

NSW Office of Responsible Gambling Annual Progress Report 2023–24

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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.

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

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.

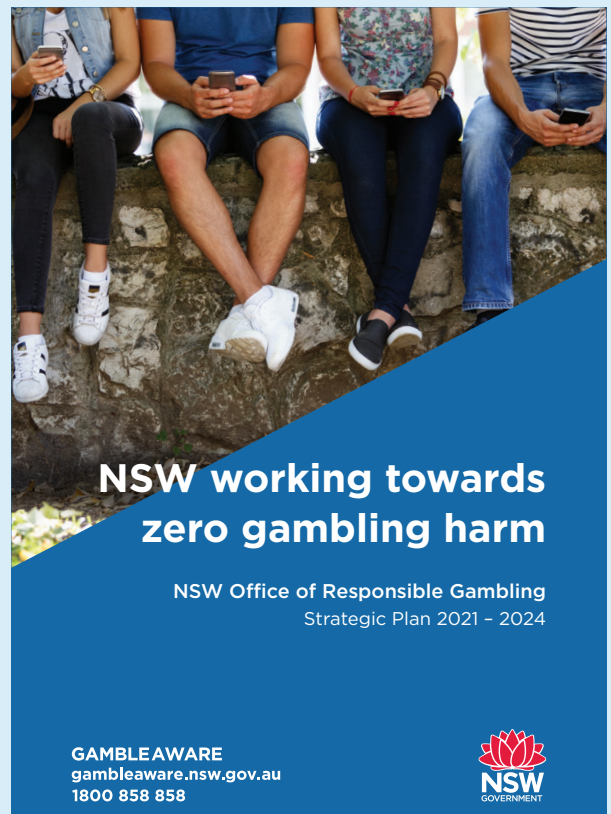
Services and support - Our services are multimodal, integrated, tailored to the needs of diverse communities and are widely seen by professionals and people experiencing gambling harm as accessible and effective.

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 third and final progress report against our Strategic Plan 2021–24. It highlights our achievements in 2023–24 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 2023–24

In 2023–24, the Office of Responsible Gambling continued delivering on programs and projects in the third and final year of our Strategic Plan 2021-2024.

Some highlights included:

- The introduction of peer support to the GambleAware treatment and support model as a non-clinical option for people seeking help to address gambling harm.
- The launch of a new campaign to educate parents and carers about the impacts of gambling on their children. The campaign provided parents and carers with practical tips to reduce their children's exposure to gambling and start conversations about gambling, drawing on the findings of our research on parents and young people.
- The continued success of Reclaim the Game, which expanded through new partnerships with the Illawarra Hawks in the National Basketball League (NBL) and entered the sport of netball for the first time with partnerships with both NSW elite netball teams: the Swifts and GIANTS.
- New research grants for the Australian National University to investigate the relationship between family and domestic violence and gambling harm across NSW and for the University of Sydney to investigate live streaming gambling in Australia.
- 110 GambleAware staff attending our annual services forum. The forum was an opportunity for collaboration and capacity building, and featured talks from the GambleAware Aboriginal statewide service, the Independent Liquor and Gaming Authority and Domestic Violence NSW.

In 2023-24 we also started to look to the future:

- We consulted with community organisations, researchers, other government agencies GambleAware providers and people with lived experience of gambling harm to inform our strategic plan for 2024-27.
- We also welcomed the appointment of Mr Chris Bertinshaw as the new Chair of the Responsible Gambling Fund (RGF) along with two new Trustees, Ms Anastasia Polites and Mr Steven Takacs-Gal.

Details on each of our program areas are provided on the following pages.



Pictured (left to right): Jo Harten and Jamie-Lee Price (GIANTS Netball), Alison Parkinson (Director Office of Responsible Gambling), Tracey Scott (Netball NSW CEO), Maddy Proud and Maddy Turner (NSW Swifts)



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

In 2023-24 we:

