
J Counselling services

This appendix provides supporting material for the chapter on counselling and treatment support services (chapter 7). Section J.1 provides a brief overview of the range of counselling and treatment support services provided by the states and territories to those affected by problem gambling. Information on the number of people accessing gambling support services and some characteristics of callers of gambling helplines and clients of counselling services is presented in section J.2. Section J.3 provides details on funding arrangements for gambling counselling and treatment support services.

J.1 Brief overview of counselling and treatment support services

All state and territory governments in Australia provide free counselling and treatment support services for people experiencing problems with gambling, as well as family or friends who may be affected (box J.1). Services are provided through a variety of government and non-government organisations (many of which are community-based agencies). Services include:

- 24 hour gambling helplines (a national 1800 number) offering telephone crisis counselling, information and referral services
- gambling help websites providing information, self-help material and tools
- face-to-face counselling, including intensive clinical therapy, financial counselling and group support
- community education activities and problem gambling research programs (box J.2).

Specialist services for Indigenous and Culturally and Linguistically Diverse (CALD) communities are also provided by a number of the jurisdictions.

Box J.1 State and Territory funded counselling and support services

All state and territory governments provide a 24 hour, seven days a week telephone service providing information, referral, counselling and support to problem gamblers and their family members. Funding is also provided for community education campaigns and research programs.

New South Wales

The Responsible Gambling Fund (RGF) funds a range of organisations to deliver gambling counselling and support services. In 2008-09 there were:

- 38 individual services conducting face-to-face counselling
- 5 multi-region services offering specialist assistance for CALD communities and a state-wide Aboriginal service providing a range of workforce development and awareness raising initiatives
- 3 specialist support services providing, respectively, training for gambling counsellors, expert legal advice for individuals and services on gambling related matters, and advice and advocacy on gambling issues as they affect people with disabilities.

Victoria

The Victorian Government currently funds 16 agencies to deliver Gambler's Help problem gambling and financial counselling from approximately 100 sites across metropolitan, regional and rural Victoria. There are also:

- specialist services to develop links across problem gambling, mental health, alcohol and other drugs and family services
- a Recovery Assistance Program providing material and financial assistance when gambling has resulted in financial crisis
- specialist services to CALD (Centre for Culture Ethnicity and Health) and to Indigenous communities (Victorian Aboriginal Health Service and the Victorian Aboriginal Community Services Association)
- mobile, outreach and after-hours services
- a Problem Gambling Research and Treatment Centre.

Queensland

The Gambling Help Service System includes:

- 14 face-to-face counselling services from approximately 30 sites across the state offering addiction, relationship, financial and group counselling
- a residential treatment program
- culturally appropriate assistance.

(Continued next page)

Box J.1 (continued)

South Australia

Services to address problem gambling in South Australia (Gambling Help Services), are run by both government and non-government agencies and include: intensive therapy, financial counselling, general counselling, group support, as well as services targeted to CALD, Aboriginal and other specific population groups.

Western Australia

Services are currently operated by Centrecare under the program name Gambling Help WA. Services include face-to-face counselling (general and financial) and phone counselling (where face-to-face counselling is not appropriate or available, such as for people in regional and remote parts of WA).

Tasmania

Tasmania's Break Even Gambling Services provide counselling services, including financial counselling and group sessions. The Gambling Support Program also provides problem gambling support services, including gambling community education and health promotion.

Australian Capital Territory

Gambling Care (Lifeline Canberra) provides face-to-face counselling and related financial counselling for people experiencing problems with gambling. It also provides community education services.

Northern Territory

The three funded counselling services (Amity Community Services, Anglicare NT and Somerville Community Services) offer general counselling, gambling intervention, addictions and financial counselling. Funding is also provided for an Indigenous Gambling Intervention Service Network and money management workshops targeting remote communities in the Alice Springs Region.

Sources: RGF (sub. 38, p. 4), Victorian Government (sub. 205), South Australian Government (sub. 225), Western Australian Government (sub. 139, p. 19), Tasmanian Government (sub. 224), Office of Liquor, Gaming and Racing Queensland (sub. 234), Problem Gambling Services: Action Plan, Department of Families and Communities, Government of South Australia, 2007.

In late 2008, the Ministers from each Australian jurisdiction signed a Memorandum of Understanding to undertake a three year trial of a national on-line gambling counselling service. The national on-line 24 hour gambling counselling service began operating on 31 August 2009. Email support and self-help material are also available on the website (www.gamblinghelponline.org.au).

Gambling help services are also available from industry-funded counselling agencies (such as BetSafe, ClubSafe, RSL Assist), voluntary groups (such as Gamblers Anonymous, Gam-Anon), religious and community groups, public and private hospitals and clinics.

Box J.2 Strategies aimed at raising community awareness

All states and territories have in place strategies for raising community awareness about gambling and help services, including media campaigns, gambling websites, community education events, problem gambling material.

Media campaigns are conducted using television, radio and print advertising. Printed material (including player information brochures, posters and contact cards) are made available in venues and in the general community. Printed material is generally available in a range of languages.

Media campaigns and printed material are generally aimed at assisting people to make safe gambling choices, raise awareness about risks of gambling and promote help services:

These strategies assist people to make informed choices about if, and for how long, they should engage in various gambling activities, and to alert them to the availability of help if their participation leads to problems (New South Wales Government, sub. 249, p. 54).

The objective of the communications component of the strategy is to explain the personal and social impact of problem gambling and encourage those with gambling problems to seek assistance. It aims to increase community awareness about the harm caused by problem gambling, enabling people to develop an understanding of how to gamble responsibly, and to increase the number of people accessing Gambler's Help services (Victorian Government, sub. 205, p. 79, attachment 3).

