

Productivity Commission Inquiry into Gambling

Responsible Gambling Fund Trustees' Submission

March 2009

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Responsible Gambling Fund (RGF)

The Responsible Gambling Fund (RGF), formerly the Casino Community Benefit Fund, derives its income from a levy paid by the operator of the Sydney Casino as required by the *Casino Control Act 1992*. This levy - set at a rate of 2% of the casino's gaming revenue - forms a part of the overall taxation arrangements that apply to casino gaming operations.

These arrangements were originally entered into in 1994 for a period of 12 years from the commencement of gaming at the casino in 1995 and expired in September 2007. On 30 October 2007, the NSW Treasurer announced the settlement of the casino taxation negotiations, resulting in the continuation of the RGF levy at 2% for a further 12 years.

The *Casino Control Act 1992* provides that the money in the RGF is to be subject to a Trust Deed appointing Trustees and containing provisions - approved by the NSW Minister for Gaming and Racing - for the expenditure of the money on purposes relating to responsible gambling. Specifically, the Funds are to be used to:

...promote a culture of responsibility in relation to gambling through the development and implementation of programs and activities that aim to reduce and prevent the harms associated with problem gambling.

The current Trust Deed was executed by the Minister on 3 May 2006. It provides for the appointment of up to eleven Trustees to recommend to the Minister particular projects and activities on which RGF monies should be expended. These projects and services are predominantly the development and implementation of programs and activities that aim to reduce and prevent the harms associated with problem gambling.

To this end, a variety of organisations is funded to:

- deliver counselling and support services that will assist people with gambling-related problems, and those close to them, to reduce the negative impact of problem gambling on their lives;
- ensure a greater understanding of the nature of gambling, the potential for harm, and the availability of help and support, through a range of industry and community awareness and education activities; and
- undertake research to better inform the development and implementation of responsible gambling and related policy.

RGF Trustees

The RGF Trustees are appointed by the NSW Minister for Gaming and Racing. Their principal function is to make recommendations to the Minister on matters relating to the purposes of the RGF, especially with regard to funding allocations. The Trustees also provide advice on general responsible gambling and related policy issues. The Trustees generally meet bi-monthly.

The Trustees are supported in their work by officers of the Department of the Arts, Sport and Recreation located within the RGF Branch in the NSW Office of Liquor, Gaming and Racing's (OLGR's) Policy and Research Division.

The current RGF Trustees are:

Chair:

Rev Harry Herbert
Executive Director
UnitingCare NSW.ACT
Uniting Church in Australia

Mr David Ella
Senior Aboriginal Education Officer
NSW Department of Education and Training

Ms Carol Mills
Director-General
Department of the Arts, Sport and Recreation

Mr John Picot
Chief Executive Officer
Society of St Vincent de Paul (NSW)

Ms Lynda Summers
Chair
Regional Communities Consultative Council

Mr Clifton Wong
Councillor
Hurstville Council

Counselling and Support Services, Community Education & Awareness, and Research

Between the 1999 Inquiry and 30 June 2008, \$77.4 million was allocated by the RGF to problem gambling counselling and support services, community education and awareness activities, and research.

The total amount committed by the RGF in 2008/09 for problem gambling counselling and support services, community education and awareness, and research is \$13.2 million.

1. COUNSELLING AND SUPPORT SERVICES

Between the 1999 Inquiry and 30 June 2008, \$64.1 million was allocated by the RGF to problem gambling counselling and support services.

In 2008/09, over \$10.5 million will be allocated by the RGF to problem gambling counselling and support services in NSW. The RGF is currently funding a wide range of organisations to deliver problem gambling counselling and support services to NSW residents with gambling problems, and for those close to them. These include:

- the 24-hour G-line (NSW) telephone crisis counselling, information and referral service (1800 633 635);
- 5 multi-region services offering specialist assistance for CALD communities and a statewide Aboriginal service providing a range of workforce development and awareness raising initiatives;
- 3 specialist support services providing, respectively, training programs 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; and
- 38 individual services operating face-to-face counselling services.