- funded the NSW Gambling Survey 2024, a representative, population-based study of NSW adults. This survey is the primary source of data about gambling participation, behaviour and attitudes in NSW and the prevalence of gambling harm. It will provide valuable evidence to inform future gambling policy and harm minimisation measures in NSW. The field work was completed in 2024 and a final report is expected later in the year.
- provided a research grant to the University of Sydney to investigate Live streaming gambling: Who watches, why, and what effects is it having? The project aims to establish the first body of knowledge about live streaming gambling in Australia. It will inform any action needed to address the potential impacts of these channels. Field work was completed in 2023-24 and the final report is due to be released later in 2024.
- provided a research grant to the Australian National University to investigate family and domestic violence and gambling harm. The project will provide local evidence to support improved policy and practice to address co-occurring gambling harm and family and domestic violence in NSW. Outcomes of this research are intended to inform decisions about cross-service planning, regulation and public health strategies and will be an important contribution to our understanding of this complex issue. The final report will be released in mid-2025.
- commissioned another wave of the NSW Youth Gambling Survey to better understand gambling transitions and gambling harm in young people of NSW. This will form the second wave of a longitudinal study, with the first wave undertaken in 2020 to examine how personal, parental, peer and environmental factors impact on transitions between gaming, simulated gambling, gambling and problem gambling. This project incorporates a qualitative component to investigate gambling transitions that occur as people turn 18 and can legally gamble.
- supported the completion of four PhD scholarships and a post-doctoral researcher fellowship under the Gambling Research Capacity Grants (GRCG) program, which aimed to build capability and capacity for gambling research by supporting early career researchers. Topics included family member treatment for gambling harm, understanding potentially harmful features of poker machines, and investigating how digital platforms shape sports betting practices and associated harm. Grantees have published over 20 peer-reviewed articles as first authors and collaborated on over 40 additional peer-reviewed articles related to gambling and gambling harm. The final funded PhD scholar is due to complete their project in 2024-25.

Grantees have published:



20+
peer-reviewed articles
as first author

Grantees have collaborated on:



40+
peer-reviewed articles

- continued supporting the delivery of two research projects funded from the Responsible Gambling Fund Research Grants program:
 - Early identification of gambling comorbidity in a hospitality setting, Western Sydney University – July 2019-March 2024.
 - Evaluation of just-in-time intervention apps to reduce gambling harm, providing in-the-moment support for gamblers, Deakin University – April 2022 -December 2024.
- continued supporting the Australian Secondary School Students Alcohol and Drug survey (ASSAD), which was partially funded by the Responsible Gambling Fund to include questions about gambling for the first time. The project experienced some delays however the field work was completed in 2023-24 and a final report is expected later in 2024.

In 2023-24 we also continued chairing and providing secretariat support for Gambling Research Australia. We:

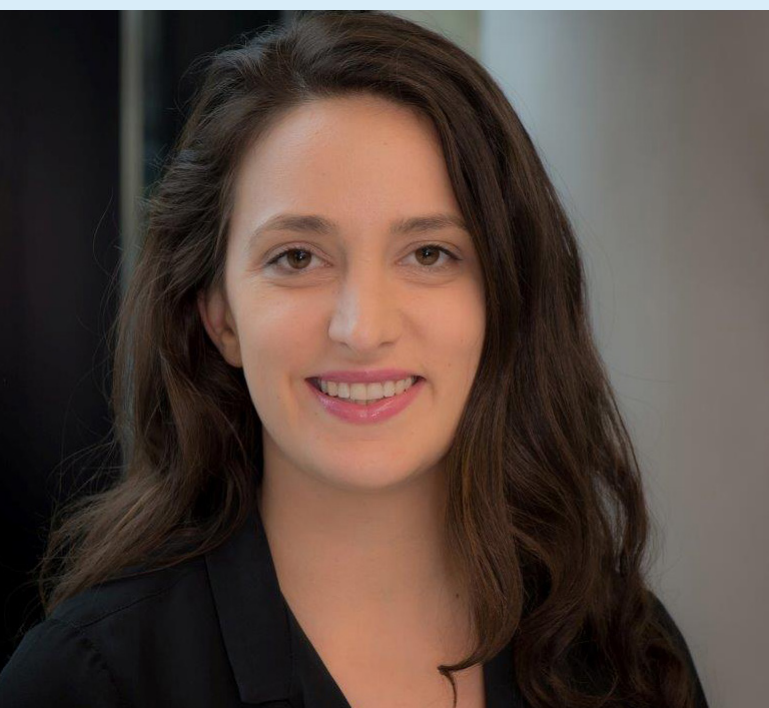
- supported the finalisation of the Direct and affiliate wagering marketing and gambling-related harm research project. This was part-funded by the RGF through Gambling Research Australia and was released in June 2024.
- supported an evaluation of Gambling Research Australia, which found that the program had achieved its objectives and that its research outputs were viewed as credible, relevant and usable.



