3. Gambling Impacts Final Report

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3.1. Executive Summary

Goals and Objectives from the Study Plan

Understanding of:

- Current levels of at-risk gambling groups, and the associated costs in Queen's Wharf Brisbane (QWB) (Treasury), Brisbane and Queensland
- Current levels of gambling related harm (e.g. violence, financial) in QWB (Treasury), Brisbane and Queensland
- Influencing elements of gambling impacts related harm, to assist with recommendations for minimising gambling impacts potential harm resulting from QWB

To achieve these goals a series of sub questions were asked. These are listed below.

Questions to assess the baseline:

1. *How much money is lost every year at the State and City level to at-risk gambling groups (or to gambling that negatively affects quality of life)?* ***Aligns with objective 1***
2. *How are the gambling impacts risk groups and gambling related harm defined and currently measured in Queensland and Brisbane?* ***Aligns with objectives 1 and 2***
3. *What proportion of Queensland and Brisbane gamblers are at-risk gamblers and has this varied over time?* ***Aligns with objective 1***
4. *How much money is lost every year at the existing casino facilities at Queen's Wharf, is this attributable to at-risk gamblers?* ***Aligns with objective 1***
5. *What proportion of current gamblers patronising the existing gambling facilities are at-risk gamblers (or engage into gambling that negatively affects quality of life)?* ***Aligns with objective 1***
6. *What is the current level of harm due to gambling and the associated costs to the community?* ***Aligns with objective 2***
7. *What are the current policies and procedures in place in Queensland relating to gambling related harm and its impacts, and how might we best monitor any changes due to QWB?* ***Aligns with objective 3***
8. *What is considered to be best practice (nationally and in QLD) in terms of responsible gambling practices/policies for gambling venues? How does the existing casino at Queen's Wharf currently achieve this and how is this monitored or enforced?* ***Aligns with objective 1***

Questions to understand projected impact:

1. *How will the increase in EGMs affect Queensland and Brisbane's levels of gambling and gambling related harm?* ***Aligns with objective 2***
   a. *for problem gamblers*
   b. *for binge gamblers*
   c. *for low and moderate risk gamblers*
2. *Will QWB affect where people in Brisbane and Queensland gamble?* ***Aligns with objective 3***
3. *Will at-risk gamblers gambling increase due to QWB and what effect on social harm will this have in Brisbane and Queensland?* ***Aligns with objective 2***

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4. *What are the most impactful methods of managing or reducing gambling related harm and binge gambling? Controllable high impact deterrents to at-risk gambling. For example, if the number of EGMs cannot be decreased what other methods can be used?* **Aligns with objective 3**

5. *How will best practice in relation to responsible gambling be ensured by the casino at Queen's wharf and the government in the future with potentially significant changes to the composition of cliental?* **Aligns with objective 3**

Project Background and Purpose

The QWB will include a new state-of-the-art Casino, with up to 2500 Electronic Gaming Machines (EGMs), a capacity for up to 400 Table Games and up to 800 Multi-Terminal Gaming Machines (MTGMs). This represents a substantial increase in gaming products compared to the existing Treasury Casino in Brisbane. The Gambling Impacts Final Report provides the findings to date from the Gambling Impacts component of the QWB Longitudinal Benefits and Impacts Study. The Gambling Impacts component of this study sought to answer a range of questions (See Appendix N) relating to the potential impact of the QWB Casino on the Brisbane population, and establish a baseline of current Brisbane gambling behaviours and prevalence to assist future monitoring of changes post QWB opening.

These objectives were initially addressed by a Gap Analysis Report, which identified a number of gaps in research and data about the current prevalence of the gambling risk groups (Recreational, Low-Risk, Moderate-Risk and Problem Gamblers) at Brisbane gambling venues, and how these differ across community club/hotels and the Treasury Casino.

Progress following the Gap Analysis Report has been based upon advice provided by the *Gambling Impacts Advisory Committee* consisting of experts in the field of gambling, counselling and alcohol research. The Committee (see Appendix P for a full list of Committee members and their expertise) met twice during the course of this Study to provide guidance and feedback on the Gap Analysis Report and Final Report. Upon guidance from this Committee, the *Gambling Impacts Survey (GIS)* was constructed, which aimed not only to establish current prevalence rates and harm being experienced by Brisbane gamblers, but also gain further insight into the gambling behaviours and profiles of those who frequent casinos. Further, the *GIS* asked questions designed to assess the costs versus benefits of gambling, as perceived by gamblers, along with their intentions regarding visitation to the new QWB Casino. The findings from this survey were compared to results from the Queensland Household Gambling Survey (QHGS), along with a range of research from other States and nationwide.

Baseline Prevalence of the Gambling Risk Groups

Baseline prevalence rates of the gambling risk groups for the **QLD population** (**non-gamblers and gamblers**) were sourced from the QLD Household Gambling Survey 2016/17: Non-Gambling (29.2%); Recreational Gamblers (61.4%); Low-Risk Gamblers (6.4%); Moderate-Risk Gamblers (2.5%); and Problem Gamblers (0.51%).

The *Gambling Impacts Survey* also measured prevalence rates for **gamblers** from the Brisbane metropolitan area who had gambled in a **club/hotel or casino in the last six months**: Recreational Gamblers (47.4%); Low-Risk Gamblers (21.8%); Moderate-Risk Gamblers (20.0%); and Problem Gamblers (10.7%). For those who gamble in a **casino**: Recreational Gamblers (41.1%); Low-Risk Gamblers (22.7%); Moderate-Risk Gamblers (21.8%); and Problem Gamblers (14.4%).

