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# A Consultations

## A.1 Conduct of the inquiry

Following receipt of the Terms of Reference in November 2008, the Commission released an Issues Paper in December 2008 inviting public submissions and personal responses, and indicating some particular matters on which it sought information.

In total, 421 public submissions were received and placed on the inquiry website. (A full list of public submissions is contained in section A.2.)

In addition, the Commission received a number of confidential submissions that advised of personal experiences or contained commercially sensitive material.

During the early stages of the inquiry, the Commission consulted with a range of interested parties to get an idea of the key issues and where the Commission's report could add most value. The complete list of individuals and organisations that the Commission met with throughout the inquiry is contained in section A.3. A number of roundtables were also held in late 2008 and early 2009 and a list of participants is contained in section A.4.

A Draft Report was released for public comment on 21 October 2009. Public hearings to discuss the Draft were held in Melbourne, Sydney, Adelaide, Brisbane and Canberra in late November and early December. A list of attendees is contained in section A.5.

The Australian Government's *Youth Forum* website hosted a 'gambling ideas board' which elicited a wide range of views from young people on gambling and ways of addressing problem gambling. These views were compiled into a report and submitted to the Commission. (This report can be found at [www.youth.gov.au/ayf/documents/GamblingSummary.pdf](http://www.youth.gov.au/ayf/documents/GamblingSummary.pdf))

In conducting its inquiry, the Commission has benefited greatly from the participation of a wide range of individuals and organisations and is very grateful to all those who contributed.

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## A.2 Submissions

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<i>Participants</i>	<i>Submission no.</i>
Abdelrehim, Jemal	DR414
Aboriginal Health & Medical Research Council of NSW	150
Across the Waves Sports Club	DR276
ACT Council of Social Service	176
ACT Government	DR338
AFL Sunshine Coast Juniors	96
Ainslie Football & Social Club Ltd	133, DR300
Algester Primary School	217
ALH Group	198, DR340
Alligator Creek Bowls & Recreation Club Inc	DR399
AMC Convergent IT	173
Amity Community Services Inc.	167, DR388
Anglicare Tasmania	83, DR355
ASH Australia; SmokeFree Australia Coalition of NGOs	DR304
Aspley Athletics Club Limited	196
Aspley Australian Football & Sporting Club Ltd	DR401
Aspley Little Athletics Centre Inc.	195
Asquith Bowling & Recreation Club	156
ATMIA (ATM Industry Association)	DR420
ATM Industry Reference Group	137, DR324
Australasian Casino Association	214, 264, DR365, DR416
Australasian Gaming Council	230, DR377
Australian Bankers' Association	165, DR381
Australian Bookmakers' Association Pty Ltd	243, DR320
Australian Hotels Association (ACT)	85
Australian Hotels Association (National)	175
Australian Hotels Association (NSW)	256, DR385
Australian Hotels Association (SA)	166
Australian Hotels Association (Vic)	86, DR323
Australian Institute of Criminology	128
Australian Internet Bookmakers Association	221, DR373
Australian Privacy Foundation	239
Australian Racing Board	213, DR343

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Australian Thoroughbred Racehorse Owners Council	244
Ayr Golf Club Inc	47
Ayr Surf Lifesaving Club	64
Balmoral Consultancy Services	DR295
Bankstown City Aged Care Limited	11
Bankstown District Cricket Club	29, 78
Bankstown District Sports Club Ltd	DR307
Barham & District Services Memorial Club Ltd	23
Barrier Social Democratic Club	88
Beagle, John	249
Belrose Bowling Club Limited	17, DR291
Bermagui Country Club	53, DR325
Betchoice Corporation Pty Ltd	258
Betchoice.com	DR395
Betfair Pty Ltd	181, DR412
BetSafe	93, DR345
Blacktown Workers Club Group	22
Borderlands Cooperative	126
BoysTown	142, DR363
Braidwood Servicemen's Club Limited	186, DR398
Brisbane Racing Club	246
Brisbane Saints Cricket Club	36
Broken Hill Legion Club	110
Burdekin Race Club Inc	43
Burrum Heads Bowls Club Inc	DR279
Caboolture Sports Club Inc	DR334
Caloundra RSL Services Club	DR278
Camden Valley Golf Resort	67
Canada Bay club	232
Canberra Labor Club	103
Canberra Southern Cross Club Ltd	95, DR319
Canterbury Bulldogs League Club Ltd	DR409
Canterbury Leagues Club	212
Cardiff RSL Club Limited	160
Carpentaria Buffalo Club	DR283
Cashcard Australia Limited	DR330
Casino Canberra	DR315
Casuarina all Sports Club Incorporated	28
Cazalys Cairns Ltd	DR280