Spotlight on:

Gambling Research Capacity Grants

Dr Stephanie Merkouris from Deakin University has completed her postdoctoral research fellowship as part of the Gambling Research Capacity Grants program, an initiative funded by the Responsible Gambling Fund to improve the quality, diversity and impact of Australian gambling research. The program offers funding to support early-career researchers to continue developing their skills and build their career in the field of gambling research.



Under the mentorship of Professor Nicki Dowling, Associate Professor Simone Rodda, and Professor David Hodgins, Stephanie's research used evidence-based approaches to develop and evaluate the first Australian online, self-directed intervention for people affected by others' gambling.

Since being awarded a fellowship in 2020 Stephanie has been an author of thirty-five peer-reviewed journal articles and reports and has been an investigator on seven other research grants in the gambling field. She has also become an internationally recognised gambling researcher in the area of affected others, with invitations to join the Addiction and the Family International Network. In 2021, she received a tenured academic role in the School of Psychology at Deakin University, which has enabled her to continue her research in the gambling field.

Five of the six studies supported through the GRCG are complete:

- Family member treatment for gambling harm: development and evaluation - Deakin University
- Exploring the harm reduction potential of cashless gambling payment systems for electronic gaming machines - Sydney University
- Misleading, illusory and deceptive: an analysis of losses disguised as wins in electronic gambling machines - Monash University
- Assessing the impact of gambling problems on the health and wellbeing of concerned significant others - Central Queensland University
- An ethnography of digital marketing and sports betting consumption practices Implications for harm, marketing regulation, and programmatic intervention approaches - Queensland University of Technology.

One of the six studies supported through the GRCG remains underway:

- The Effects of Gambling Advertising on Young People - University of Adelaide.

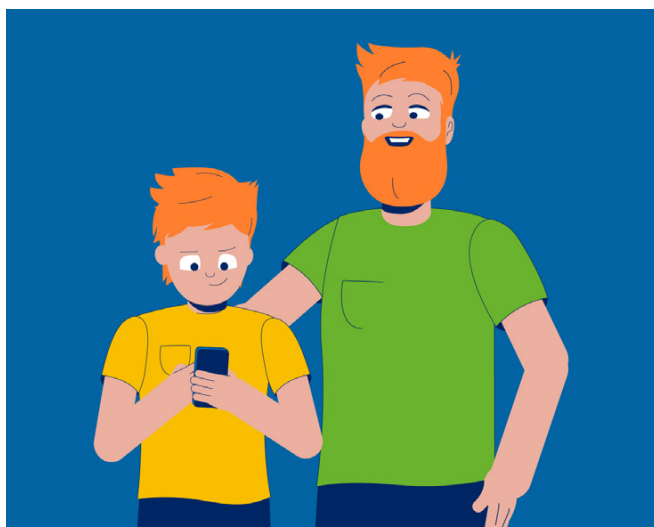
Education and awareness



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 2023-24 we:

- launched a new campaign to educate parents and carers about how they can reduce young people's risk of gambling harm now and in future. The campaign provided practical tips and encourages open conversations with young people through videos about young people and gambling, gaming, gambling advertising and parental influence. Campaign advertising appeared across YouTube, Spotify as well as the Happy Families and Mamamia Podcasts, and an advertorial on Mamamia. The campaign delivered 962,873 impressions reaching 465,142 people.



GambleAware parents campaign

- coordinated a successful GambleAware Week with the theme 'What's gambling costing you?'. Stakeholder engagement was high with over 50 community events across the state. The GambleAware website recorded 13,875 visits during GambleAware Week: an 80% increase in web visits.

GambleAware Week:

13,875 website visits during GambleAware Week

- launched a new campaign to encourage high school teachers to use our GambleAware classroom ready resources. These resources are linked to the curriculum for Stages 4-6 English, Maths and PDHPE. The campaign was amplified across social media, and through industry newsletters and emails to principals and executive staff. The campaign resulted in 17,439 visitors to the website page and 1,600 lesson plans downloaded.
- funded the Gambling Impact Society Consumer Voices program for the next three years. The Consumer Voices program trains and supports people who have experienced gambling harm to tell their story to increase community awareness. So far, this new funding has supported 31 sessions, which attracted over 850 attendees.