All jurisdictions sponsor Gambling Awareness Weeks. Examples of activities undertaken during this week include media campaigns, information stalls in shopping centres, workshops and seminars highlighting developments in problem gambling, and refresher courses for venue staff on responsible service of gambling.

Some of the community awareness strategies are targeted at specific groups in the community at risk of developing a gambling problem. For example, the New South Wales Government conducted a campaign targeted at young males during the second half of 2008. The campaign, *Gambling Hangover*, aimed to increase awareness among young males, to create dissatisfaction with problem gambling and provide self-help strategies for changing behaviour, including where to get help. The media were chosen to specifically capture the target audience 'during the morning after, remorse, phase of a gambling binge' and delivered the message 'don't ignore it, get onto it' by calling G-Line or going to the Gambling Hangover website (New South Wales Government, sub. 249, p. 59).

Non-government agencies also play a role in community education. For example, *isee-ilearn.com* has been harnessing the oral story telling traditions of Indigenous groups in central Australia.¹ The Waltja Tjutanku Palyapayi Aboriginal Corporation have also been holding workshops in Indigenous communities in central Australia to discuss the impacts of gambling.

Source: http://www.fahcsia.gov.au/SA/GAMBLINGDRUGS/PUBS/PROGRESS_REPORT_NFPG/Pages/default.aspx

¹ <http://www.isee-ilearn.com/gamblingstories/index.html>

J.2 Clients using gambling support services

Gambling help calls

Gambling helplines are an important first port of call for people experiencing problems with gambling. The helplines provide 24 hour services including referrals, counselling and support for people experiencing problems with gambling. In 2007-08, there were around 31 000 calls made to gambling helplines in Australia. The majority of callers were from the target group (gamblers, family and friends, table J.1). In Tasmania, around 77 per cent of target group callers to the gambling helpline were first time callers.

Table J.1 **Gambling Helpline, 2007-08**

	<i>NSW</i>	<i>Vic^a</i>	<i>Qld</i>	<i>SA</i>	<i>WA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT^c</i>	<i>Total</i>
Target callers	6757	-	-	1536	885	536	-	52 ^d	
Non-target callers	4789	-	-	641 ^b	536	404	-	64 ^e	-
<i>Total calls</i>	11 546	11 153	3376	2177	1421	940	266	116	30 995

^a Includes 183 contacts associated with the RTC program. ^b Includes prank calls, hangups, wrong numbers. ^c Includes only calls made outside normal business hours. ^d Gambling related calls (counselling, information or referral). ^e Calls answered.

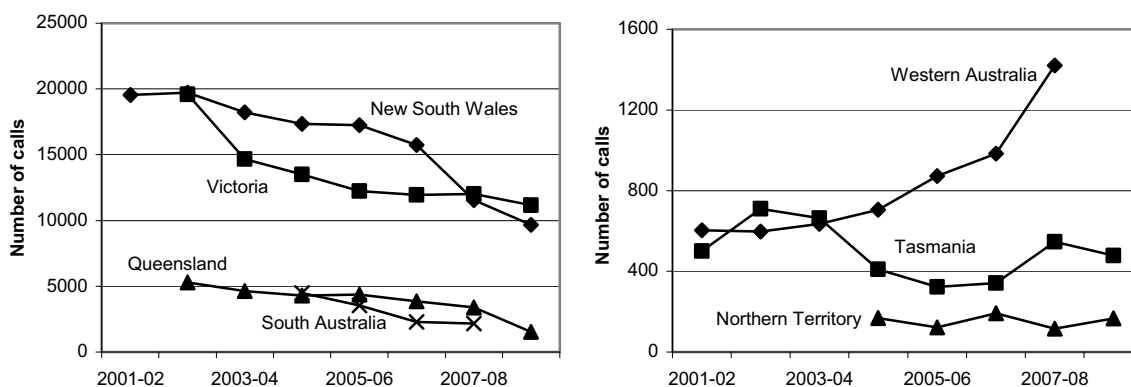
Data sources: RGF Annual Report 2007-08, Lifeline Canberra Annual Report 2007-08, Lifeline Canberra (sub. 123), Gambling Helpline Tasmania, Annual Report 2007-08, data provided by state and territory governments.

In a number of jurisdictions (New South Wales, Victoria, Queensland and South Australia), calls to the gambling helpline have trended downwards in recent years (figure J.1). The total number of calls to the gambling helpline in New South Wales, for example, almost halved over the period 2002-03 to 2008-09 (over the same period the target group calls declined from over 13 000 to around 6 400 calls).

The Victorian Government, commenting on the decline in calls to the Gambler's Help Line in that state (where the total number of calls declined from around 19 000 in 2002-03 to around 11 000 in 2008-09), said:

It is difficult to accurately identify the reasons behind the reduction in calls to the Gambler's Help Line. This trend may be attributed to a number of factors, including (but not limited to) a decline in the number of people requiring problem gambling services in Victoria, a decline in help-seeking of problem gamblers, a larger cohort of problem gamblers seeking alternative sources of assistance and/or gamblers displaying natural recovery from their gambling issues. (Victorian Government, sub. 205, p. 74)

Figure J.1 Trends in gambling helpline calls



^a For Tasmania calls are target group calls only.

Data sources: RGF Annual Reports, data provided by State and Territory Governments.

In Western Australia, the number of calls to the gambling helpline more than doubled over the period 2001-02 to 2007-08. In Tasmania, the number of ‘target group’ calls to the gambling helpline declined from over 700 calls in 2002-03 to around 320 calls in 2005-06 before increasing to almost 540 calls in 2007-08 (figure J.1).