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Expenditure of the Gambling Risk Groups

Moderate-Risk and Problem Gamblers contribute the greatest percentage of gambling expenditure overall compared to other risk groups. While estimates vary, there is good evidence that a higher percentage of expenditure on EGMs can be accounted for by Problem Gamblers than any other gambling activity. Problem Gamblers contribute an estimated 41% of all gambling expenditure, nationally, and Moderate-Risk Gamblers contribute 19% of gambling expenditure. Further reliable evidence supports that Problem Gamblers contribute 20% to 30% of the overall casino expenditure at casinos. This indicates that in 2016/17 (incorporating all gambling activity) Problem Gamblers were responsible for approximately $69.76 million – $104.64 million of the total $348.8 million in expenditure at Treasury casino. In order to be economically viable, gaming expenditure at QWB Casino will significantly increase compared to the current level of expenditure occurring at Treasury Casino. As there is good evidence that a large proportion of Casino patrons are local residents, a significant percentage of this increase in revenue/expenditure will come from Brisbane/Queensland residents.

Gambling Activity Participation

The *Gambling Impacts Survey* was able to provide significant insight into the gambling behaviours and activity participation of both Brisbane gamblers and casino gamblers. The survey showed that EGMs are the activity most engaged in regardless of venue type, and that they are being played more frequently at club/hotels than casinos. Further, participants indicated that they were unlikely to play EGMs solely at a casino, instead frequenting all venue types or playing solely at club/hotels. Only Problem Gamblers engaged in Casino Table Games 'frequently', with the other gambling risk groups usually engaging in this activity only 'sometimes' or 'fairly often'.

The Social Costs and Benefits of Gambling

Gambling is a recreational activity that is safely enjoyed by many people and conveys significant benefits to the individual and the community. There are also significant social costs associated with gambling, with some groups in the community bearing more of the burden. While overall gambling provides net social benefits, these benefits are across a range of products (including less problematic gambling activities e.g. lottery, art union tickets etc.) and risk groups. The net social benefits associated with particular products (e.g. EGMs) and for particular risk groups (e.g. Moderate-Risk) are likely to vary considerably.

There is opportunity within the higher risk gambling groups to reduce the substantial social costs associated with problematic gambling. Placing a relative dollar value on the costs of each harm category can guide harm minimisation interventions to areas in which they will be most effective. Accordingly, a public health approach centres on policies or interventions designed to reduce these costs through mitigation or prevention of harm without infringing on the benefits enjoyed by others.

Gamblers perceptions of whether the benefits they obtain from gambling outweigh any harm they may have experienced were assessed in the *Gambling Impacts Survey*. Gamblers in the higher risk groups were more likely to state that the harms significantly outweighed the benefits, but overall, all the risk groups indicated a neutral to negative experience associated with gambling.

Currently in Brisbane, Moderate-Risk Gamblers contribute approximately $652.8 million in social costs annually, and Problem Gamblers contribute approximately $700.5 million. At the QLD level these figures are approximately $1,386.2 million for Moderate-Risk Gamblers and $1,213.9 million for Problem Gamblers, annually.

Potential Impacts of QWB Casino on Prevalence and Social Costs

While playing EGMs in clubs/hotels appears to be a greater predictor of problem gambling than playing EGMs in a casino, the impact of a gambling venue is dependent upon a range of factors such as accessibility of the venue, size of the venue, and proximity to other community areas. There is good evidence that greater accessibility of gambling venues is related to greater instances of Moderate-Risk and Problem Gambling. The QWB Casino, while incorporating 'destination-venue' facilities, is highly accessible for the local domestic market, being in close proximity to inner-city suburbs, community recreational areas, high volumes of CBD workers, and incorporating residential apartments into the QWB development itself. This may result in a higher prevalence of Moderate-Risk and Problem Gamblers than would occur at purely 'destination' casinos.

Overall, there is a reasonable likelihood that QWB Casino will increase the current prevalence rates for Problem Gamblers in Brisbane a short time after opening. This is based on a wide variety of research that shows a significant relationship between increases in EGM density and increases in Problem Gambling prevalence, along with findings that the opening of a casino is related to an initial increase in prevalence. However, research also shows that at least a portion of this increase may not be sustained in the long term, and may drop-off once the novelty effect dissipates and adaptation occurs in the years post-opening. From the additional 1000 EGMs QWB casino is licensed to operate, there is good evidence indicating this may result in an increase of 300 or more Problem Gamblers in Brisbane/Queensland. This increase is considered a conservative estimate as it takes into account only the effect of additional EGMs, with further increases in Problem Gambler prevalence likely to be associated with the increased availability of Table Games and Automated Table Games.

Although the potential increase in prevalence rates are small, an additional 300 Problem Gamblers could increase the social cost of gambling in Brisbane/Queensland by approximately $18.4 million, annually. This is a substantial impact arising from a single venue, and consideration therefore needs to be given to the most effective means of mitigating this effect.

Further, there are currently 9.87 EGMs per 1000 adults in South East QLD. After the opening of QWB Casino, this number rises to 10.27 EGMs per 1000 adults (based on current population numbers), exceeding the upper limit of the 'safe' saturation threshold (Community Sector Members of the Qld Responsible Gambling Advisory Committee, 2009). While 'safe' saturation levels are indicative only, the estimates indicate that South East QLD already has a level of EGM density/saturation where the introduction of more EGMs could increase the risk of harm.

Potential Impacts of QWB Casino on Gambling Venue Visitation

While the QWB Casino intends to draw a large number of international VIP's, previous research into comparable casinos has shown that approximately 85% of casino patrons come from within the same State as the casino. `Asian born' residents and 25 to 34 year olds appear to be particular demographic groups of interest for QWB Casino, with the `Asian born' group representing significant growth opportunities over the next few years. Of concern is some evidence of relatively high problem gambling rates for both of these groups, with further recruitment of these patrons potentially leading to increases in problematic gambling or harm in the longer term.

The *Gambling Impacts Survey* asked participants a range of questions relating directly to their intentions regarding the QWB Casino, and what made the facility attractive to them. Over a quarter of participants indicated that they will spend less time at their current gambling venues once QWB Casino becomes operational, indicating that there is likely to be some migration of gamblers from their local gambling venues to the Casino. However, most Recreational, Low-Risk and Moderate Risk Gamblers in Brisbane indicated that they were likely to visit the Casino only one to two times per year. Almost half of the Problem Gambler participants indicated they would be likely to visit QWB Casino one to two times per month. The gambling facilities were selected as an attractive prospect for almost 10% of Non-Gamblers in the *GIS,* indicating a potential increase in overall gambling levels attributable to QWB Casino.