In 2008, RGF-funded face-to-face counselling services (with the exception of the CALD services) were offered funding for a four year period to 30 June 2012 under a competitive process.

The RGF is currently undertaking a funding round for CALD and specialist support services, with funding to be offered for the three years to 30 June 2012.

A comprehensive list of all RGF-Funded counselling and support services across NSW can be found at: http://www.olgr.nsw.gov.au/gaming_rgf_counselling_support_services.asp

National On-line Counselling Service

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. NSW, through the RGF, will be a major financial contributor to the delivery of this service. The service is expected to commence operation in mid 2009.

2. COMMUNITY EDUCATION AND AWARENESS

Between the 1999 Inquiry and 30 June 2008, the RGF allocated \$7.8 million to fund a wide range of projects and activities to build community awareness of problem gambling issues and services. The most recent large scale campaign, *Gambling Hangover*, is detailed below. This campaign ran throughout the second half of 2008 and is expected to run again in 2009.

Gambling Hangover

In September 2007, the Minister for Gaming and Racing approved funding of \$1.8 million from the RGF for a statewide problem gambling awareness campaign over 2 years. The aim of the campaign was to increase awareness of problem gambling among young males, create dissatisfaction with problem gambling and provide self-help strategies for changing behaviour including where to get help.

The campaign was developed in response to the Government's 2006 gambling prevalence study which found that the problem gambling rate for 18-24 year olds was four times higher than any other age group. The 18-24 year olds represent 40% of all problem gamblers, yet only make up 12% of the adult population in NSW. The study also found that the bulk of problem gamblers in this age group were male.

The campaign was advertised on radio, in statewide and local newspapers, on billboards at train stations, inside buses, and thousands of brochures, posters and self-help workbooks were distributed throughout the community.

The Gambling Hangover website (www.gamblinghangover.nsw.gov.au), launched on 2 July 2008, provides a range of interactive tools to access and manage problem gambling. Key features of the website are:

- a quiz to assess level of problem gambling
- a calculator to assess level of gambling losses
- SMS reminder messages about responsible gambling and problem gambling
- map-based directory of counselling and support services throughout NSW
- video stories of young male problem gamblers and a gambling treatment professional
- resources for family and friends

The Year 1 evaluation of the Gambling Hangover campaign showed that there was high awareness and approval for the campaign among the target group. Half of young men surveyed recalled the ad and described it as 'attention getting', 'modern' and 'thought provoking'. Calls to G-Line were up an average of 5%, and an estimated 85 new clients sought RGF-funded face to face services, directly citing the campaign as the reason.

Activities for Year 2 of *Gambling Hangover* are currently being negotiated and developed.

Responsible Gambling Awareness Week

The Minister recently approved funding of \$81,000 to support Responsible Gambling Awareness Week (RGAW) activities, including a coaster competition and display, chill-out room at Star City Casino during RGAW, and launch.

Partnerships

The RGF has developed a partnerships program, which includes both educational/informational activities for professionals and support and information materials for their clients who have gambling problems. Discussions have already taken place with the legal and correctional sectors, the medical sector, and workplace-related organisations.

A range of further partnership opportunities will be pursued in the first half of 2009, including:

- A speakers' program that will allow the RGF to educate the membership of targeted groups on problem gambling issues, promote ways in which they could assist with early intervention and prevention, and provide materials for themselves and clients with gambling problems.
- Sponsorship of events and conferences, and the development of papers to be presented at them.
- Writing articles for professional journals, magazines and newsletters tailored to each partnership group.
- Developing materials that can be channelled to problem gamblers by each professional group.
- Investigating opportunities to integrate problem gambling awareness modules into accredited professional development activities.

Branding

A new brand – “Gambling Help” – has been developed for RGF-funded face-to-face, telephone, and on-line counselling services.