31 Consumer Voices sessions to over 850 community members

- continued the Be Aware, Be GambleAware campaign to raise awareness of GambleAware services and programs. The campaign continues to have a positive impact with 40% of the audience being exposed to the campaign ads (up from 34%). 47% of the help seeking audience recalled the campaign with 44% of those monitoring their gambling. This audience also had a more positive attitudes to gambling treatment and support, up by 7% to 73%.
- relaunched The Number that Changed my Life campaign. This 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 from culturally and linguistically diverse backgrounds. It generated 63,352 visits to the associated in-language webpages and led to over 800 clients receiving counselling services with in-language support.
- reached over 2.2 million people through GambleAware social media channels on Facebook and Instagram. These pages provide information and education to the NSW community about gambling harm and safer gambling and promote our GambleAware services and initiatives.



2.2M+
people reached through
social media

- updated the GambleAware in Schools resources for Stage 4 and 5 Maths and English in collaboration with the NSW Department of Education. We also continued to promote the resources at statewide teacher conferences, including the Mathematical Association of NSW Annual Conference and the 2023 Australian Council for Health, Physical Education and Recreation K-12 PDHPE Conference.

Services and support



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

In 2023-24 we:

- continued funding GambleAware providers across 10 regions to provide community awareness and education, support and treatment services.
- continued funding the statewide Aboriginal and multicultural services to strengthen the capacity of GambleAware providers to support people from Aboriginal and culturally and linguistically diverse communities.
- introduced peer support to the GambleAware model as a non-clinical option for people seeking help to address gambling harm. We also funded the GambleAware statewide peer support service to build the capacity of GambleAware providers to offer safe and effective peer support. They have been working closely with GambleAware providers through the provision of tailored capacity building and learning opportunities at organisational, team and individual staff levels.
- held the GambleAware Services forum in Sydney. This event saw over 110 GambleAware staff from across the state come together for two days of collaboration and capacity building. The forum closed with an in-person Community of Practice meeting, providing a valuable space for staff to exchange insights and lessons learned from their respective regions. The forum was well-received, with 93% of evaluations providing positive feedback. Planning is underway for the 2024 forum.
- continued our work to improve responses to people experiencing gambling-related legal issues by:
 - bringing together 68 GambleAware staff and legal service providers to build stronger relationships and referral pathways to better respond to clients facing legal issues as a result of their gambling.
 - developing comprehensive e-learning modules and webinars to educate legal practitioners and gambling counsellors about the intersection of gambling harm and legal matters. These modules include topics such as supporting clients with court processes, making referrals that work, domestic and family violence and gambling, and engaging and motivating clients, gambling harm basics and gambling and legal issues. 100% of users that completed an evaluation would recommend the resources to others and 85% felt that they have increased knowledge and understanding of the topic area.
- continued overseeing the GambleAware Helpline which answered 20,875 calls from NSW residents, an increase of 8.5% from the previous year. The Helpline referred over 2,100 people to GambleAware providers for ongoing counselling and support.
- launched the redesigned and redeveloped Gambling Help Online website. Demand for the online chat counselling by NSW residents increased to 3,079 in 2023-24. Visitors to the website also increased, with over 130,000 NSW people visiting the site in 2023-24. Of these 130,000 visitors in 2023-24 over 85% were new to the site.
- continued to build the GambleAware digital platform. The second phase release will enable the public to book appointments and access services in real-time in 2024-25. The upgraded system will also offer GambleAware staff a more efficient way to book and manage appointments.
- started a project to build stronger referral pathways between GambleAware providers and local specialist youth support services and build the capacity of youth services to fully support children and young people experiencing gambling harm.

Spotlight on:

GambleAware Aboriginal Service

The statewide GambleAware Aboriginal Service was introduced in 2022 to build the cultural capability of the 10 GambleAware providers to deliver culturally safe and responsive community engagement and gambling treatment and support services for Aboriginal communities across NSW.

They are funded to assess the cultural capability of GambleAware providers and guide GambleAware providers to improve their engagement with the Aboriginal communities in their area, including by developing support and referral pathways with local service providers.

In 2023-24 the GambleAware Aboriginal Service:

- undertook a second round of cultural capability assessments with the GambleAware providers
- worked closely with GambleAware service managers to finalise their Aboriginal cultural capability building action plans for 2024-26, which are informed by these cultural capability assessments.