Counselling and treatment services

Client data collected by the states and territories suggests that around 17 500 people attended gambling and treatment services in 2007-08 (table J.2). Most of those seeking help did so for their own gambling problem, with around 4000 people seeking help for someone else’s gambling problem. The data, however, are not strictly comparable (some jurisdictions collect data on ‘all’ clients, others on ‘new’ clients, some jurisdictions include clients attending gambling financial counselling). The data also exclude people seeking help from privately provided or voluntary gambling help services (such as Gamblers Anonymous and private psychiatrists) and those seeking help from generic community services and financial and relationship counselling agencies.

The Commission’s 1999 gambling report estimated that *well in excess* of 12 000 people had attended problem counselling agencies in the previous 12 months (based on data collected as part of the Commission’s survey of counselling services).

Table J.2 Clients of gambling help services, 2007-08

State/Territory	Number of clients	Type of client	Gender	
			Male %	Female %
NSW	4 880	Person with gambling problem — 71% Partner/ex-partner — 14% Family member — 8% Friend — 3%	58 Gambling clients — 68% male	42 Partner/ex-partner or family member — 74% female
Victoria	5 843 (problem gambling counselling) 3 060 (problem gambling financial counselling)	Family and friends — 20%	48 (problem gambling help) 42 (financial counselling)	52 (problem gambling help) 58 (financial counselling)
Queensland	926 (new clients)	Gambling clients — 83% Other clients — 17%	50	50
South Australia	1 306 (new clients)	Gambling clients — 76% Other clients — 24%	49	51
Western Australia	297		67	33
Tasmania	385	Gambling clients — 85% Partner/other — 15% ^a	43 ^a	57 ^a
Northern Territory	367		39 ^b	61 ^b
ACT	224 (gambling counselling clients) 144 (financial counselling clients)	Gambling clients — 109 new, 101 existing, 14 new family member clients	59	41
Total	17 432	Gambling clients 13 492 Other clients 3 940^c		

^a Based on client data for the period July 2000 to June 2007. ^b Based on data for clients attending two Northern Territory counselling agencies. ^c For Western Australia and for two counselling agencies in Northern Territory, it was assumed that 20 per cent of clients were attending counselling services for someone else's gambling behaviour.

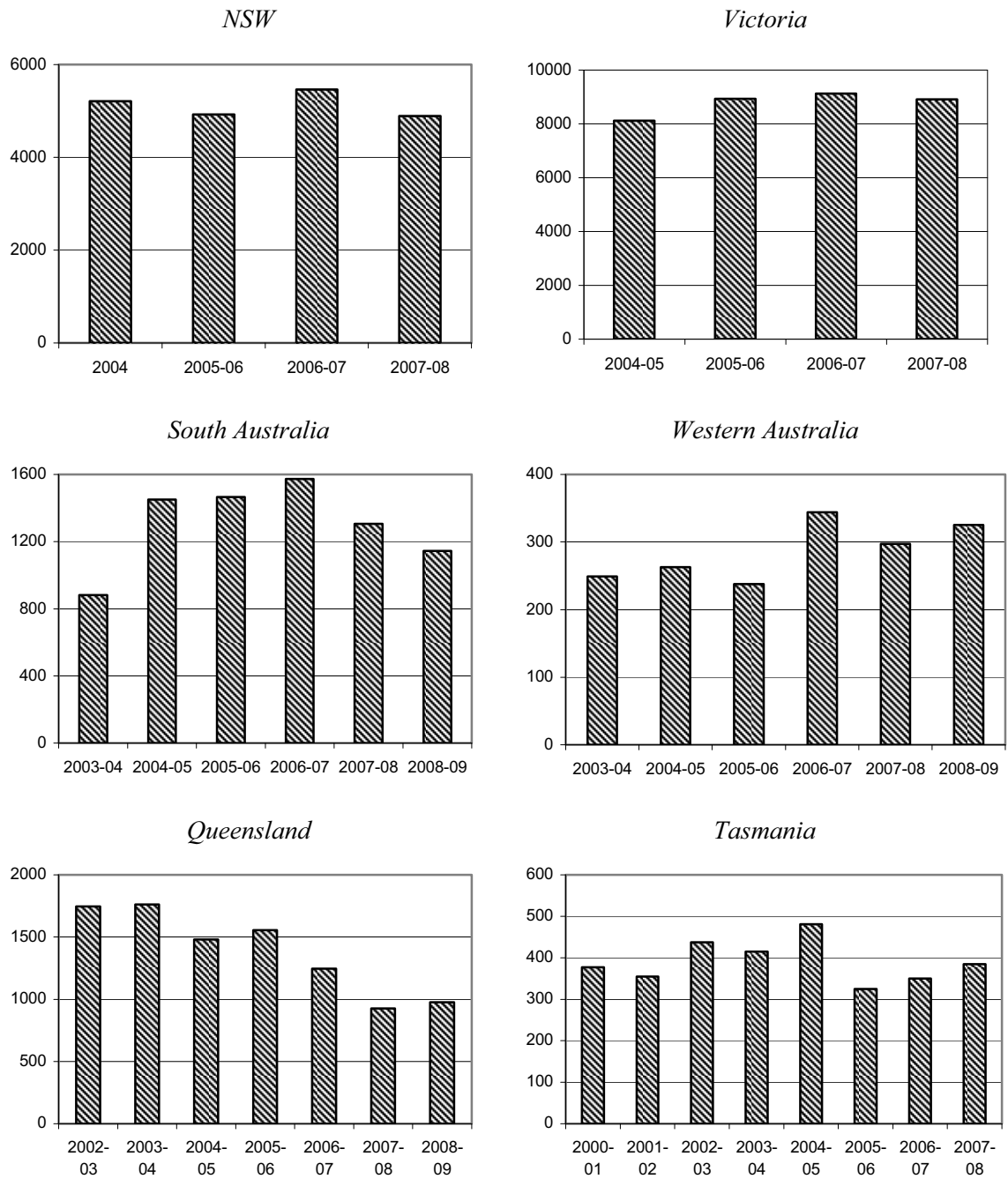
Data sources: RGF Client Data Set 2007-08 Annual Report, RGF Annual Report 2007-08, Victorian Government (sub. 205), Department of Health and Human Services Break Even Gambling Services Client Information July 2000 to June 2007, Lifeline Canberra 2007-08 Annual Report, Lifeline Canberra (sub. 123), *Taking Action on Problem Gambling – A Strategy for Combating Problem Gambling in Victoria*, Department of Justice 2006, data provided by state and territory governments.