Other community awareness activities

Responsible Gambling website

The Government response to the 2004 IPART report noted that “*a separate, more detailed and comprehensive site focusing on responsible gambling in NSW*” would be established.

In October 2008, the Minister approved funding of \$80,000 to develop a Responsible Gambling website.

The website will be an engaging, interactive responsible gambling website that will service the diverse needs of a range of stakeholders. It will contain information, community activities and resources about gambling and problem gambling in NSW.

DVD about gaming machines

The Minister recently approved funding of \$41,000 to develop a 10-minute DVD dispelling commonly-held myths about gaming machines, subtitle it in six community languages (Cantonese, Mandarin, Vietnamese, Greek, Arabic and Italian), and duplicate 1,000 copies for current and future use.

G-line advertising

The RGF funds the advertising of G-line (NSW) in the white pages every year. The number appears under ‘G-line’ and with the listing of crisis hotlines in the front of the book. There is also a reference under ‘gambling problems’.

School/TAFE counsellor problem gambling resource

The RGF has been involved in discussions with the NSW Department of Education to explore possible avenues for providing early intervention and prevention strategies in relation to problem gambling. As part of these discussions, positive support was received for a NSW version of the Victorian problem gambling guide for schools. It is anticipated that the NSW School/TAFE counsellor problem gambling resource will be launched in March 2009.

RGF-funded services’ education and awareness activities

A part of the funding provided to RGF-funded gambling counselling services is allocated to conducting a range of local community education and awareness activities. Their overall aim is to increase awareness of problem gambling and to promote the availability of counselling services. Target audiences are other healthcare providers, community organisations, schools, local councils, gaming venues and the general community.

Examples of these activities are provided in the 2007/08 RGF Annual Report:
http://www.olgr.nsw.gov.au/pdfs/RGF_AR_08.pdf

3. RESEARCH

Total allocations from the RGF toward gambling-related research activities to 30 June 2008 were \$5.5 million.

RGF-funded research is detailed in response to questions posed under *Section 1 – Scope of the Inquiry*.

Issues Paper - RGF Trustees' responses

Section 1 – Scope of the inquiry

P: 8 *Participants are invited to draw the Commission's attention to, and to comment on, relevant Australian and international research and reports, and available data that have been produced since 1999.*

We draw the Commission's attention to the NSW Office of Liquor, Gaming and Racing website where all RGF-funded gambling research and reports can be found:
http://www.olgr.nsw.gov.au/gaming_research_year.asp

In addition, further information about recent RGF-funded research projects can be found in the 2007/08 RGF Annual Report: http://www.olgr.nsw.gov.au/pdfs/RGF_AR_08.pdf

Gambling Research Australia

NSW, through the RGF, contributed \$1.45 million over 5 years to the national gambling research program, known as Gambling Research Australia (GRA). See Section 5 – *Taxation and Regulatory arrangements*.

Further information about GRA can be found at: www.gamblingresearch.org.au

A copy of GRA's research program is attached.

Section 1 – Scope of the inquiry – Cont'd

P:9 ... *It is also considering undertaking new surveys of clients of counselling agencies and counselling services themselves*

Client Data Set (CDS)

The Client Data Set (CDS) was introduced across RGF-funded counselling and support services on 1 January 2004 to facilitate the consistent and uniform collection of data on a client-by-client basis for those accessing RGF-funded services. It also assists planning for future service provision and informs harm minimisation strategies.

All RGF-funded services are required to collect specific data on each client receiving counselling services related to problem gambling and enter such data into the CDS.

The on-line CDS has significantly improved the efficiency, security, and accuracy of data collection.