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Gambling Help Services

In Brisbane there are a range of help services available to assist with gambling problems, including face-to-face counselling, helplines, recovery centres, and online services. However, only a small percentage of gamblers access formal help services, with those who do seek help showing a preference for assistance from informal avenues such as family and friends. The majority of those who seek either formal or informal help for their gambling are Problem Gamblers, and of those who do seek formal help, most indicate EGMs as their main problematic gambling activity. Of concern is that very few problematic gamblers are referred to help services by a gambling venue. This, combined with evidence of very few venue initiated exclusions, places most of the responsibility to receive help on the individual, rather than the gambling venues.

While gambling help services are a vital component to harm minimisation, there is evidence of a significant underutilisation of formal help services by various ethnic groups. For example, Chinese gamblers, who are known to show a preference for casino gambling, generally do not utilise formal help services, instead preferring to obtain help from family/friends or cultural community groups. Given some evidence of higher problematic gambling prevalence in this demographic, there is likely to be a significant amount of harm occurring in these groups that is not being captured in current datasets.

Gambling Related Harm

The *Gambling Impacts Survey* assessed the harm that occurs to the gambler as a result of their gambling, along with harm that occurs to affected others. Overall, all categories of harm were significantly more prevalent in the Problem Gambler Group, but also showed considerable prevalence among Moderate-Risk Gamblers, highlighting that this group should also be a focus for harm minimisation strategies. More detailed descriptions of the types of harms and their prevalence are outlined in the main sections of the report.

The *Gambling Impacts Survey* sought to evaluate some of the harms that occur to gamblers in a way that has not previously been assessed, by asking participants to indicate how often and how long the harm usually lasts for. The responses indicated that those in the Moderate-Risk and Problem Gambler groups are not only experiencing these harms more frequently, but for a longer duration. These results suggest that gamblers in these groups are spending a significant portion of their time experiencing harm as a result of their gambling.

Regulatory Environment

Gambling in Queensland is regulated by the Office of Liquor and Gaming Regulation (OLGR), with many of the Responsible Gambling provisions being drawn from the Queensland Responsible Gambling Code of Practice (COP). While there is legislative backing to some provisions in the COP, adherence to the COP is voluntary, leading to a large degree of variation in its implementation between venues. The *Gambling Impacts Survey* identified a number of practices being engaged in by gambling venues which do not reflect the spirit of the Responsible Gambling COP. This includes encouraging/offering incentives to gamble, and serving or offering alcohol to people who are actively engaged in a gambling activity. Both of these practices were noted as having occurred at both clubs/hotels and casinos in the last five years, and as occurring more than once.

OLGR provides an on-site inspectorate at Treasury Casino to monitor regulatory compliance and responsible gambling practices. For other gambling venues, OLGR conducts random inspections every one to three years, with the frequency of inspecting each particular venue determined on a 'risk basis', which is based upon previous infringements/complaints. Most infringements of responsible gaming provisions, but also of gaming licencing, do not result in penalties/fines but in less serious actions such as warnings, notices to remedy the

breach and repeat inspections. This level of enforcement may provide less incentive for gaming venues to adhere to responsible gambling practices and regulations.

There are also numerous regulatory differences between Queensland and other States, including differences in bet limits, return-to-player percentages and service of alcohol restrictions. The availability of different types of games (e.g. unrestricted machines) and differences in regulatory requirements (e.g. no bet limits) for casinos compared to clubs/hotels may also affect the risk of problems developing.

Responsible Gambling Practices and Harm Minimisation

Awareness of current harm minimisation strategies such as self- and venue-directed exclusions has increased in the Queensland population over the last several years, with over half of the Queensland population now aware of the existence of exclusion programs. Exclusions in Queensland have doubled between 2012 and 2016, reflecting this. Between 2013-17 there have been 43% as many exclusion breaches as there are exclusion orders issued at Treasury casino, showing that a significant proportion of those who utilise exclusion programs then attempt to breach the exclusion order at that same venue. Data from OLGR also showed that more exclusion breaches are being picked up at casinos than club/hotels, although whether this indicates a higher incidence of breaches or simply reflects the superior resources a casino is able to devote to monitoring is unclear from the data currently available.

While there are reliable and observable indicators that someone might be a Problem Gambler, venue staff are not generally capable of correctly identifying Problem Gamblers, and intervention by staff is often hampered by distraction of other duties and hesitance over how to approach the gambler. In this area, casinos have an advantage over smaller clubs/hotels in terms of staffing resources. Automatic Risk Monitoring, player data analytics software, and monitoring of loyalty card data are being trialled and utilised at casinos in other jurisdictions. These technological monitoring systems provide an additional resource for venues to help in the identification of people displaying signs of problematic gambling.

Directions for Future Research

The research process undertaken during the development of this report highlighted several areas in need of better data and further research. In particular, there has been very little research into binge gambling, with casinos particularly vulnerable to this type of behaviour. There is also a need for more research into the harm experienced by Asian gamblers, who are largely not captured in prevalence or help services data despite representing a significant percentage of casino patrons and some evidence of high rates of problematic gambling.

Further research is also needed to reliably capture the effect of any change in gambling behaviour and participation post QWB opening. Repeating the *Gambling Impacts Survey* prior to the opening of the Casino is necessary to establish a reliable baseline and could be used to pool participants from both surveys to provide greater certainty for any assessment of change post QWB opening. A modified version of the Survey should also be repeated one year, and then two or five years post-opening. These additional waves of the Survey would allow researchers to capture any initial changes in prevalence rates, and also assess if these changes are maintained after a novelty period. Additionally, some methodological considerations arose during the data analysis, and these considerations could be incorporated into future waves of the survey.

In terms of the availability of data, a number of difficulties were faced by the Gambling Impacts Team during this project, and this highlighted the need for less restricted access to gambling related data for researchers, especially data collected by publicly funded surveys. Similar findings were expressed by the Productivity Commission (2010) and the Parliamentary Joint Select Committee on Gambling Reform (2012), with both strongly recommending changes in the way that gambling data and research are handled. Examples of

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suggestions for improvement included greater access to public and industry collected data, an independent gambling research institute and national gambling datasets that use consistent methodology.