In terms of clients attending counselling services, data collected at the state and territory level show that:

- in both New South Wales and Victoria the number of clients receiving counselling for gambling has remained ‘reasonably’ stable in recent years (figure J.2). However, in Victoria, over the period 2004-05 to 2007-08, client hours for problem gambling financial counselling more than doubled, increasing from 8197 to 17 976 hours, with the average number of hours of counselling per client increasing from 2.9 to 5.9 hours (figure J.3). The Victorian Government noted that ‘throughout these years there were significant state-wide television advertising and other media campaigns that promoted Gambler’s Help services, as well as the state-wide 1800 number’ (Victorian Government, sub. 205, p. 72).
- new clients seeking help for gambling in Queensland declined from more than 1700 in 2002-03 to just less than 1000 in 2008-09 (there are, however, some concerns about the reliability of the data).
- in Tasmania, demand for counselling services was reasonably stable over the period 2000-2008, with the highest number of clients seeking help over the three year period 2002-03 to 2004-05. As the Tasmanian Government said ‘demand for services has proven to be fairly stable over time’ (sub. 224, p. 33).
- in South Australia client numbers increased over the period 2003-04 to 2006-07 (the highest number of clients seeking counselling help in 2006-07), before declining in the last two years.
- in Western Australia client numbers were reasonably stable over the period 2002-03 to 2005-06 before increasing in 2006-07. The number of counselling sessions attended by gambling clients increased by around 35 per cent over the period 2003-04 to 2008-09 (figure J.3).

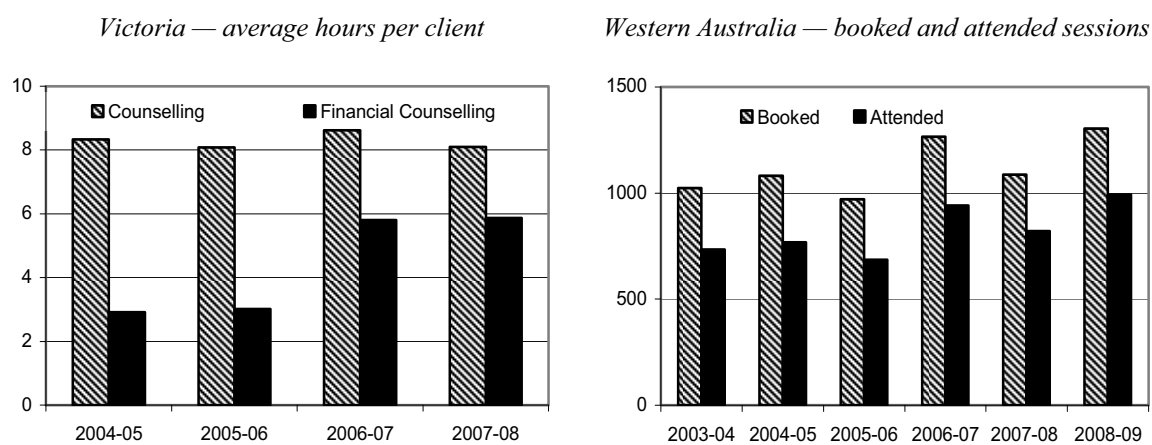
Figure J.2 Trends in clients attending counselling services

Number of clients



Data source: RGF Client Data Sets (various), Victorian Government (sub. 205), Department of Health and Human Services, Break Even Gambling Services Client Information, July 2000 to June 2007, data supplied by state and territory governments.

Figure J.3 Changes in client hours and sessions booked and attended



Data sources: Victorian Government (sub. 205), data provided by the Western Australian Government.

Electronic gaming machines — the main form of gambling causing problems

Most clients who call gambling helplines and access counselling and treatment support for gambling are experiencing problems with gaming machines or identify these as their main form of gambling (tables J.3 and J.4). In all jurisdictions except Western Australia, 74 per cent or more counselling clients identified EGM's as the main source of gambling problem/preferred gambling activity (table J.4).

Among those clients seeking gambling counselling, a higher proportion of females than males cited EGMs as their main form of gambling. For example, in New South Wales 93 per cent of female problem gamblers reported gaming machines as their preferred form of gambling, compared with 72 per cent of males. Similarly, in Queensland 87 per cent of females and 64 per cent of males reported EGMs as the form of gambling causing most problems.