Annual CDS Statistical Reports can be found at:
http://www.olgr.nsw.gov.au/gaming_rgf_pubs.asp

The CDS Guide for Users and other useful documents can be found at:
<http://wwwdb.dgr.nsw.gov.au/scripts/gt.exe/faq#useful>

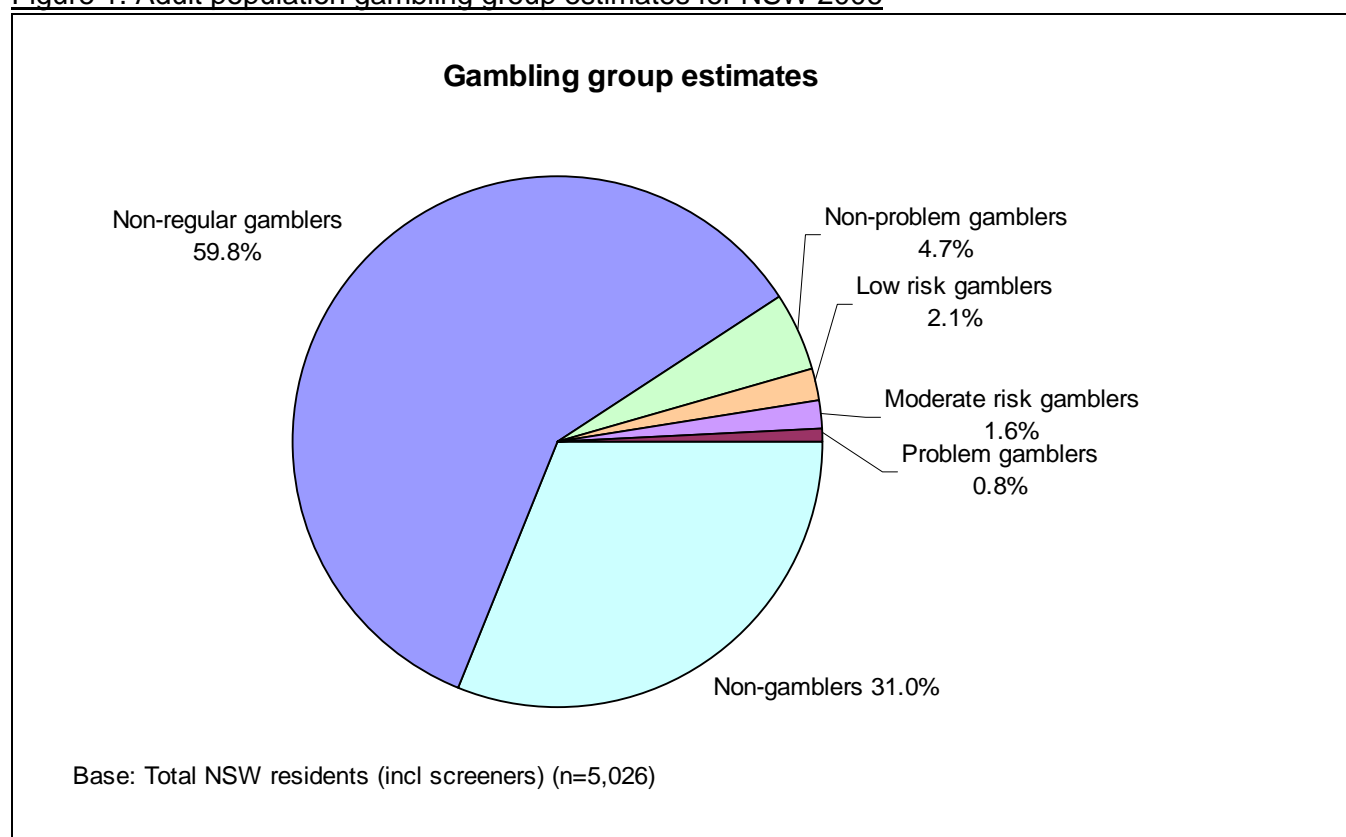
Section 3 – Participation and profile of gamblers

- P: 15 *What surveys of the participation and profile of gamblers have occurred since 1999 and what do they show?*
- P: 19 *What other Australian or overseas surveys of problem gambling prevalence and profiles have occurred since 1999? How robust are the results?*
- P: 19 *Have new groups of problem gamblers emerged?*

Prevalence research

In 2006, the NSW Government conducted a survey of the participation and profile of gamblers in NSW. The survey found that 0.8% of survey participants were identified as problem gamblers according to the Canadian Problem Gambling Index (CPGI). An additional 1.6% was identified at moderate risk. Figure 1 shows the estimated percentage of NSW adults in each gambling group.