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Central Coast Academy of Sport	50
Centre for Gambling Education & Research	76
CEX Group of Clubs	153
Chinchilla RSL Memorial Club Inc	DR281
Chrysalis Insight Inc	170
Cicchini, Fred	77
City Diggers Wollongong	4, DR406
City of Greater Dandenong	124
Club Bondi Junction	24
Club Marconi	184
Club One (SA) Ltd	DR328
Club Willoughby	8
Clubs Australia	164, DR359
Clubs Queensland	121, 257
ClubsACT	127, DR337
Coffs Harbour City Council	219
Commercial Radio Australia	71
Commission on Social Questions and Bioethical Issues, Lutheran Church of Australia	136
Commissioner for Victims' Rights	7
Community Clubs Association of Victoria	DR366
Community Sector Members of the Qld Responsible Gambling Advisory Committee	112
Cooloola Coast Bowls Club Inc	DR282
Cooma Ex-Services Club	65
Council of Gambler's Help Services Incorporated	DR326
Councils of Social Service (COSS Network)	DR369
Cowboys Leagues Club Ltd	DR288
Crescent Head County Club	16
Cricket Australia	207
Cronulla RSL Memorial Club Limited	114
Cronulla-Sutherland Leagues Club Ltd	162
David, Richard	56
Deniliquin RSL Club Ltd	94
Diggers@the entrance	13, DR274
Disability, Child, Youth and Family Services	DR370
Dolphins – Redcliffe Leagues Club	149, DR309
Donnellan, J.P.	1
Donnelly, Marea	DR397
Drummoyne Sailing Club Ltd	100

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Duty of Care	151, 177
Everglades County Club	215
Fabiansson, Dr Charlotte	5
Fairfield City Council	92, DR346
Falkiner, Tim	2, 61, 254, DR350
FamilyVoice Australia	54, DR287
Financial & Consumer Rights Council Inc	DR356
Finley Bowling Club Limited	216
Fiorino Forming Solutions	DR392
Five Dock RSL Community Club Ltd	141, DR306
Flack, Dr Ted	199
Fogarty, Marisa	106
Forbes Services Memorial Club	206
Future Achievement Australia Foundation Ltd	113
Gambling and Public Health International	DR308
Gambling Care, Lifeline Canberra Inc.	123
Gambling Impact Society (NSW) Inc.	59, 253, DR371
Gambling Research, Charles Darwin University	168
Gambling Treatment Program -St Vincent's Hospital	DR331
Gaming Technologies Association	34, 147,201, 263 DR344, DR413, DR418
Garrett AM, Peter	42
Goulburn Golf Club	174
Granville Hockey Club Inc t/as Granville Sports Club	DR293
Green, Bob	DR313
Greyhounds Australasia	248, DR362
Grljusich, Ian	DR269
Harness Racing Australia	231, DR335
Harness Racing Victoria	DR351
Harvestdata	261
Herbert River Sub-Branch RSL Services Memorial Club Inc	DR273
Hervey Bay Golf & Country Club Inc.	DR301
Hicks, Fay	DR396
Hillston Ex-Servicemen's & Citizens' Club	14
Hornsby RSL Club	37, DR322
Hume City Council	74
Hunt, Ron	DR383
Hunter Coast Marketing	DR270
Hunter Council on Problem Gambling	111