Future Directions for Gambling Harm Minimisation

The effects of gambling and the QWB Casino on at-risk populations, especially those who are not being captured using current data collection methods such as Asian gamblers, highlights the need for increased focus on harm minimisation for these groups. Multi-culturally focused harm minimisation strategies and increased community engagement are vital to ensuring that these groups are able to receive appropriate help.

As problem gamblers are likely to gamble across a range of products and visit a number of venues, the responsible gambling practices of QWB Casino may not be effective in isolation. Unless substantial changes to current systems occur such as mandatory pre-commitment systems and a multi-venue exclusion system, which are currently being trialled in other Australian States and overseas with some evidence of effectiveness.

The ability of venues to identify those who are experiencing problems is an important harm mitigation tool. Reflecting on the practices of other casinos internationally provides a useful guideline for possible strategies that make identifying and intervening with Problem Gamblers more effective. This includes the utilisation of new and existing technologies, especially at the casino, that monitor the gambling activity of both venue members and non-members, such as loyalty card data and real-time EGM data that draw staff attention to extended and excessive play. Utilisation of new facial recognition technologies could also increase the efficacy of exclusion programs. Further, the practices implemented at SkyCity Auckland, whereby patrons who have been at the venue for an extended continuous period are required to leave the premise for a set period of time, may also be beneficial for targeting binge gamblers or those experiencing control problems.

Further, instituting legislative backing to those provisions in the QLD Responsible Gambling Code of Practice that are more regularly breached, or that have greater impact on problematic gambling prevention, could provide greater power to the regulator when issuing penalties and ensuring compliance with best practice. Additionally, the introduction of 'mystery shopper' type gambling inspections, which are currently used to check for alcohol related compliance, may further increase the ability of the regulator to identify venues that are not adhering to responsible gambling practices.

There are several areas in which reporting procedures could be improved, which would allow for a better understanding of the effects of gambling on the community and guide policy development. For example, the Queensland Police Service could incorporate a standardised question into their reports which asks if a crime was motivated by or associated with gambling. Hospitals in other jurisdictions also collect information on where intoxicated patients had their last drinks. Improving this procedure in Queensland health services could help identify gambling venues associated with a higher proportion of injuries or medical emergencies. Further, various welfare services could also incorporate questions relating to gambling related problems into their databases to provide more information about the impacts of gambling.

While help services, interventions and many responsible gambling practices are largely targeted at those already experiencing problems, a greater emphasis on prevention of problematic gambling is also of considerable benefit. Suggestions for preventative measures include modifying machine configurations (e.g lower bet limits and improvements in visual displays) and changes to venue layouts (e.g lower density gaming areas and reducing access to cash facilities) so that consumers are not unduly exposed to particular stimuli associated with negative psychological states and loss of control. Better staff training to facilitate interaction with patrons, and identify and help people with signs of excessive behaviour are also needed across all venues. Given some evidence of current EGM density in SEQ currently at the upper limit of a `safe' threshold, more comprehensive and robust community impact statements for new/additional EGM licences for venues are warranted.

3.2. Data-sets

Data Owner	Data Set	Date Range	Agreement/ MOU Date	Date Data Received	Data Owner Requirements	Required Destruction Date
Office of Liquor and Gaming Regulation	EGM Applications for Clubs Hotels and Casinos	2007-2018	N/A	31/5/2018	Confidentiality agreement signed 1/3/2018. No data agreement provided so data to be retained and disposed according to QUT MoPP D/2.8 Management of research data.	See data owner requirements
Office of Liquor and Gaming Regulation	QLD gambling licence provisions breaches/infringement notices for the past 5-10 years, broken down by venue type (club, hotel, casino).	2009-2018	N/A	10/07/2018	Confidentiality agreement signed 1/3/2018. No data agreement provided so data to be retained and disposed according to QUT MoPP D/2.8 Management of research data.	See data owner requirements
Office of Liquor and Gaming Regulation	QLD gambling licence breach penalties issued to clubs, hotels and casinos	2009-2018	N/A	10/07/2018	Confidentiality agreement signed 1/3/2018. No data agreement provided so data to be retained and disposed according to QUT MoPP D/2.8 Management of research data.	See data owner requirements
Office of Liquor and Gaming Regulation	Gambling exclusion breaches, past 5-10 years	2008-2017	N/A	10/07/2018	Confidentiality agreement signed 1/3/2018. No data agreement provided so data to be retained and disposed according to QUT MoPP D/2.8 Management of research data.	See data owner requirements
Queensland Government Statisticians Office	Expanded data from the QHGS	NA	N/A	31/5/2018	Confidentiality agreement signed 22/2/2018. No data agreement provided so data to be retained and disposed according to QUT MoPP D/2.8 Management of research data.	See data owner requirements
Queensland Police Service	Incidents of violent / criminal acts including public intoxication for Brisbane CBD and Treasury Casino.	2008–2018	N/A	24/4/2018	QPS data is licenced under a Creative Commons Attribution 4.0 Australia Licence. All outputs derived from the use of QPS data shall cite the QPS as the source. Two year term agreement for use by QUT. Unsigned MOU.	24/04/2020
Queensland Police Service	Incidents of violent/criminal acts including public intoxication for the QWB Precinct boundary.	2008–2018	N/A	14/06/2018	QPS data is licenced under a Creative Commons Attribution 4.0 Australia Licence. All outputs derived from the use of QPS data shall cite the QPS as the source. Two year term agreement for use by QUT. Unsigned MOU.	24/04/2020
Office of Regulatory Policy	Gambling Helpline Service (GHS) Data	2012-2017	N/A	31/5/2018	Confidentiality agreement signed 5/2/2019. Relationships Australia data received via OLGR so using OLGR requirements. No data agreement provided so data to be retained and disposed according to QUT MoPP D/2.8 Management of research data.	See data owner requirements