- launched the GambleAware Koori interagency Staff Network. The network is for Aboriginal and/or Torres Strait Islander staff working for GambleAware providers to discuss cultural safety in the workplace, provide a safe space for them to support each other in their roles, and share their professional and cultural knowledge to build on ways that work effectively in their respective communities. The network was launched in May 2024 and is meeting every two months. Initial feedback from its members has been overwhelmingly positive.



Ashley Gordon of the statewide GambleAware Aboriginal Service

Spotlight on:

GambleAware service delivery data

Client and session numbers



4,622 clients received counselling services in 2023–24

18,622 counselling sessions were delivered

In addition, there were:



9,000

face-to-face



4,617

by telephone



5,005

online



298

group sessions



164

couple or family sessions

Client demographics

Clients receiving counselling:



66%

male clients



78%

clients with a gambling problem



11%

partners or family members



9.6%

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



34%

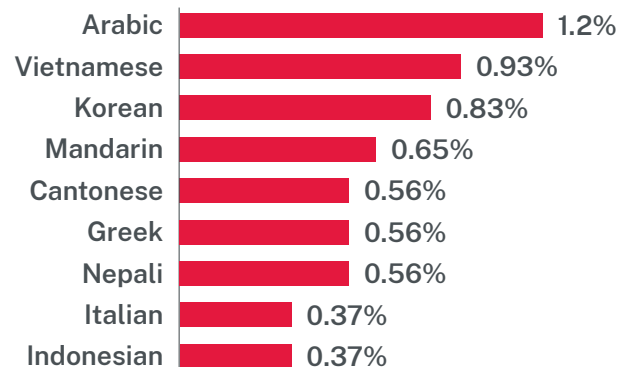
female clients



14.9%

of clients reported that they prefer to speak a language other than English

The most commonly spoken languages were:



Leadership and influence



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



Reclaim the Game partners, the Sydney Sixers and the Sydney Thunder

In 2023-24:

- our research informed a comprehensive range of gambling reforms, including the introduction of Responsible Gambling Officers (RGOs) in hotels and clubs with more than 20 gambling machine entitlements. The Advanced Responsible Conduct of Gambling training funded by the RGF is a requirement for RGOs and is equipping them with practical skills to identify and respond to patrons that might be experiencing gambling harm.
- we continued the expansion of the Reclaim the Game initiative by welcoming three new clubs to the program: the Illawarra Hawks in the National Basketball League (NBL) and the NSW Swifts and GIANTS Netball in the Super Netball. All three clubs are committed to reducing sports betting sponsorship and advertising and challenging the idea that betting is a normal part of sport. With these new additions Reclaim the Game has grown to 18 teams across 6 codes.
- we supported the Centre for Community Welfare Training (CCWT) to deliver online workshops for social workers, counsellors and other community sector workers. The workshops provide participants with practical strategies for working with clients who are experiencing gambling harm. 105 people attended in 2023-24 and the training will continue to be provided in 2024-25.
- we coordinated a successful GambleAware Week campaign with the theme 'What's gambling costing you?'. A working group consisting of GambleAware providers, industry peak bodies and operators helped develop the campaign and promote the week.
- we hosted our second industry roundtable, which brought stakeholders together to discuss whole-of-business approaches to harm minimisation. Attendees included representatives from clubs and hotel groups, casinos, online betting providers, peak bodies and casinos. They were joined by RGF Trustees, as well as representatives of Hospitality and Racing, the NSW Independent Casino Commission (NICC), and the Independent Liquor and Gaming Authority (ILGA).

- we coordinated a range of advice and submissions on behalf of the RGF Trust, including on the reviews of the ClubGRANTS scheme and feedback on the proposed introduction of Responsible Gambling Officers in hotels and registered clubs.
- we were represented on the Independent Panel on Gaming Reform by RGF Trustee Professor Joel Negin. The Panel oversees a cashless gaming trial on EGMs in a range of venues across NSW, and at its conclusion will review findings and develop recommendations for Government to further reduce gambling harm and the impact on reducing the risk of money laundering. The Panel will also provide advice to Government to inform a gaming reform implementation roadmap by November 2024.
- we participated on the NSW Independent Casino Commission Gambling Harm Minimisation Advisory Committee.
- we presented at industry and stakeholder events to raise awareness of gambling harm, share our knowledge and promote our services. Highlights included presenting at the Hospitality and Racing regional roadshows, the Financial Counsellors' Association of NSW Conference, The 2024 Liquor Accords Forum, and No to Violence and Domestic Violence NSW networks.