Figure 1. Adult population gambling group estimates for NSW 2006



The survey also examined the profile of problem gamblers. Table 1 shows the characteristics more common to those identified as problem gamblers compared to non-problem gamblers.

Table 1. Profile of problem gamblers

| Demographics | Gambling Behaviour | Gambling Impacts |
|---------------------------|---|--|
| Aged 18-24 years | Bets more than can afford | Feels guilty about gambling |
| Male | Chases losses | Has financial problems |
| Never been married | Others criticise their gambling behaviour | Believes that gambling makes life less enjoyable |
| Full time work | Gambles more to get same excitement | Suffers from stress or anxiety |
| Lower levels of education | Unable to stop gambling | Suffers from depression |

| | | |
|---|---|------------------------------------|
| Residing in Riverina/Murray or Western Sydney | Participates in a greater number of gambling activities | Admits to having gambling problems |
| | Participates more frequently and for longer duration on gambling activities | |
| | Has tried to self-exclude from venues | |

The full report, *Prevalence of Gambling and Problem Gambling in NSW – A Community Survey 2006* by ACNielsen, was published in March 2007 and can be found at:
http://www.olgr.nsw.gov.au/rr_gpg_2006.asp

In addition, further research and reports on the participation and profile of gamblers can be found at:
http://www.olgr.nsw.gov.au/gaming_research_year.asp

NSW Health survey

The RGF funded the inclusion of four gambling-related questions in the 2007 NSW Population Health Survey. The NSW Population Health Survey is an ongoing telephone survey of NSW residents and is one of the main mechanisms through which NSW Health monitors population health. The data from this survey included the following:

| Questions | Answered 'yes' |
|--|---------------------|
| In the last 12 months have you undertaken any forms of gambling? | 44.8% |
| In the last 12 months have you bet more than you can afford to lose? | 4.8% (of the 44.8%) |
| In the last 12 months have you felt you might have a gambling problem? | 4.4% (of the 44.8%) |
| Has anyone in your immediate family ever had a gambling problem? | 10.4% |

The RGF has funded the inclusion of the nine Canadian Problem Gambling Index questions in the 2008 NSW Population Health survey. Results will be published in mid 2009.

New groups

GRA is currently funding research into gambling and the impacts of new and emerging technologies. This project was suggested by the NSW Minister for Gaming and Racing. The research will investigate the impact of new gambling technology and products on problem gambling behaviour. A final report is due at the end of 2010.

Section 4 – Impacts of gambling

P: 20 *What Australian or overseas studies have been undertaken since 1999 on the impacts of gambling?*

The National Institute of Economic and Industry Research was commissioned by the RGF to undertake research into the economic impact of gambling. This report assessed a wide range of direct and indirect effects and patterns of gambling expenditure within NSW. It identified the impacts of gambling by considering the net income effects of the activities undertaken as a result of gambling, the benefits, the activities forgone and the costs incurred by the gambling expenditure. It also included geographic patterns of the impact on the economies of NSW Local Government Areas.

The Final Report was published in July 2003.

A copy of that Report can be found at:
http://www.olgr.nsw.gov.au/rr_eig.asp

In addition, other research reports relating to the impacts of gambling can be found at:
http://www.olgr.nsw.gov.au/gaming_research_year.asp

Section 5 – Taxation and Regulatory arrangements

P: 24 *How effective has Gambling Research Australia been in addressing its objectives?*

NSW, through the RGF, contributed \$1.45 million to GRA over the 5 years to 30 June 2007. NSW was the second highest financial contributor after the Commonwealth Government.