The other forms of gambling causing problems for counselling clients include betting on horse and dog racing/TAB, casino and card games and keno (table J.4). Men are more likely than women to report problems with racing, sports betting and casino games. In New South Wales of those problem gamblers specifying a principal gambling activity, 12 per cent of males and 1 per cent of females nominated racing. In Queensland, 7 per cent of male and 2 per cent of female clients cited casino table games as the form of gambling causing most problems.

Table J.3 Forms of gambling causing most problems, helpline callers, 2007-08

	<i>NSW^a</i>	<i>Vic^b</i>	<i>Qld</i>	<i>SA</i>	<i>WA^c</i>	<i>Tas</i>
1.	EGMs 54% target group	EGMs 83%	EGMs 82%	EGMs 78%	TAB 41%	EGMs 69%
2.		Races, off-course 15%	Races 10%	TAB 5%	Table games/Keno — casino 33%	Races, off course 23%
3.			Cards 4%	Casino games 4%	EGMs – casino 12%	Cards (Blackjack, Poker) 3%

^a Percentage of target group callers reporting gambling on gaming machines. ^b Main gambling issue. ^c Preferred form of gambling activity. Multiple responses were allowed on forms of gambling. Percentages exclude category 'not known'.

Data sources: Data provided by state and territory governments, RGF 2007-08 Annual Report.

In Western Australia, TAB and casino games rank highest among preferred forms of gambling activity.

Very few clients report lotteries as the source of their gambling problem. Just 1 per cent of clients of counselling services in New South Wales, Victoria and Queensland, 2 per cent in Tasmania and 4 per cent in Western Australia reported lotteries as the principal gaming activity/main form of gambling causing problems.

The proportion of clients citing EGMs as their principle preferred form of gambling activity has declined in recent years. For example, over the period 2004-05 to 2007-08, problem gamblers identifying EGMs as their preferred form of gambling activity declined from 84 to 79 per cent in New South Wales, from 76 to 74 per cent in Victoria (clients main gambling issue) and from 80 to 74 per cent in Queensland.

Table J.4 Forms of gambling causing most problems, clients of counselling services

	<i>NSW^a</i>	<i>Victoria^b</i>	<i>Qld^c</i>	<i>WA^d</i>	<i>Tasmania^e</i>	<i>ACT^f</i>	<i>NT^g</i>
1. EGMs	79%	EGMs 74%	EGMs 74% hotels, clubs 69% casinos 5%	EGMs 22%	EGMS 76% hotels, clubs, 41% casinos	EGMs 77%	EGMs 75% ^c
2. Races ^d	8%	Races ^d 15%	Races ^d 12%	TAB 21%	TAB, races 15%	TAB 10%	TAB 13%
3. TAB, phonetab	4%	Card/dice games, roulette 7%	Table games casino 5%	B-jack, card, casino 13%	Keno 8%	Casino gambling 6%	Casino table games 13%
4. Casino table games	3%	Other gambling 2%	Keno 3%	Roulette, casino 10%	Casino table games 6%	Lotteries, scratchies, sports betting 4%	
5. Other	2%	Sports matches <1%	Lotteries, instant lottery 1%	Stock- market 6%	Lotteries, Xlotto, Powerball 2%	All forms of gambling 2%	
6. Lotteries, sports betting, card games	1%	Lotteries <1%	Bingo 1%	Lotteries, bingo, phone betting, other casino games 4%	Card games 1%		

a Principal gambling activity. **b** Main gambling issue. **c** Type of problem gambling. **d** Preferred form of gambling activity. Multiple responses were allowed on forms of gambling. **e** Form of gambling causing problems. Data for Tasmania is for the period 1 July 2000 to 30 June 2007, multiple responses were allowed on forms of gambling. **f** Most problematic form of gambling. **g** Based on data from one counselling agency in the Northern Territory. **h** Horse, dog races.

Data sources: RGF Client Data Set Annual Report 2007-08, RGF Annual Report 2007-08, Department of Justice Victorian Government. Lifeline Annual Report 2007-08, Department of Health and Human Services Break Even Gambling Services Client Information July 2000 to June 2007. Data provided by state and territory governments.

Referral sources

Brochures and notices at gambling venues, the telephone book or directory assistance are the main current referral sources nominated by callers of gambling helplines (table J.5).

Table J.5 Main referral sources — helpline callers 2007-08

	<i>NSW^a</i>	<i>Vic</i>	<i>Qld^b</i>	<i>SA^c</i>	<i>Tas</i>	<i>NT^d</i>
1.	Gambling venue notices 27%	Telephone book, directories 36%	Family, friend 10% Telephone book 10%	Telephone book 39%	Telephone book, directories, 25%	Poster/venue notice 6%
2.	Telephone book 9%	Information in gambling venues 32%	Poster, venue notice 8%	Hotels 26%	Gambler 15%, family, friends 15%	Phone book 4%, casino staff 4%, family, friends 4%
3.	Other services 5%		Gambler 7%	Family, friends 13%	Poster/venue notice 10%	

^a 42 per cent of callers did not indicate how they learned about Gline (NSW). ^b The referral source for 39 per cent of callers was unknown and for 8 per cent of callers the referral source was not applicable/ stated/ missing. ^c Main referral sources of target group callers. ^d Excludes unknown/ not applicable which made up over 70 per cent of callers.

Data sources: RGF Annual Report 2007-08, data provided by state and territory governments.

For clients of gambling counselling services, gambling helplines are important referral and information sources — in 2007-08 gambling helplines accounting for 22 per cent of referrals in New South Wales, 18 per cent in Victoria and Queensland and 16 per cent in Tasmania. Family, friends and neighbours also play an important role, referring in 2007-08, 17 per cent of clients in Tasmania, 16 per cent in New South Wales, 8 per cent in Victoria and 6 per cent of clients in Queensland. Self referrals were relatively high in Victoria, accounting for around 50 per cent of referrals in 2007-08, while other agencies were an important source of referral in New South Wales (table J.6).