Gambling Industry Roundtable held on 9 October 2023

Spotlight on:

Consultation for our next strategic plan

In March 2024, we began consultation with stakeholders to develop our strategic plan for 2024-27. We ran an online survey, face-to-face workshops and held meetings with a wide range of stakeholders. We promoted the opportunity through emails, our newsletter and through targeted emails and phone calls. We wanted to make sure we heard from as many organisations as possible, and that a range of views were represented.

We heard from:

- GambleAware service providers
- organisations representing Aboriginal people, young people, veterans and people from culturally and linguistically diverse communities
- advocacy organisations focused on gambling harm prevention and minimisation
- researchers
- local government representatives
- organisations who have received grant funding from the Responsible Gambling Fund
- other Government agencies
- gambling industry operators and peak bodies.

We also worked with The Australian Centre for Social Innovation (TACSI) and Chat House to better understand the experiences of people with lived experience of gambling harm.

The feedback from all activities and stakeholder groups showed strong support for our initiatives across our key outcome areas of research, education and awareness, services and support and leadership and influence. There was an overall positive view of our current

strategic plan and its effectiveness in achieving its core outcomes. Stakeholders were particularly supportive of awareness campaigns including The Number that Changed my Life, Be Aware, Visit GambleAware and the Reclaim the Game program.

Stakeholders considered the changing gambling landscape and community support for reform as significant opportunities for us to capitalise on over the next three years. There was a strong consensus that the Office needs to support this momentum and continue to provide focused campaigns and education for priority groups.

Informed by our stakeholders and research, we started developing the next Strategic Plan which was released in October 2024.



About us

Who we are

The Office of Responsible Gambling is part of the Hospitality and Racing division of the NSW Government Department of Creative Industries, Tourism, Hospitality and Sport.

Our governance framework

The Minister for Gaming and Racing oversees the Responsible Gambling Fund (RGF), which is administered by Trustees. The Trustees provide advice to the Minister on the expenditure from the RGF consistent with the RGF Trust Deed. The RGF Trust also plays an expert advisory role for the Minister and the Department in relation to gambling policy, and regulation matters where required.

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 to the Minister on the use of the RGF and on gambling policy matters.

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 NSW Independent Casino Commission (NICC) and the Independent Liquor and Gaming Authority (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 2023, Mr Chris Bertinshaw was appointed as the new Chair of the Responsible Gambling Fund. We also welcomed two new Trustees: Ms Anastasia Polites and Mr Steven Takacs-Gal. All new members were appointed by the Minister to the Trust in December 2023.

We also farewelled the former Chair, Mr John Dalzell who made a valuable contribution to the RGF Trust from his appointment in 2017 until December 2023.

Chris Bertinshaw (Chair)

Chris Bertinshaw is an experienced CEO and company director and has been consulting with a range of public and private companies providing advice on corporate governance and effective management for the last 30 years.

Chris currently Chairs the Board of the Illawarra Shoalhaven Local Health District. He is accredited by the NSW Government to provide governance training to non-government school 'Responsible Persons'. He is the Managing Director of Inclusive Boards Pty Ltd, a search and development company preparing and placing people of diverse backgrounds onto company boards.

Chris has a Graduate Diploma in Corporate Governance from the Wharton School, University of Pennsylvania; a Master in E-Commerce degree from the University of New England and a Bachelor of Business degree from the University of Technology, Sydney. He holds a Diploma in Theology from the Australian College of Theology and, having gained a Company Directors' Diploma, is a Fellow of the Australian Institute of Company Directors. Chris facilitated the AICD director education programs in Australia and overseas specialising in corporate governance, finance and strategy and risk for almost 10 years.

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*.

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.

Anne 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.

Anne 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.

Elizabeth Lyne

Elizabeth 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.

Professor Joel Negin

Joel Negin is the Deputy Executive Dean of the Faculty of Medicine and Health at the University of Sydney. He was previously the Head of the School of Public Health for eight years. Professor Negin 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, social determinants of health, 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. He has held positions with the Monitor Group strategic consultancy and the Earth Institute at Columbia University. In addition to the RGF, Joel is a member of the NSW Police Firearm Registry Consultative Council and a number of boards.