The original aim of GRA was to develop a national gambling research program, based on the Ministerial Council on Gambling's research priority areas, and to create a clearinghouse for gambling research. Both of these objectives have been met.

Attached is the national gambling research program developed by GRA and based on the Ministerial Council on Gambling's research priority areas. Five research projects have been published, nine are underway and three are undergoing tender.

The research produced to date by GRA has fed directly into Government decision-making. For example, the research into problem gambling and harm led to all jurisdictions adopting the Canadian Problem Gambling Index as the national population screening tool. Also, the results from the research into identifying problem gamblers at the gaming venues will feed into the responsible conduct of gaming course for venue staff.

The GRA has also created a clearinghouse for gambling research at www.gamblingresearch.org.au.

A draft Memorandum of Understanding between the Commonwealth and other state governments is being developed for the continuation of GRA.

The reasons for continuing GRA include:

- a) Undertaking national gambling-related research
- b) Establishment of national cooperation and consistency in data collection and reporting, sharing of information and providing a forum for all jurisdictions to come together to discuss gambling issues and research
- c) Establishment of a national website and research library: www.gamblingresearch.org.au
- d) Continued momentum and the desire to capitalise on work already invested
- e) Continued development of gambling research expertise amongst academics and consultants.

Further information about GRA can be found at: www.gamblingresearch.org.au

Section 7 - Government programs relevant to gambling

P: 32 What developments have there been in relation to providing counselling and support services?

For information about service funding, refer to page 4 of this submission.

A significant focus of the RGF-funded counselling program over recent years has been on enhancing the quality and overall effectiveness of services. A range of strategies to this end were included as part of the 2001 *Policy Framework on Treatment Services for Problem Gamblers and their Families in NSW*.

These strategies were endorsed in the 2004 report of the Independent Pricing and Regulatory Tribunal (IPART) *Gambling: Promoting a Culture of Responsibility*, and in the Government response - *Towards a Culture of Responsibility in Gambling* - published in 2005.

The initiatives arising from these documents have informed most of the changes aimed at improving overall service delivery in RGF-funded services. Some of these projects are outlined below.

A copy of the *Policy Framework* can be found at:

http://www.olgr.nsw.gov.au/pdfs/prob_gmblrs_policy_framework.pdf

Service Accreditation

The purpose of the accreditation process is to ensure that a continuous quality improvement cycle is incorporated into the management and delivery of services, resulting in better outcomes for service users. The project originated from the *Policy Framework* and was endorsed by IPART, with the Government response noting that accreditation should be achieved by services by mid-2009.

In February 2006, the Minister for Gaming and Racing approved funding of \$1.5 million for this process. The NSW Problem Gambling Treatment Service Standards were endorsed by the Quality Improvement Council (QIC) in February 2007. All RGF-funded counselling services have now been through an external review, and a number of services have had their accreditation ratified by QIC.

Minimum Qualification for Counsellors

The development of a minimum qualification for problem gambling counsellors working within RGF-funded services is one of the key strategies from the *Policy Framework*. Its overall aim is to ensure that those in the sector can demonstrate the requisite range of knowledge, skills and attitudes.

The Government's response to the subsequent IPART recommendations on this issue supported the proposed priority development of a minimum qualification - to be known as the Diploma of Problem Gambling Counselling. The Diploma consists of 13 units that are nationally accredited general community service competencies already in place, and the following 3 specially developed problem gambling specific competencies:

- *Orientation to problem gambling work*
- *Assess the needs of clients who have problem gambling issues*
- *Counselling clients with problem gambling issues*

In September 2008, the Diploma of Problem Gambling Counselling was accredited for five years by the NSW Vocational Education & Training Accreditation Board. The problem gambling counselling competencies that were developed for the Diploma have been included as part of the new Community Service Training Package.