Very few clients of gambling counselling services say they are referred to counselling services by health professionals (table J.6). Also, few clients say they are referred to counselling from gambling venues. For example, in 2007-08:

- in New South Wales around 3 per cent of clients said their referral source to counselling services was venue staff/notices
- in Victoria 1 per cent of clients said they were referred from the Crown Casino Customer Support Centre and 2 per cent from the AHA Self Exclusion program
- in Queensland around 8 per cent of clients said they were referred to the gambling helpline by venue staff/notices.

Table J.6 Referral and information sources for clients of counselling and treatment support services, 2007-08

Per cent

<i>Referral source</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>Tas</i>
Self-initiated	8	50	-	-
Family/friend/neighbour	16	8	6	17
Gamblers helpline	22	18	18	16
Another agency/service	23	3	4	9
Brochure/advertising/media	6	-	3	16 ^a
Other therapist/counsellor	4	3	3	11 ^b
Medical/health service	2	5 ^c	1	4
Correction service, court/legal	5	5	1	2
Venue (staff, notice)	3	3	8	-
Phone book/directories	3		5	
Self-help group	2	<1	1	10
Employer	1		-	1
Gambler/client	1		<1	4
Other referral source/ not known	3	4	50	11

^a Includes phone book, Breakeven advertising. ^b Includes, Anglicare, Relationships Australia, financial counsellor. ^c Includes referrals from community and mental health services.

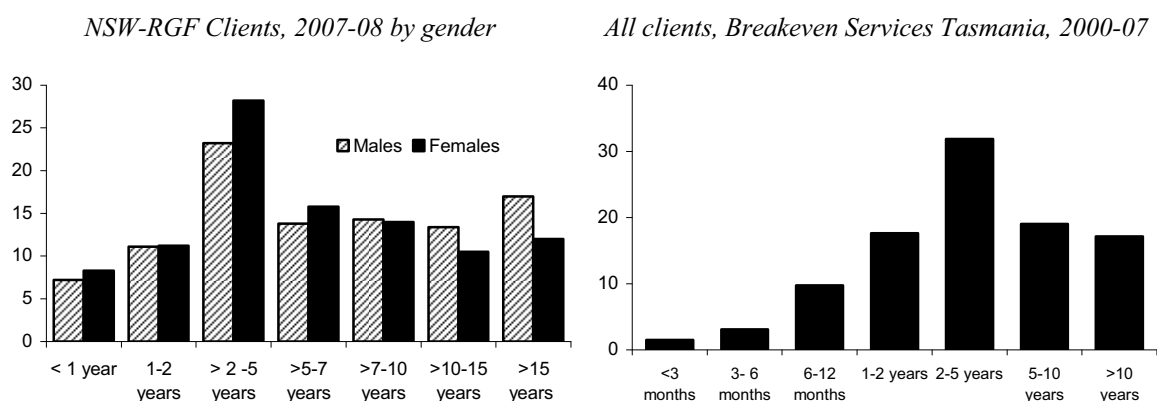
Data sources: RGF Client Data Set Annual Report 2007-08, Department of Health and Human Services Break Even Gambling Services Client Information July 2000 to June 2007, data provided by state governments.

Problems experienced for extended periods of time

Most people seeking help for gambling have experienced problems for some time. Data collected in both New South Wales and Tasmania show the most commonly reported length of time experiencing problems with gambling is 2 to 5 years (25 per cent in New South Wales and 32 per cent in Tasmania). In New South Wales, more male problem gamblers (58 per cent) reported experiencing problems for more than five years than female problem gamblers (52 per cent). Around 17 per cent of males and 12 per cent of females in New South Wales in 2007-08 reported having experienced problems for more than 15 years (figure J.4).

The least reported time period for experiencing problems is one or less years (8 per cent in New South Wales and 14 per cent in Tasmania).

Figure J.4 How long has gambling been causing a problem for clients?



Data sources: RGF Client Data Set, Break Even Gambling Services Client Information, Gambling Support Program, Department of Health and Human Services, Tasmania.

Prolonged periods of treatment typically not required

Most clients seeking formal help don't have prolonged periods of treatment. For example:

- In New South Wales, an average session to client ratio of 4 was reported in 2007-08, with 30 per cent of problem gambling clients and 49 per cent of financial counselling clients receiving only one counselling session.
- In Victoria, problem gambling counselling averaged around 8 hours per client over the period 2004-05 to 2007-08. Over the same period, average hours of problem gambling financial counselling increased from 2.9 hours to 5.9 (figure J.3, Victorian Government, sub. 205).
- In Queensland, 85 per cent of clients in 2007-08 had between 1 and 5 sessions, and just 5 per cent had more than 11 sessions.
- In Tasmania, over the period 2000-07, 73 per cent of clients had between 1 and 5 sessions or activities, 15 per cent between 6 and 10 sessions and 5 per cent between 11 and 15 sessions.

J.3 Funding for counselling, treatment and support services

There are diverse funding arrangements across the states and territories for counselling treatment and support services for problem gamblers — including

differences in the degree to which levies are mandated and varying requirements for contributions from specific industry segments (table J.7).