Sara Pantzer

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.

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

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

Anastasia Polites

Anastasia Polites is currently the Senior Manager of Industry Relations at Aware Super.

Anastasia was previously an employment and industrial relations lawyer for both Unions and Employer Associations. She worked for Local Government NSW and managed the legal and industrial teams at the Fire Brigade Employees' Union and the Electrical Trades Union in NSW.

Anastasia started her legal career as a legal aid and community sector lawyer in NSW and worked on cases with disadvantaged clients including those affected by problem gambling.

Anastasia has been a director on the Board of legalsuper, and the recipient of the Garry Weaven scholarship with AIST which allowed her to attend the Harvard Kennedy School.

Anastasia has a Masters of Law and Legal Practice from the University of Technology, Sydney, and also a Bachelor of Electrical Engineering and Commerce from the University of Sydney.

Steven Takacs-Gal

Steven Gal has extensive experience in the roles of board member, executive and senior manager, having held key positions in NSW State government and not-for-profit organisations. After a long career in primary health and health promotion, Steven then went on to work in the areas of aged care, disability, youth, First Nations issues, refugee and migrant issues, child protection, natural resource management, community development, funding and procurement.

He has led funding reforms and designed new programs and services to meet the support needs of a wide range of people. In his current board roles, he chairs the board of Inner West Neighbour Aid, is the independent director of Wellington Aboriginal Corporation Health Service and a director of Accessible Diversity Services Initiative.

Tarek Barakat (ex-officio)

Tarek is the Deputy Secretary Hospitality and Racing, with responsibility for Liquor & Gaming NSW, the Office of Racing and the Office of Responsible Gambling.

Prior to joining Hospitality and Racing, Tarek worked at the Department of Planning, Industry and Environment as Executive Director, Strategic Projects at Property and Development NSW, before becoming Executive Director, Policy & Reform, where he led the most significant reform to the state's Cemetery and Crematoria sector in its history.

Starting in Local Government, before moving to the Department of Justice and onto Liquor & Gaming NSW as Manager, Policy and Legislation, Tarek has also held several senior executive roles at Create NSW, including Acting Chief Executive and Chair of the Night-time Economy Taskforce, during which he led the redevelopment of the Walsh Bay Arts Precinct, the expansion of the Art Gallery of NSW, and commercial negotiations to reopen Sydney's Theatre Royal.

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 2023–24.

Department of Enterprise, Investment and Trade

Statement by the Secretary for the year ended 30 June 2024

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 2024 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

9 October 2024

Notes to the financial statements for the year ended 30 June 2024

26. 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.

Department of Enterprise, Investment and Trade

Notes to the financial statements
for the year ended 30 June 2024

26. Administered items (continued)

Expenses and revenue of the Fund

	2024	2023
	\$'000	\$'000
Expenses		
Grants		
GambleAware provider services ¹	14,507	13,542
GambleAware related services ²	4,023	2,457
Community benefit payments ³	5,943	1,994
Other ⁴	81	(313)
Personnel and administration services expenses ⁵	4,096	2,456
Fees for service	2,529	2,321
Advertising	2,642	3,354
Sponsorship	1,249	1,053
Amortisation expense	215	215
Auditor's remuneration	15	34
Trustee's remuneration	293	291
Other operating expenses	324	551
Total	35,917	27,954
Revenue		
Responsible gambling levy ⁶	16,711	18,702
Community benefit payment receipts ⁷	5,891	6,953
Gaming machine lease revenue ⁸	439	722
Grants appropriated from the <i>Betting Tax Act 2001</i> ⁹	5,213	5,000
Other grants ¹⁰	10,000	-
Other revenue	519	577
Total	38,772	31,954

¹ Payments to GambleAware providers in NSW for the delivery of community engagement, support and treatment services.

² Payments for other GambleAware services, primarily the GambleAware Helpline, the GambleAware statewide Aboriginal and Multicultural services and the NSW contribution to Gambling Help Online.

³ Section 36 of the *Gaming Machines Act 2001* requires a proposed increase in the gaming machine threshold for a venue to provide a positive contribution towards the local community where the venue is situated or have an overall positive impact on the local community where the venue is situated. A Community Contribution Panel makes recommendations on the use of the funding, which is generally provided to not-for-profit organisations and registered charities that support the social wellbeing of the local community. This funding is allocated to recipients in the local community and is not available for general expenditure of the Fund.

