>Betting Tax Act 2001</i> <sup>9</sup>	5,000	5,000
Commonwealth grant	-	300
Other revenue	577	237
<b>Total</b>	<b>31,954</b>	<b>24,171</b>

<sup>1</sup> Grant payments to GambleAware providers in NSW for the delivery of community engagement, support and treatment services.

<sup>2</sup> Grant payments for GambleAware related services. Comparative figures are for grants payments to legacy Gambling Help services under the Gambling Help model. Gambling Help services ceased operating on 31 December 2021.

<sup>3</sup> The Fund, in conjunction with an independent panel, recommends the recipients of the community benefit payments which include not-for-profit organisations and registered charities that support the social wellbeing of the local community.

<sup>4</sup> These grants include payments to organisations for gambling research, education and awareness prevention programs, innovation and technology.

## 26. Administered items

### A) Activities administered by the Department

#### Administered revenue

	2023	2022
	\$'000	\$'000
Casino Duty	177,919	47,197
Casino supervisory levy	1,514	2,080
TabCorp licence fees	4,500	828
Fines - Greyhound Racing	55	13
<b>Total revenue earned</b>	<b>183,988</b>	<b>50,118</b>

Administered revenue information is presented on a revenue earned (accrual) basis.

Administered revenue is recognised when the underlying past event under statutory requirements results in the right to receive revenue, unless it cannot be reliably measured before the financial statements are signed.

#### Administered assets

<b>Current</b>		
Cash & cash equivalent <sup>1</sup>	-	2,053
Casino duty receivable	13,171	15,681
TabCorp licence fees receivable	1,125	828
<b>Non-Current</b>		
Licence fee receivable <sup>2</sup>	25,000	25,000
<b>Total administered assets</b>	<b>39,296</b>	<b>43,562</b>

<sup>1</sup>Licence fees, fines, levies collected pending transfer to the Crown

<sup>2</sup>Licence fee receivable under the *Totalizer Act 1997*

In accordance with AASB 9 *Financial Instruments*, taxes and fines are initially recognised where statutory requirements establish a right to receive the financial asset. Such a right arises on the occurrence of a past event. Taxes and fines are initially recognised at the original levied amount. An allowance for impairment is subsequently recognised (where required) under AASB 136 *Impairment of Assets*.



## Department of Enterprise, Investment and Trade

### Notes to the financial statements for the year ended 30 June 2023

#### 26. Administered items (continued)

<sup>5</sup> The Fund does not have any employees and receives administrative, operational and secretarial support from DEIT (DCS until 31 March 2022).

<sup>6</sup> Section 115(1) of the Act authorises the payment of the Responsible Gambling Levy by casino operators to the Fund in respect of each casino licence.

<sup>7</sup> Community benefit payment receipts are received by the Fund when a venue increases the number of gaming machine entitlements at the venue as per section 36A of the *Gaming Machines Act 2001*.

<sup>8</sup> As per Section 25C of the *Gaming Machines Act 2001*, the levy is payable based on the lease of a gaming machine entitlement as approved by the Independent Liquor & Gaming Authority at the time of application.

<sup>9</sup> Section 13N of the *Betting Tax Act 2001* authorises the appropriation and payment of revenue to the Fund from the Consolidated Fund appropriated by the Parliament.

#### Assets and Liabilities of the Fund

	2023	2022
	\$'000	\$'000
<b>Assets</b>		
Cash and cash equivalents	26,282	24,385
Receivables and prepayments	2,570	3,621
Software (including work in progress)	3,995	2,726
<b>Total</b>	<b>32,847</b>	<b>30,732</b>
<b>Liabilities</b>		
Payables <sup>1</sup>	9,758	11,025
Grants payable	612	1,230
<b>Total</b>	<b>10,370</b>	<b>12,255</b>

<sup>1</sup> Represents liabilities for goods and services provided to the Fund. \$ 8.3 million of these payables are to GambleAware providers for services delivered, where contracts specify a progress payment to be made by 30 June 2023 (2022: \$9.2 million).

#### 27. Events after the reporting period

There are no known events subsequent to the reporting date requiring disclosure.

End of the financial statements



## Appendix two:

# Detailed service and clientele data

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

The data relates to service delivery by the GambleAware providers funded across 10 regions in NSW to provide community awareness and education, support and treatment. The data presented here is based on the service reporting of providers for 2022–23.

## Client demographics

### Age

30–39	26.7%
40–49	23.7%
20–29	17.3%
50–59	14.3%
60–69	12%
70–79	3.9%
10–19	1.2%
80–89	0.9%

### Gender

Male	64.8%
Female	35.2%

## Top ten suburbs where clients live

Bathurst
Orange
Ashfield
Coffs Harbour
Port Macquarie
Muswellbrook
Narrabeen
Armidale
Ryde

## Top ten LGAs where services are delivered

LGA	Number of sessions
Sydney	938
Inner West	703
Central Coast	549
Wollongong	490
Northern Beaches	390
Parramatta	378
Campbelltown	350
Ryde	299
Newcastle	274
Albury City	271

## Gambling activities

### Where they gamble

Hotel/pub	44.9%
Club	26.0%
Home	16.3%
Other	5.9%
TAB	3.3%
Casino	2.4%
On course (Racing/sports betting)	1.1%

### Preferred means of gambling

In person	75.3%
Online	20.8%
Telephone	1.9%
No preference	1.4%
Other	0.7%

## Main form of gambling

Gaming machines	67.9%
Sports betting	12.8%
Horse/greyhound racing	12.6%
Other	2.2%
Casino games	2.0%
Poker	1.7%
Lotteries	0.5%
Keno	0.2%
Bingo / Housie	0.2%

## Secondary form of gambling

Sports betting	23.4%
Horse / greyhound racing	20.0%
Gaming machines	19.6%
Lotteries	11.1%
Other	6.8%
Casino games	6.4%
Keno	5.5%
Instant scratchies	4.7%
Poker	2.6%

## Access to services

### Where client was referred from

GambleAware Helpline	28.6%
Another mental health service/ counsellor	19.4%
Other	14.4%
Family/friend/colleague	11.2%
Gambling Help Online	6.3%
GambleAware website	5.6%
Internet advertising	4.2%
Financial counsellor	3.6%
Gambling venue	2.2%
Justice system or a legal service	1.7%
Medical service or GP	1.1%
Religious organisation	0.7%
Media (i.e.TV/radio/brochure)	0.6%
Another gambler	0.3%

### Referral to other service providers

No referral to other services	45.5%
Other health/welfare service	18.2%
Mental health service	11.6%
Financial counselling service	6.2%
Gambling counselling service/s	5.8%
Other	5.6%
Self-help group	3.8%
Drug and alcohol service	2.4%
Legal service	1.0%