- In New South Wales, the Responsible Gambling Fund derives its income from a levy (set at a rate of 2 per cent of the casino's gaming revenue) paid by the operator of the Sydney Casino (RGF, sub. 38). This arrangement was originally for 12 years, commencing in 1994. On 30 October 2007, the New South Wales Treasurer announced the settlement of the casino taxation negotiations, resulting in the continuation of the RGF levy at 2 per cent for a further 12 years to 2019 (New South Wales Government, sub. 247).
- In Victoria, under the *Gambling Regulations Act 2003*, net gaming revenues from hotels with gaming machines are subject to an additional tax of 8.33 per cent. The revenue from this tax is paid into a Community Support Fund. The additional tax payable by hotels does not apply to club venues provided clubs make a community benefit contribution of at least 8.33 per cent to their net gaming revenues (Victorian Government, sub. 205).
- In Queensland, 8.5 per cent of all gambling taxes (gaming machines, wagering, keno, lotteries and interactive gambling but excluding casinos who have their own community funds) are allocated to the Community Investment Fund (CIF). The CIF provides funding back to the community through the gambling Community Benefit Fund program, gambling help services, responsible gambling strategies and projects of state-wide significance. Each of the casinos pay 1 per cent of gross profits into a casino community benefit fund.
- In Tasmania, the Community Support Levy (CSL) is derived from 4 per cent of gross profits on gaming machines in hotels and clubs. In addition, 4 per cent of Tasmanian monthly betting exchange commissions from brokered wager events held in Australia is paid to the CSL.
- In the Northern Territory, revenue for the Community Benefit Fund is derived from a levy on EGM revenue received by licensed hotels. Licensed clubs involved in the operation of EGMs are not subject to a contributions levy, but are required to make a direct contribution to community development and improvement. The level of contribution is expected to be commensurate with the level of gambling activity undertaken.
- In the ACT, the casino, gaming machine licensees and sports bookmakers pay taxes and the casino and sports bookmakers also pay an annual licence fee. These monies are directed into consolidated revenue, from which the ACT Government provides funding to Lifeline Canberra and Care Inc for counselling and support services, including for gambling and financial matters. ClubsACT and ACTTAB also provide funding to Lifeline Canberra Inc to deliver specialist gambling and financial counselling services to participating clubs and ACTTAB

patrons. Some gaming machine licensees also choose to make contributions to alleviate problem gambling as part of the community contributions scheme.

In South Australia, Gambling Help Services are funded by the Gamblers Rehabilitation Fund (GRF) which is recurrently funded by contributions from the Australian Hotels Association, Clubs SA, Skycity Adelaide and the South Australian Government (South Australian Government, sub. 225).

Western Australia has a voluntary partnership between government and the gambling industry to address the social and economic issues that result from problem gambling. The Problem Gambling Support Service Committee (PGSSC) is made up of representatives from the gambling industry and government. The objectives of the PGSSC are to:

- promote the concept of minimising harm from problem gambling in the community
- provide direction to the gambling industry and public to minimise problems with gambling behaviour
- identify and determine the appropriate support services for people with gambling related problems
- facilitate the provision of support services for those affected by gambling related problems in Western Australia.

Funds for the PGSSC are administered through the Department of Racing, Gaming and Liquor.

Table J.7 Funding sources – problem gambling services, by jurisdiction

	<i>Fund</i>	<i>Funding source</i>
NSW	Responsible Gambling Fund	Levy paid by the operator of the Sydney Casino (2 per cent of the casino's annual gaming revenue).
Victoria	Community Support Fund	Derived from 8.33 per cent of net gaming revenues from hotels with gaming machines. The additional tax payable by hotels does not apply to club venues provided they make a community benefit contribution of at least 8.33 per cent of their net gaming revenues.
Queensland	Gambling Community Benefit Fund funded via Community Investment Fund	8.5 per cent of gambling taxes (excluding casinos which have their own community benefit fund) are allocated to the CIF. Each of the casinos pay 1% of gross profits into casino community benefit funds. The CIF provides funding to the Gambling Community Benefit Fund, gambling help services, responsible gambling strategies and projects of state-wide significance.
South Australia	Gamblers Rehabilitation Fund	Contributions from the Australian Hotels Association, Clubs SA, SKYCITY Adelaide and the SA Government.
Western Australia	Problem Gambling Support Services Committee	Voluntary contributions from Burswood International Resort Casino, Racing and Wagering WA, WA Bookmakers Association, Senses Foundation, Lotterywest.
Tasmania	Community Support Levy	4 per cent of gross profits derived from gaming machines in hotels and clubs and from Betting Exchange commission.
Northern Territory	Community Benefit Fund	The fund receives the 10 per cent levy on players losses from EGMs in licensed hotels, unclaimed prizes paid to the Director of Licensing and proceeds from items forfeited under the Gaming Control Act.
ACT		The ACT Government provides funding to Lifeline Canberra and Care Inc for counselling and support services. ClubsACT and ACTTAB also provide funding to Lifeline Canberra Inc to deliver specialist gambling and financial services to participating clubs and ACTTAB patrons. Some gaming machine licensees also make contributions to alleviate problem gambling as part of the community contributions scheme.