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HunterCoast Marketing	57, 236, DR277
Hurstville R.S.L. Memorial Club Limited	191
iBus Media Limited	178, DR375
Illawarra Catholic Club	81
Illawarra District Rugby League Football Club	211
Illawarra Master Builders Club Ltd	80
Innisfail RSL	DR404
Institute of Public Affairs	72
Interactive Gaming Council	255
Isaac, Rod	242
Judith Stubbs and Associates	73
Kedron Wavell Services Club Inc	45, 63, DR275
Kedron-Wavell Services Hockey Club Inc.	102
Keep Australia Beautiful	171
Kildonan UnitingCare	163, DR339
Kingsgrove RSL Club Ltd	143
Laurieton United Services Club	169
Leagues Clubs Australia	159, DR382
Leigh, Professor Andrew	DR266
Lifeline Canberra inc.	DR393
Lions Club of Chinchilla	192
Livingstone, Charles and Woolley, Richard	134, 237, 259, DR367
Lottery Agents Qld and Lottery Agents Association of Victoria	DR391
Macedon Ranges Shire Council	129
Magpies Club Group	DR342
Mair, Peter	39, DR265, DR267, DR354
Maribyrnong City Council	118, DR364
Maroochydore Eagles Basketball Association	152
Maroochydore Football Club Inc	155
Maryborough District Cricket Assn. Inc.	DR403
McDonald, John – University of Ballarat	117
McMillen, Professor Jan	223
Men’s Group of the Exodus Foundation	138
Merrylands Bowling sporting & Recreation Club Ltd	9
Miller, Rohan (University of Sydney)	260
Ministry of Health (New Zealand)	DR321
Mitchell, Libby	157, DR349, DR378

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Mittagong RSL Club Limited	DR312
Monaghan, Sally	58, DR296
Montrose Access	70
Moreland City Council	107
Moreton Bay Region Combined Clubs	DR358
Mounties Group	135
Nambucca Heads Bowling & Recreation Club Ltd	182
Narooma Golf Club	200
National Horse Racing Alliance	DR411
National Seniors Australia	193
National Tourism Alliance	108
National, State and Territory Councils of Social Service	180
Netball Qld	44
Netsweeper	250
New South Wales Government	247
New South Wales Institute of Sport	46
New South Wales Responsible Gambling	38
New South Wales Volunteer Rescue Association Inc.	101
North Ryde RSL Community Club Ltd	69
Northern Territory Government	252
Norths Leagues & Services Club	DR400
NSW Government – Minister for Gaming and Racing	DR336
NSW Racehorse Owners Association	DR317
NT Government	DR410
O'Domhnaill, Aidrian	DR380
O'Farrell MP, Barry	187
Oatley RSL & Community Club	158
Office of Liquor, Gaming and Racing (Qld)	234
Orange Ex-Services Club	144
P&F Association, St Joseph's Primary School	190
Palmerston Sports Club Inc	27
Panthers Entertainment Group	125
Parramatta Leagues Club	DR341
Personal Submission	DR390
Personal submission (name withheld)	148
Personal submission (name withheld)	172
Personal submission (name withheld)	DR299
Pittwater RSL Club	32
PlayUp Interactive Entertainment (Australia)	130

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PokieWatch.org	119, DR386
Problem Gambling Foundation of NZ	DR294
Provincial Association of NSW	DR353
Public Interest Advocacy Centre Ltd	222, DR389
Queanbeyan Leagues Club Ltd	10
Queensland Gambling Help Network	62
Queensland Hotels Association	105
Queensland Responsible Gambling Advisory Committee	235
Racing Industry Consultation Group	DR347
Racing NSW	228, DR318
Racing NSW Country	DR352
Racing Victoria Limited	DR417
Randwick Labor Club	189
Randwick Labor Club	DR407
Recreation, Sports and Aquatics Club	30
Regis Controls Pty Ltd	82, 262
Relationships Australia (SA)	203, DR419
Remote Gambling Association	DR361
Responsible Gaming Networks	120, DR394, DR415
Revesby Workers' Club Ltd	202, DR384
Richardson, Keith	3
Riverina Australian Football Club	31
Riverina Australian Football Club (Rules Club Wagga)	DR305
Roberts, Kate	89
Rockdale RSL Club	26
RSL & Services Clubs Association	145, DR374
RSL (Queensland Branch)	DR360
RSL (Vic Branch) Inc	146, 245, DR368
Ryan, Neil E.	21
Ryde-Eastwood Leagues Club	91
SA Council of Social Service (SACOSS)	179, DR327
Sawtell RSL Club Limited	218
Scales, Brian	DR333
School of Australian Indigenous Knowledge Systems, Charles Darwin University	DR408
School of Management, Qld University of Technology	241
Seaforth Bowls Club Inc.	DR298
Smith, G.W.	84
Soldiers Point Bowling Club Co-operative Limited	25