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Data Owner	Data Set	Date Range	Agreement/ MOU Date	Date Data Received	Data Owner Requirements	Required Destruction Date
Office of Regulatory Policy	Gambling Help Online (GHO) Data	2012-2017	N/A	12/04/2018	No data agreement provided so data to be retained and disposed according to QUT MoPP D/2.8 Management of research data.	See data owner requirements
Office of Regulatory Policy	Gambling Helpline Data	2012-2017	N/A	16/05/2018	No data agreement provided so data to be retained and disposed according to QUT MoPP D/2.8 Management of research data.	See data owner requirements
Office of Regulatory Policy	Moonyah Recovery Centre Data	2012-2017	N/A	12/04/2018	No data agreement provided so data to be retained and disposed according to QUT MoPP D/2.8 Management of research data.	See data owner requirements
Treasury Casino and Star Entertainment	The Star Responsible Gambling Data	2013-2017	N/A	3/8/2018	No data agreement provided so data to be retained and disposed according to QUT MoPP D/2.8 Management of research data.	See data owner requirements

*Date of request is approximate and relates to when finalized version of each request was uploaded to administrators for distribution to Aurecon.

Disclaimer: OLGR has provided raw data for this report.

3.3. Analysis Introduction

The QWB represents a substantial development for Brisbane City, attracting tourists and providing a unique new recreational precinct for the domestic market. As part of the development, the QWB Casino will be built to replace the existing Treasury Casino, and is scheduled to open in 2022. The new Casino will be substantially larger, provide an increased number of gambling products, and intends to attract different clientele, specifically tapping into the international tourist market. It is therefore timely to assess the potential impact of the QWB Casino on the community and to establish what resources are currently available (e.g. stakeholders, data sources, regulatory processes, etc.) to determine how and where any impact may be felt over the coming years.

Gambling attracts a wide range of opinions on its inherent attributes as a recreational product, and over recent years there has been a substantial amount of research into the potential harm that can arise from engagement with gambling. This report utilises a public health approach to assess the social impact of the QWB development on current gambling levels, looking at the impact of gambling in Queensland at both a population and individual level, determining the harms being experienced by gamblers and affected others (Goodwin, Browne, Rockloff & Rose, 2017), and to provide some insight into mitigation of these harms.

Previous research has established eight categories of harm which can be experienced by gamblers; Financial harm, Emotional/Psychological harm, Relationship harm, Work/Productivity harm, Decrements to Health, Crime, Intergenerational harm, and Cultural harm (Browne et al., 2016). The harm indicators in these categories range in severity from minor harms, such as a reduction in available spending money or eating too much, to severe harms such as relationships ending or bankruptcy, with the population prevalence of each harm indicator reducing as the severity increases (Browne, 2017; Productivity Commission, 1999).

A standard method of classifying gamblers is to assign them to a risk severity group based on a problem gambling severity measure, such as the Problem Gambling Severity Index (PGSI), which is a validated subset of the Canadian Problem Gambling Index (Queensland Household Gambling Survey, 2012). The PGSI consists of nine questions, designed to assess a gamblers attitudes and beliefs about their gambling. Four of the questions assess problem gambling behaviours (e.g How often have you bet more than you could afford to lose?) and the other five assess adverse consequences of gambling (e.g How often have you felt guilty about the way you gamble or what happens when you gamble?). For each question, respondents answer (in the modified form) on a five point scale (0 = "Never"; 1 = "Rarely"; 1 = "Sometimes"; 2 = "Often"; 3 = "Always") with classification into four categories based on the sum of the scores across the questions (Recreational (0), Low Risk (1 to 2), Moderate Risk (3 to 7) and Problem Gambler (8+)). Thus, the categories or classification represent a discrete form of a continuum of severity in terms of `disordered gambling' or developing a `gambling problem' that may display elements relating to a lack of control and/or harm experienced.

Whilst there has been some debate in the past as to which of the risk groups experience significant harm, experts in gambling research, psychology and public health are moving more towards agreement that focusing on Problem Gamblers is not the most effective way of assessing gambling related harm; especially when considering harm mitigation (Productivity Commission, 1999/2010; Victorian Responsible Gambling Foundation, 2017). There is strong evidence that while more severe harms are more prevalent among Problem Gamblers, considerable harm is already being experienced by gamblers in the Moderate Risk group (Productivity Commission, 1999/2010; Raisamo, Makela, Salonen, & Lintonen, 2014; Browne & Rockloff, 2018). There is also some evidence that harm is experienced by gamblers in the Low Risk group, which due to their significantly larger population size results in a substantial burden of harm at a society level (Canale, Vieno, & Griffiths, 2016; Raisamo, Makela, Salonen, & Lintonen, 2014; Browne & Rockloff, 2018). Harm mitigation is also the focus of research into some of the harmful effects of alcohol consumption, where assessment of harm is confined to not only to those who are clinical alcoholics (and experiencing a severe harm such as liver cirrhosis) but to consider the wider range of harms that occur from alcohol at differing levels of consumption or dependence (e.g violent assaults, motor vehicle accidents, etc (Rossow & Romelsjö, 2006)).

A broader assessment of harm also aligns with a public health approach to the impact of gambling on the community and enables policies to be developed to minimise the potential for harm to occur. It also allows for a more comprehensive and accurate assessment of the harms associated with gambling and the possible impact from the new QWB Casino. A broader assessment also includes the impact of QWB Casino on gambling activity and behaviour in clubs and hotels, as they are inherently interwoven in terms of problematic gambling (problem gamblers typically visit a range of venue types). Most sections of this report thus provide a comparison of club/hotel and casino baselines and results.

Much of the previous research in this field has focused on gamblers in general, collecting information from people who gamble in Clubs, Hotels, Casinos, and, more recently, online (i.e. QHGS 2011/12 & 2016/17). There is, however, a lack of information specifically relating to the profile and harms being experienced by gamblers who frequent Casinos as their main gambling venue, which is of particular interest given the QWB Casino development. To understand the potential impact of this development, a comprehensive analysis was undertaken to assess the impact of gambling and associated harm amongst gamblers within the QWB precinct itself, and at the city and State levels. This analysis involved a review of current literature on the topic of gambling and its impact, as well as the development of the *Gambling Impacts Survey* designed to fill some of the current data gaps.