Code of Ethics

The *Policy Framework* led to the development of a Code of Ethics and professional standards for counselling service providers working with people with gambling problems and those close to them. The purpose of the code is to recognise common aims and an agreed set of values, principles and behaviours, within the RGF-funded gambling counselling sector. It also provides a uniform system for accountable practices, outlining and protecting the rights and responsibilities of clients, practitioners, colleagues and others.

The client charter has been translated into a postcard-sized handout, and the complaint form into 22 community languages.

In addition, an Ethics Complaints Panel was established in 2008.

Clinical Supervision

Clinical supervision refers to a process of regular and formal meetings between a counsellor and a highly qualified and experienced counsellor (the clinical supervisor) to discuss client work. The *Policy Framework* outlines a number of strategic directions involving the provision of, and standards and support for, clinical supervision for those who work in the RGF-funded gambling counselling sector.

The RGF has developed a system of accreditation for clinical supervisors, and has produced a *Directory of RGF Accredited Clinical Supervisors for Problem Gambling Counsellors*. It has also published *Clinical Supervision Guidelines for the Problem Gambling Counselling Sector*.

A copy of the Guidelines can be found at:
http://www.olgr.nsw.gov.au/pdfs/Guidelines_PROOF04.pdf

In addition, a regular professional forum to provide ongoing support and professional development for RGF accredited clinical supervisors has been established by the Centre for Community Welfare Training.

RGF statewide training

Since 2006, the RGF has funded a statewide training service, the Centre for Community Welfare Training (CCWT), to provide training for workers in RGF-funded gambling counselling and support services. This training is made available at no cost to those workers. The service provides gambling-specific training plus generalist courses dealing with mainstream topics relevant to the work undertaken in gambling counselling services.

CCWT also provides customised training to RGF-funded services upon request, and subsidises training fees for relevant courses and conferences that are not provided through CCWT.

Service forums

A number of regional service forums have been established by RGF-funded services. These forums provide an excellent opportunity for gambling counsellors to discuss ideas and strategies, share experiences, network with other counsellors in their region, receive updates from and provide feedback to RGF Branch officers and other stakeholders, and undertake structured training.

Issues discussed relate to funding and reporting, service accreditation, education and training, data collection, research, and general gambling policy and community awareness matters.

NSW Gambling Counsellors Conference

The first NSW Problem Gambling Counsellors Conference, funded by the RGF, was held on 2-3 April 2008 at the Citigate Central Hotel in Sydney. It was intended to have a different focus to the annual

conference of the National Association of Gambling Studies conference, being more practitioner-based and focussing on practical counselling strategies for assisting problem gamblers and their families. The Centre for Community Welfare Training (CCWT) organised the conference in conjunction with RGF Branch.

A total of 142 people attended and the conference was highly rated by the participants.

The second NSW Problem Gambling Counsellors Conference will be held on 1-2 April 2009.

Measuring service effectiveness

The RGF is currently funding G-line (NSW) to follow-up callers who subsequently attend RGF-funded counselling services. The results to December 2008 indicate that 84.3% of clients at one month, 92.7% of clients at 3 months, and 90% of clients at 6 months after counselling report being better able to manage their gambling.

The RGF recently funded the University of Sydney to conduct an assessment of treatment effectiveness among clients receiving gambling counselling at five RGF-funded services. The study found that clients' involvement in gambling, and their gambling-related problems, significantly decreased from the beginning of treatment to six months after treatment. Some of the results include:

- the mean number of days since the last gamble increased from 14 to 102;
- the average money lost per week decreased from \$1,130 to \$153;
- 33 of the 85 clients (40%) assessed at follow-up had remained abstinent; and
- the problems caused by gambling decreased (a 74% decrease in the problems caused by gambling across seven domains of everyday living).

99% of the clients stated they were satisfied or very satisfied with the treatment they received from RGF-funded services.