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Souris MP, George, (NSW Shadow Minister for Hospitality & Tourism, Racing & Major Events)	DR379
South Australian Government	225
South Sydney Junior Rugby League Club Ltd	97
Southport Surf Club Supporters Club Inc	DR284
Special Olympics Qld, Brisbane West Region	204
Sportsbet Pty Ltd	DR376
St George Masonic Club	35
St Marys Rugby League Club Ltd	122
St Vincent de Paul Society Qld	41
Starlight Children's Foundation	79
Stokes, Rob (Member for Pittwater)	19
Strikers Sports and Community Club Ltd	DR285
Stuarts Point Workers Recreation & Bowls Club Inc	185
Sunnybank Community & Sports Club	DR292
Sussex Inlet Bowling Club	197
Sydney Turf Club	DR348
Tabcorp Holdings Limited	227, 229, DR372
Tamworth City Bowling Club	52
Tasmanian Gaming Commission	DR311
Tasmanian Government	224
Tatts Group Limited	104, 240, DR302
Tatts Lotteries	87
Techlink Entertainment International	DR329
The Anglican Diocese of Brisbane	140
The Australian Family Association	161
The Boat Club	DR272
The Council of Gambler's Help Services Inc	132
The Juniors	DR332
The Smith Family	131
The Spastic Centre	210
Thomas, (Dr) Anna	DR316
Tocumwal Golf Club Limited	115
Toneguzzo, Steve	12, 20, 55, 60
Tooleybuc Sporting Club Limited	183
Toombul Bowls Club Inc.	DR290
Tourism and Transport Forum	208
Townsville RSL	DR314
Tracy Village Social & Sports Club Inc.	98

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Trangie Bowling Club	194
Tuggeranong Valley Rugby Union & Amateur Sports Club Ltd	109
Tuncurry Bowling Club	DR405
Tweed Heads Bowls Club	188
UnitingCare Australia	238, DR387
UnitingCare Children, Young People and Families	90
Victoria Racing Club	DR310
Victorian Government	205, 251
Victorian InterChurch Gambling Taskforce	220, DR357
Victorian Local Governance Association	75
WA Government	139
Wagga RSL Club	116, DR303
Wallsend Diggers	49
Warringah Golf Club	51
Wattle Range Council	233
West Heidelberg Community Legal Service	DR268
Western Riverina-Murray Gambling Forum	226
Western Sydney Academy of Sport	154
Wests Ashfield Leagues	40
Wheelchair Sports NSW	48
Williams, John MP	209
Windross, Allen	15
Wollongong RSL Bowling Club Ltd	68
Woman's Christian Temperance Union of WA Inc	6
Woodburn Evans Head RSL Club Ltd	18, DR286
Wynnum Manly Leagues Club Ltd	DR402
Wynnum RSL Services Memorial Club Inc	DR297
Xenophon, Nick, (Independent Senator for SA)	99, DR289, DR421
Yaralla Sports Club Inc	DR271
Youth Off The Streets (YOTS)	66

### **A.3 Visits and meetings**

ACT Gambling and Racing Commission  
ACT Government  
Areyonga Women (Northern Territory)  
Aristocrat  
ATM Industry Reference Group

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Australasian Gaming Commission  
Australasian Gaming Council  
Australasian Casino Association  
Australian Communications and Media Authority  
Australian Demographic & Social Research Institute, ANU (Bryan Rodgers & Tanya Caldwell)  
Australian Hotels Association  
Australian Racing Board  
Australian Social Science Data Archive (ASSDA)  
Betchoice  
Betfair  
Burswood Casino  
Casino Canberra  
Centrebet  
Clubs Australia  
Clubs NSW  
Clubs WA  
Community and Disability Services Ministerial Advisory Council  
Crown Casino  
Customers Limited  
Department of Families, Housing, Community Services and Indigenous Affairs  
Department of Internal Affairs (New Zealand)  
Department of Prime Minister and Cabinet  
Gambling Care  
Gaming Technologies Association  
Heads of Churches Gambling Taskforce  
Huggins, Sarah  
Ibus Media Limited  
International Gaming Technologies (IGT)  
Jackson, Alun and Thomas, Shane  
Livingstone, Charles (Monash University), Woolley, Richard (University of Western Sydney) and Keleher, Helen (Monash University)  
Ministerial Council on Gambling Officials  
New South Wales Government  
Northern Territory Government  
Queensland Office of Liquor, Gaming and Racing (OLGR)  
Queensland Responsible Gambling Advisory Committee  
Queensland Treasury  
Redcliffe RSL  
Salvation Army  
Sandgate RSL