Source: Responsible Gambling Fund (sub. 38), Victorian Government (sub. 205), South Australian Government (sub. 225), Community Benefit Fund 2007-08 Annual Report, Gambling and Racing Commission 2008, Community Contributions made by Gaming Machine Licenses, 1 July 2007 to 30 June 2008, www.fahcsia.gov.au/sa/gamblingdrugs/pubs/NationalSnapshotHarmMinimisation/Pages/EducationalPublicAwarenessPrograms.aspx

How funds are spent

In some jurisdictions, only a proportion of the funds raised by the gambling industry are used to fund support help services for problem gamblers. For example:

- In Victoria, of the revenue paid into the Community Support Fund (\$142.7 million in 2007-08), \$45 million is set aside each year for the Victorian Drug Strategy (under a legislative arrangement for a period of 8 years from 1 July 2004), with the remainder available to be allocated to uses specified in the *Gambling Regulation Act 2003*, including:
 - programs for the prevention and treatment of problem gambling and research into problem gambling and the economic and social impacts of gambling
 - programs for drug addiction/abuse treatment, rehabilitation or education
 - financial counselling and assistance for families in crisis
 - programs for the benefit of youth
 - research on pilot programs relating to community advancement
 - programs for the promotion or benefits of the arts
 - program developing tourist destinations, facilities or service or the promotion of tourism
 - purposes related to the support or advancement of the community as determined by the Minister
 - meeting the costs of administering and managing the Community Support Fund (Victorian Government sub. 205).
- In Queensland, in 2007-08, \$34.8 million from the Gambling Community Benefit Funds and \$5.3 million from the three casino community benefit funds were distributed across the state. Around \$3.7 million was allocated to the network of gambling help services to treat and support problem gambling (Queensland Treasury Annual Report).
- In Tasmania, the *Gaming Act* requires the Tasmanian Treasurer to distribute the Community Support Levy for:
 - research into the prevention of compulsive gambling, treatment of compulsive gamblers, community education and other health services (50 per cent)
 - sport and recreation clubs (25 per cent)
 - charitable organisations (25 per cent).

- In Northern Territory, the Community Benefit Fund received \$2.47 million in 2007-08 of which \$839 336 was allocated to Gambling Amelioration Grants, \$542 230 for gambling-related research and \$202 167 for ‘Closing the Gap’ (addressing Indigenous disadvantage) initiatives. The majority of the remaining funds were allocated to community organisation grants (Community Benefit Fund Annual Report 2007-08) .

In New South Wales, an original objective of the RGF was to provide funding for projects and services considered to provide benefits to the community generally. In 2006, following the IPART review of responsible gambling matters (including the role of the RGF), the ‘community project’ objective was removed to ensure that funded activities and services focused on gambling-related matters (New South Wales Government, sub. 249, p. 53).

How much is spent on gambling counselling and support services?

In 2007-08, around \$48 million was spent Australia-wide on specialist gambling counselling and support services, community education and research (table J.8).

Table J.8 Funding allocated to counselling and support services, 2007-08

<i>State/territory</i>	<i>Counselling services</i>	<i>Community awareness, education</i>	<i>Research</i>	<i>Other</i>	<i>Total</i>
	<i>(\$m)</i>	<i>(\$m)</i>	<i>(\$m)</i>	<i>(\$m)</i>	<i>(\$m)</i>
NSW	9.27	1.8 ^a	0.31 ^b		11.38
Victoria	14.2	5.0	1.30	0.90	21.39
Queensland	3.7	0.2 ^c			3.90
SA	5.46 ^d			1.0 ^e	6.47
WA	0.29	0.11 ^f			0.40
Tasmania	0.78	0.43	0.23	0.73	2.17
NT	0.84	0.20	0.54		1.58
ACT					0.65 ^g
Total					47.95^h

^a Approved funding from the RGF for a statewide problem gambling awareness campaign over 2 years. ^b Research grants approved in 2007-08. In December 2007, the Minister for Gaming and Racing approved the allocation of up to \$1.16 million from the RGF for several research projects and activities to be undertaken between 2008 and 2010. ^c In 2006-07 Queensland allocated \$0.2 million to social marketing campaigns. The budget for 2009-10 is \$1.65 million. ^d Includes funding for community education and communication projects and research/evaluation. ^e One-off projects. ^f Includes funding for awareness campaigns and research.. ^g Includes ACT Government funding and community contributions from licensed clubs. ^h Figures may not add due to rounding.

Sources: RGF Fund Trustees Annual Report 2007-08, Victorian Government (sub. 205, p. 69), Tasmanian Gaming Commission 2007-08 Annual Report, Community Benefit Fund Annual Report 2007-08, Queensland Treasury 2007-08 Annual Report, Department of Disability, Housing and Community Services ACT Annual Report 2007-08, data provided by state and territory governments.

Victoria allocated the most funds to counselling treatment and support services in 2007-08 (\$21.39 million in 2007-08). It was also the jurisdiction with the highest number of clients attending counselling services (almost 9000 in 2007-08, table J.2).

The Queensland Government reports that over the period 2002 to June 2009, funding for the state-wide system of problem gambling treatment and support services amounted to \$26.8 million (Office of Liquor, Gaming and Racing Queensland, sub. 234, p. 29). Funding estimates over the longer term were also provided by New South Wales and Victoria:

- In New South Wales, between 1999 and 30 June 2008, the RGF allocated \$77.4 million to problem gambling counselling and support services, community education and awareness activities and research. Of this, \$64.1 million was allocated to gambling counselling and support services, \$5.5 million to research and \$7.8 million to education campaigns (New South Wales Government sub. 247, p. 53). The RGF also noted that because of the increased costs associated with providing counselling services a larger proportion of funding is now directed towards these services.

The rising cost of providing gambling counselling and support services has meant that the proportion of RGF funding directed to counselling and support services has steadily increased over recent years. The percentage of RGF funding directed to counselling and support services in 1999/2000 was 36% and in 2007/08 was 75%. (RGF, sub. 38, p. 17)

- Victoria reported that since 1999, around \$87 million was spent in that state on problem gambling, including more than \$54 million on specialist services to help problem gamblers and their families. Expenditure is projected to be around \$34 million in 2010-11 (Victorian Government, sub. 205, pp. 69-70).