Gambling Impacts Survey

In order to fill in some of the existing gaps in the data that were previously identified (See Gap Report) and on the advice provided by the *Gambling Impacts Advisory Committee,* the research team employed the services of a market research organisation (Qualtrics) to recruit and survey gamblers in Brisbane on a range of questions. In particular, participants were recruited from the Brisbane metropolitan area if they had gambled in a club, hotel or casino in the past six months. Non-gamblers were also recruited if they had a member of the household who had gambled in a club, hotel or casino in the past six months. As gamblers can be reluctant at times to be honest and reliable about their gambling activities and any harm experienced, the latter group was recruited upon the advice of the *Gambling Impacts Advisory Committee,* and other evidence, indicating that non-gamblers (often partners or spouse of the gambler) are able to provide more honest and reliable information about the gambling habits of those around them.

It should be noted that the results of the survey reflect the behaviours, thoughts and harms occurring specifically in a population who are currently gambling (defined as having gambled in a club, hotel or casino in the past six months). Thus, the results should not be viewed as a cross section of the wider Queensland population. For a gambling prevalence survey that is more representative of the larger non-gambling and gambling Queensland population, this report refers to the Queensland Household Gambling Survey (in this survey a gambler was defined as having gambled at least once on one or more gambling activity in the past 12 months).

Some studies that have sought to analyse the impacts of a casino have utilised longitudinal research designs (see for example, Jacques and Ladouceur 2006; Volberg, Williams, Stanek, Zorn and Mazar, 2017) which enables participants to be tracked or followed over time to assess any changes in behaviour, participation, etc. The decision to utilise a single point-in-time survey rather than a longitudinal design for this project was due largely to budgetary constraints and feasibility. However, repeat waves of the *Gambling Impacts Survey* pre- and post-opening of QWB Casino have the capacity to reliably capture many changes that may occur in the Brisbane gambling population. Together with QHGS and help services data, these sources are able to provide comprehensive baselines of the current gambling environment and identify impacts from QWB Casino in the future.

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Objectives

The objectives of *The Gambling Impacts Survey* were to:

- Establish a baseline of Treasury Casino patrons and Brisbane gamblers, collecting information about:
    - Demographics;
    - Expenditure;
    - Frequency of gambling;
    - Gambling Activity Participation;
- Assess gambling related harms for Recreational Gamblers, Low-Risk Gamblers, Moderate-Risk Gamblers and Problem Gamblers in Brisbane.
- Assess the prevalence of the gambling risk groups among current Brisbane Casino patrons.
- Determine venue types frequently visited by Queensland Casino patrons, and gamblers in general, for the Brisbane population.
- Assess whether the perceived benefits of gambling outweigh the related harms or costs that gamblers sustain from their gambling activities.
- Determine how Brisbane gamblers intend to change their venue visitation post QWB Casino becoming operational.
- To fill the current gap in the literature regarding the Casino specific gambling behaviours and their impacts, for the Brisbane population.

As the results from the *Gambling Impacts Survey* are largely descriptive at this stage we do not present standard errors or confidence intervals for the estimates. This information will be provided for the analysis of results in future stages and is also available upon request.

Demographics

Sample Composition – Gambling Impacts Survey (GIS)

A breakdown of some of the socio-demographics for the Survey participants are provided in Table 35 and Table 36. The overall sample of participants in the *Gambling Impacts Survey (GIS)* comprised of a fairly even split of males and females (48.60% male; 50.94% female), but showed a disproportionate split of age groups, with 40.48% of the Gamblers being over 55 years of age. A significant majority of the *GIS* participants identified as of Australian ethnicity (81.68%), which is most likely a reflection of the recruitment procedures of Qualtrics and the higher tendency of particular groups to engage in online surveys. This may mean that particular gambling populations are underrepresented in the results of this survey.

Table 35 Demographics - Gambling Impacts Survey Sample Composition - Gamblers

		N	%
Gender	*Male*	748	48.60
	Female	784	50.94
	Other	7	0.45
Year of Birth	1901-1963 (Approx. 55+ years old)	623	40.48
	1964 – 1983 (Approx. 35-54 years old)	508	33.01

	1984-2001 (Approx. 18-34 years old)	408	26.51
Ethnicity	Australian	1257	81.68
	Aboriginal/ Torres Strait Islander	20	1.30
	New Zealander	64	4.16
	North-East Asian	6	0.39
	South-East Asian	35	2.27
	Southern and Central Asian	8	0.52
	British	63	4.09
	European	44	2.86
	African	1	0.06
	South American	4	0.26
	North American	9	0.58
	Other (please specify)	22	1.43
	Prefer not to say	6	0.39
Average Annual Income	Under $25,000	262	17.02
	$25,000 - $50,000	325	21.12
	$50,000 - $100,000	488	31.71
	$100,000 - $150,000	206	13.39
	More than $150,000	114	7.41
	Prefer not to say	144	9.36

*Demographics are combined from Gamblers and Non-Gamblers answering demographic questions on behalf of the Gambler in their household

**Totals may not equal 100% due to rounding

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Table 36 Demographics - Gambling Impacts Survey Sample Composition- Non Gamblers answering on behalf of themselves

		N	%
Gender	Male	84	31.11
	Female	186	68.89
	Other	0	0
	Total	270	
Age	1901-1963 (Approx. 55+ years old)	112	41.48
	1964 – 1983 (Approx. 35-54 years old)	73	27.04
	1984-2001 (Approx. 18-34 years old)	85	31.48
	Total	270	
Ethnicity	Australian	202	74.81
	Aboriginal/ Torres Strait Islander	4	1.48
	New Zealander	18	6.67
	North-East Asian	2	0.74
	South-East Asian	6	2.22
	Southern and Central Asian	1	0.37
	British	18	6.66
	European	7	2.59
	African	1	0.37
	South American	2	0.74
	North American	1	0.37
	Other (please specify)	5	1.85
	Prefer not to say	3	1.11
	Total	270	
Average Annual Income	Under $25,000	70	25.93
	$25,000 - $50,000	59	21.85