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South Australian Government  
Southern Cross Club  
St Vincent de Paul  
Star City Casino  
Tabcorp  
Tasmanian Department of Health and Human Services  
Tasmanian Department of Treasury and Finance  
Tasmanian Gaming Commission  
Toneguzzo, Steve  
Treasury  
United Kingdom Gambling Commission  
UnitingCare Kildonan  
UnitingCare Wesley Adelaide  
Victorian Government  
Victorian Interchurch Gambling Taskforce  
Vikings Club (Tuggeranong Valley Rugby and Amateur Sports Club)  
WA Government  
Xenophon, Senator Nick

## **A.4 Roundtable attendees**

### *Gambling Industry Roundtables 24 November 2008*

Australasian Casino Association  
Australasian Gaming Council  
Australian Hotels Association  
Australian Leisure and Hospitality Group  
Clubs Australia  
Crown Ltd  
Gaming Technologies Association  
Tabcorp Holdings

### *Community Sector Roundtables 24 November 2008*

Anglicare Australia  
Australian Council of Social Services  
Catholic Social Services  
Council of Gamblers Help Services  
Interchurch Gambling Taskforce  
Relationships Australia

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St Vincent de Paul Society  
The Salvation Army  
The Smith Family  
UnitingCare Australia

*Researchers' Roundtables 25 March 2009*

Allcock, Clive  
Battersby, Malcolm  
Blaszczynski, Alex  
Delfabbro, Paul  
Hare, Sarah  
Jackson, Alun  
Marshall, Penny  
McMillen, Jan  
Thomas, Shane  
Walker, Michael

## **A.5 Attendees at Public Hearings**

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*Participants*

*Transcript pages*

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### **Melbourne — 26 November 2009**

Tabcorp	2 – 26
Robert Waterhouse	27 – 42
Regis Control Pty Ltd	43 – 51
Kildonan Uniting Care	52 – 57
Macedon Ranges Shire Council	58 – 73
RSL Victoria	74 – 91

### **Sydney — 1-2 December 2009**

Nick Xenophon	92 – 101
Betchoice Corporation Pty Ltd	102 – 122
Gambling Impact Society of New South Wales	123 – 134
Tourism and Transport Forum Australia	135 – 148
New South Wales Racing Industry	149 – 168
Racing New South Wales	169 – 189
Aboriginal Health and Medical Research	190 – 200
Exodus Group	201 – 211
Action on Smoking and Health Australia, Smokefree Australia	224 – 238

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## **Melbourne — 7 December 2009**

John Beagle	240 – 250
Victorian Interchurch Gambling Taskforce	251 – 272
Victorian Interchurch and Salvation Army	251 – 272
Betfair Australia	273 – 296
Australian Internet Bookmakers Association	297 – 317
iBUS Media Ltd	318 – 329
Jemal Abdelrehim	330 – 335

## **Adelaide — 8 December 2009**

Australian Hotels Association (SA)	337 – 357
SA Heads of Christian Churches Gambling Taskforce	358 – 376
Australian Racing Board	377 – 398
Family Voice Australia	399 – 409
Commissioner for Victims Rights	410 – 419
Duty of Care	420 – 432
Relationships Australia	433 – 446
South Australian Council of Social Service	447 – 458

## **Brisbane — 14 December 2009**

Maxgaming/Tatts Group	461 – 479
Leagues Clubs Australia	480 – 501
Clubs Queensland	502 – 527
Australasian Casino Association	528 – 551
Pokiewatch	552 – 571
Responsible Gambling Networks Pty Ltd	572 – 593

## **Canberra — 15 December 2009**

Uniting Care Australia	596 – 605
RSL and Service Clubs Australia	606 – 618
Charles Livingstone	619 – 633
Australian Hotels Association	634 – 661
Clubs Australia	662 – 683
Australian Bookmakers Association Pty Ltd	684 – 693
Harness Racing Australia	694 – 706
National Race Horse Alliance	707 – 728
Gaming Technologies Association	729 – 747
Australasian Gaming Council	748 – 776