From 1 July 2008, all RGF-funded counselling services are required to conduct structured client follow-up and report their follow-up data to the RGF Branch.

Section 7 - Government programs relevant to gambling – cont'd

P: 32 Has the proportion of funding for counselling and support services changed?

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%.

P: 32 Have government programs relevant to gambling been evaluated? What do these evaluations show?

Internal Audit Bureau (IAB) Review of RGF Branch

In 1998, 2000, 2002, 2005 and 2007, OLGR engaged the IAB to analyse the work of the Branch and scrutinise procedures for the handling of RGF funds.

The main objective of the review/s was to determine whether the systems of internal control operating in the administration of the RGF were adequate and effective; and whether there was compliance with relevant management policies and procedures.

The reviews have found internal controls over activities relating to the administration of the RGF were satisfactory. The most recent review noted that improvements in some processes and controls have occurred since the 2005 review, and identified several control and compliance issues that should be addressed.


The RGF Branch addressed all recommendations listed in the 2007 review.



**GAMBLING RESEARCH AUSTRALIA'S (GRA)
RESEARCH PROGRAM 2004 to 2008**

STATUS REPORT AS AT MARCH 2009

 Completed

 In progress

 Tender process

| MCG Research Priority Areas | GRA Research Projects | Status |
|---|--|---|
| 1. National approach to definitions of problem gambling and consistent data collection. | Problem gambling and harm definitions | <i>SA Centre for Economic Studies</i> Published 1 December 2005 |
| | CDSMAC data dictionary | <i>CDSMAC GWP</i> Completed 28 September 2008 |
| 2. Feasibility and consequences of changes to gaming machine operation, such as pre-commitment of loss limits, phasing out note-acceptors, imposition of mandatory breaks in play and the impact of linked jackpots. | Analysis of gambling consumers pre-commitment behaviour and effectiveness of pre-commitment strategies – Phase one | <i>McDonnell-Phillips</i> Published 19 June 2006 |
| | Factors that influence gambler adherence to pre-commitment decisions (phase two of the pre commitment study) | <i>Schottler</i> Due mid 2010 |
| 3. Best approaches to early intervention and prevention to avoid problem gambling. | Identifying problem gamblers at the gambling venue | <i>University of Adelaide</i> Published 12 November 2007 |
| | Meta-analysis of early intervention and prevention measures | <i>Monash University</i> Published 12 November 2007 |
| | The influence of venue characteristics on a player's decision to attend a gambling venue | <i>Southern Cross University</i> Due late 2009 |
| | Gambling and the impact of new and emerging technologies and associated products | <i>Monash University</i> Due late 2010 |
| 4. Major study of problem gamblers, including their profile, attitudes, gambling behaviour and the impact of proposed policy measures on them. | Children at risk of developing problem gambling | <i>Melbourne University</i> Due mid 2009 |
| | Gambling and co- morbid disorders | Tender process |
| 5. Benchmarks and on-going monitoring studies to measure the impact and effectiveness of strategies introduced to reduce the extent and impact of problem gambling, including studies of services that exist to assist problem gamblers and how effective these services are. | Predictors of relapse in problem gambling | <i>Flinders University</i> Due early 2009 |
| | Analysis of Australian Gambling Research | <i>University of Adelaide</i> Due to be published March 2009 |
| | Gamblers at risk and their help seeking behaviour | Tender process |
| 6. To research patterns of gambling and consider strategies for harm reduction in specific communities and populations, such as Indigenous, Rural, Remote or Culturally and Linguistically Diverse communities, young people or older people. | Gambling in rural and remote communities | Tender process failed twice |
| | Indigenous gambling and problem gambling | <i>Charles Darwin University</i> Due mid 2009 |
| | | <i>Southern Cross University</i> Due mid 2010 |
| | Youth and gambling | <i>Australian Council for Education Research (ACER)</i> . Due late 2010 |
| Gambling in culturally and linguistically diverse communities | Tender process | |