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	$50,000 - $100,000	78	28.89
	$100,000 - $150,000	22	8.15
	More than $150,000	13	4.81
	Prefer not to say	28	10.37
	Total	270	

Demographics are from Non-Gamblers answering demographic questions on behalf of themselves

**Totals may not equal 100% due to rounding

Casino Gambler Demographics – Gambling Impacts Survey

A number of studies have indicated considerable variability in the characteristics or demographics of casino gamblers, particularly gamblers who play EGMs in a casino (SACES, 2015). However, there is clearer evidence of the characteristics for those who engage in casino table games. Gamblers who play table games are more likely to be young, unmarried males, who have a trade diploma/qualification, and earn over $130,000 per year (SACES, 2015).

When considering the characteristics of Casino gamblers in the *Gambling Impacts Survey*, the criteria used to extract this population was that the Gambler (or the Non-Gambler answering on behalf of the Gambler) must have indicated that they had either played casino table games or EGMs in a casino at least once in the past six months. Table 37 provides some socio-demographic information for those identified from the *GIS* as gambling in a casino.

When extracting only those participants who play either EGMs in a casino or casino table games, the *GIS* found no significant difference between the proportion of males and females that gamble at a casino (49.05% male; 50.42% female). While this does not reflect the findings of most other prevalence studies (see SACES, 2015, p. 57-68), it does reflect the findings of a Tasmanian prevalence survey described in the same report.

The income demographics for Casino Gamblers reflected previous studies, with most Casino Gamblers earning over $50,000 per year (60.71%). Similarly, the largest proportion of participants identified as being of Australian ethnicity (78.99%). The latter results can lead to some questioning of whether patrons of an Asian ethnicity are being represented in surveys (e.g. prevalence surveys), as anecdotal evidence and observations of gambling venues, in particular casinos, suggests that they are a significantly large percentage of the gambling population. Anecdotal evidence also suggests that these patrons are reluctant to fill out surveys for cultural and language reasons as well as being potentially excluded by the practices of market research organisations to recruit participants (e.g. where advertisements are placed). It could also be that these patrons are identifying themselves as `Australian', however, it is more likely that this group of patrons are underrepresented in our survey (similar to other broad gambling surveys conducted (i.e. QHGS)).

Table 37 Gambling Impacts Survey - Demographics of Brisbane Casino Gamblers

		All QLD Casinos		Treasury Casino**	
		N	*%*	*N*	*%*
Gender	Male	467	49.05	301	49.92
	Female	480	50.42	298	49.42

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	Other	5	0.53	4	0.66
	Total	952		603	
Year of Birth	1901-1963 (Approx. 55+ years old)	285	29.94	148	24.54
	1964 − 1983 (Approx. 35-54 years old)	341	35.82	237	39.30
	1984-2001 (Approx. 18-34 years old)	326	34.24	218	36.15
	Total	952		603	
Ethnicity	Australian	752	78.99	487	80.76
	Aboriginal/Torres Strait Islander	15	1.58	8	1.33
	New Zealander	43	4.52	21	3.48
	North-East Asian	5	0.53	4	0.66
	South-East Asian	34	3.57	27	4.48
	Southern and Central Asian	7	0.74	5	0.83
	British	39	4.10	21	3.48
	European	27	2.84	12	1.99
	African	0	0	0	0.00
	South American	3	0.32	2	0.33
	North American	6	0.63	2	0.33
	Other (please specify)	17	1.79	12	1.99
	Prefer not to say	4	0.42	2	0.33
	Total	952		603	
Average Annual Income	Under $25,000	127	13.34	70	11.61
	$25,000 - $50,000	180	18.91	116	19.24
	$50,000 - $100,000	335	35.19	221	36.65
	$100,000 - $150,000	162	17.02	102	16.92
	More than $150,000	81	8.51	57	9.45

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	Prefer not to say	67	7.04	37	6.14
	Total	952		603	

* Demographics are combined from Gamblers and Non-Gamblers answering demographic questions on behalf of the Gambler in their household

**Engages in gambling activities at a casino, and selected Treasury Casino as the casino at which they play these activities most frequently

***Totals may not equal 100% due to rounding

One primary goal of the *Gambling Impacts Survey* was to establish a baseline upon which change could be measured after the opening of the QWB Casino. Treasury Casino patrons in the sample accounted for over a third of the total gamblers participating, and casino patrons in general made up almost two thirds of the sample. While this is a reasonable proportion of Casino patrons, future waves of the *Gambling Impacts Survey* will seek to oversample Treasury Casino/QWB Casino patrons and pool these results with the current *GIS* results in order to facilitate a more targeted analysis of this group. The same oversampling method will be employed in post-opening surveys to further enable any changes that are occurring in the Brisbane casino gambling population to be reliably captured.

Demographics/Profiles of the Gambling Risk Groups – Gambling Impacts Survey

Table 38 provides socio-demographic information for those identified from the PGSI questions in the survey as belonging to one of the problem gambling risk groups (Recreational, Low-Risk, Moderate-Risk and Problem Gambling). In terms of gender differences, there is a fairly even distribution between genders in each risk group, although there is a very slight inclination towards females in the higher risk groups. In the lower risk groups there is a higher proportion of participants aged over 55 yrs. old, which is seen most strongly in the Recreational Gamblers. However, this differs in the Problem Gambler group, where 39.71% of the Problem Gamblers are aged 18-35 yrs. old, reflecting similar findings from other prevalence surveys (e.g. QHGS, 2016/17).