⁴ Payments primarily for research projects and education and awareness programs and projects.

⁵ Payment primarily for administrative, operational and secretarial support provided by the Department.

⁶ 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.

⁷ 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*. Refer footnote 3 above.

⁸ Section 25C of the *Gaming Machines Act 2001* authorises a levy payable based on the lease of a gaming machine entitlement as approved by the Independent Liquor & Gaming Authority at the time of application.

Department of Enterprise, Investment and Trade

**Notes to the financial statements
for the year ended 30 June 2024**

26. Administered items (continued)

⁹ 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. The amount received is \$5 million per annum, plus indexation applied from 2023-24.

¹⁰ Government grant funding provided to help reduce gambling harm across NSW.

Assets and Liabilities of the Fund

	2024	2023
	\$'000	\$'000
Assets		
Cash and cash equivalents	26,716	26,282
Receivables and prepayments	2,100	2,570
Software (including work in progress)	6,727	3,995
Total	35,543	32,847
Liabilities		
Payables ¹	10,012	9,758
Grants payable	200	612
Total	10,212	10,370

¹ Represents liabilities for goods and services provided to the Fund. \$7.3 million of these payables are to GambleAware providers for services delivered, where contracts specify a progress payment to be made by 30 June 2024 (2023: \$8.3 million).

27. Events after the reporting period

Pursuant to the *Administrative Arrangements (Administrative Changes-Miscellaneous) Order (No 2) 2024*, the Office of the Chief Scientist and Engineer group and the Investment NSW group is transferred out to the Premier's Department and the part of the Premier's Department that is responsible for the delivery of Australia Day events and program is transferred into the Department. These changes are effective from 1 July 2024.

There are no other events after 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 2023–24.

Client demographics

Age

30–39	27.3%
20–29	23.5%
40–49	22.0%
50–59	15.0%
60–69	8.6%
70–79	2.2%
10–19	1.0%
80–89	0.3%

Gender

Male	66%
Female	34%

Top ten LGAs where clients live

Albury
Coffs Harbour
Tweed Heads
Tamworth
Lavington
Dee Why
Gosford
The Entrance
Bathurst
Wagga Wagga

Top ten LGAs where services are delivered

LGA	Number of sessions
Sydney City	3,126
Inner West	1,687
Central Coast	1,296
Newcastle City	1,262
Parramatta	1,193
Campbelltown	1,001
Wollongong	908
Sutherland Shire	853
Tamworth Regional	845
Blacktown	834

Gambling activities

Where clients gamble

Hotel/pub	50.8%
Club	15.6%
Home	15.5%
TAB	3.1%
Casino	1.7%
On course (Racing/sports betting)	0.4%
Other (including Newsagent)	12.9%

Preferred means of gambling

In person	70.2%
Online	19.6%
Telephone	0.7%
No preference	5.9%
Other	3.6%

Main form of gambling

Gaming machines	63%
Horse/greyhound racing	10.8%
Sports betting	9.3%
Poker	3%
Casino games	2.5%
Lotteries	1.9%
Instant scratchies	0.4%
Keno	0.4%
Other	8.8%

Secondary form of gambling

Sports betting	18.7%
Horse/greyhound racing	17.5%
Gaming machines	14.4%
Lotteries	6.6%
Casino games	4.9%
Instant scratchies	3.2%
Keno	2.7%
Poker	2.4%
Bingo/Housie	1%
Other	28.7%

Access to services

Where client was referred from

GambleAware Helpline	37.1%
Family/friend/colleague	10.5%
Another mental health service/ counsellor	8.6%
GambleAware website	8.1%
Gambling Help Online	6.6%
Financial counsellor	3.7%
Internet advertising	3.7%
Gambling venue	2.1%
Justice system or a legal service	1.8%
Media (i.e.TV/radio/brochure)	1.5%
Medical service or GP	1.4%
Religious organisation	0.6%
Another gambler	0.4%
Other	13.9%

Referral to other service providers

No referral to other services	61.5%
Mental health service	11.2%
Other health/welfare service	7.3%
Financial counselling service	6.9%
Drug and alcohol service	2.6%
Self-help group	2.2%
Gambling counselling service/s	1.9%
Legal service	1.2%
Other	5.2%