Table 38 Gambling Impacts Survey - Profile of Brisbane Gamblers, N and % of Gambling Risk Group

		Recreational		Low-Risk		Moderate-Risk		Problem Gamblers	
		N	*%*	*N*	*%*	*N*	*%*	*N*	*%*
Gender	*Male*	267	55.32	120	43.32	125	49.21	64	47.06
	Female	333	44.35	156	56.32	127	50.00	72	52.94
	Other	2	0.33	1	0.36	2	0.79	0	0.00
Year of Birth	*1901-1963 (Approx. 55+ years old)*	277	46.01	107	38.63	98	38.58	30	22.06
	1964 – 1983 (Approx. 35-54 years old)	175	29.07	90	32.49	83	32.68	52	38.24

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	1984-2001 (Approx. 18-34 years old)	150	24.92	80	28.88	73	28.74	54	39.71
Ethnicity	Australian	522	86.71	237	85.56	199	78.35	102	75.00
	Aboriginal/ Torres Strait Islander	4	0.66	4	1.44	5	1.97	1	0.74
	New Zealander	20	3.32	6	2.17	14	5.51	9	6.62
	North-East Asian	1	0.17	0	0.00	2	0.79	0	
	South-East Asian	5	0.83	5	1.81	6	2.36	11	8.09
	Southern and Central Asian	1	0.17	3	1.08	3	1.18	0	0.00
	British	21	3.49	8	2.89	8	3.15	8	5.88
	European	16	2.66	7	2.53	12	4.72	4	2.94
	African	0	0.00	0	0.00	0	0.00	0	0.00
	South American	2	0.33	0	0.00	1	0.39	0	0.00
	North American	5	0.83	3	1.08	0	0.00	0	0.00
	Other (please specify)	5	0.83	3	1.08	4	1.57	1	0.74
	Prefer not to say	0	0.00	1	0.36	0	0.00	0	0.00
Average Annual Income	Under $25,000	83	13.79	54	19.49	53	20.87	25	18.38
	$25,000 - $50,000	139	23.09	55	19.86	50	19.69	19	13.97
	$50,000 - $100,000	174	28.90	87	31.41	83	32.68	63	46.32
	$100,000 - $150,000	85	14.12	39	14.08	32	12.60	16	11.76
	More than $150,000	52	8.64	19	6.86	18	7.09	12	8.82

	Prefer not to say	69	11.46	23	8.30	18	7.09	1	0.74
Gambles at any Casino	*Yes*	332	55.15	183	66.06	176	69.29	116	85.29
	No	270	44.85	94	33.94	78	30.71	20	14.71
Gambles at Treasury Casino**	*Yes*	203	33.72	120	43.32	112	44.09	77	56.62
	No	399	66.28	157	56.68	142	55.90	59	43.38

* Demographics are from Gambler participants only

**Engages in gambling activities at a casino, and selected Treasury Casino as the casino at which they play these activities most frequently

***Totals may not equal 100% due to rounding

Public Health Impacts

1.1 Prevalence of the Gambling Groups

*Aligns to **Baseline** Questions 3 & 5 of the Study Plan-*

> *Question 3: What proportion of Queensland and Brisbane gamblers are Problem Gamblers?*

> *Question 5: What proportion of current gamblers patronising the existing gambling facilities are Problem Gamblers (or to gambling that negatively affects quality of life)?*

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<u>Section Overview</u>

<u>Key Results and Data</u>

- From the *Gambling Impacts Survey*, we found the following gambling risk group prevalence rates for gamblers from the Brisbane metropolitan area **(gambling in a club, hotel or casino)**:
  - Recreational Gamblers: 47.4%
  - Low-Risk Gamblers: 21.8%
  - Moderate-Risk Gamblers: 20.0%
  - Problem Gamblers: 10.7%

Cont. below

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Section Overview - Continued

<u>Key Results and Data - Continued</u>

- From the *Gambling Impacts Survey*, we found the following gambling risk group prevalence rates for gamblers from the Brisbane metropolitan area who gamble **in a casino**:
  - Recreational Gamblers: 41.1%
  - Low-Risk Gamblers: 22.7%
  - Moderate-Risk Gamblers: 21.8%
  - Problem Gamblers: 14.4%
- Using available data from the QHGS, the prevalence of gambling risk groups in **the general QLD population for 2016/17**:
  - Non-Gambling: 29.2%
  - Recreational Gamblers: 61.4%
  - Low-Risk Gamblers: 6.4%
  - Moderate-Risk Gamblers: 2.5%
  - Problem Gamblers: 0.51%

<u>Key Implications</u>

- These results provide a baseline assessment of the prevalence of the gambling risk groups in in different populations for Brisbane and Queensland.
- The prevalence of Non-Gamblers in QLD has risen since 2001, and the prevalence of Recreational Gamblers has declined. The prevalence of Problem Gamblers has declined overall, although shows an increase from the 2011/12 iteration of the QHGS. Both Low-Risk and Moderate-Risk Gamblers have displayed a 'U-shape' to their prevalence between 2001 and 2017, with prevalence rising in the last two iterations of the QHGS.

<u>Assessing Change and Future Directions</u>

- To provide a more reliable baseline, the *Gambling Impacts Survey* should be repeated prior to the opening of the QWB Casino.
- To capture changes that arise from the opening of the QWB Casino, a modified version of the *Gambling Impacts Survey* should be conducted one year post-opening to capture initial impacts, and again two or five years post-opening to determine if these changes are sustained after any novelty effect has dissipated.
- Prevalence surveys, especially when analysis focuses only on Problem Gamblers, provide a limited ability to assess the true impact of gambling related harm. Studies capturing and examining factors responsible for transitions between risk groups and comprehensive assessments of harm are necessary to capture the impact of gambling and any substantial changes associated with QWB Casino.
- Previous reports from the Productivity Commission (2010) and the Parliamentary Joint Select Committee on Gambling Reform (2012) recommended government and industry gambling data be made publicly available, and to establish a uniform national gambling dataset. The release of such data would allow for the establishment of a reliable and accurate baseline for the impact of gambling in the community and for assessing change arising from the QWB Casino.

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1.1 (a) Brisbane

Prevalence rates of the gambling groups (Non-Gambling, Recreational Gambling, Low-Risk Gambling, Moderate-Risk Gambling, and Problem Gambling) have been well documented at the Brisbane and Queensland

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levels. The *Gambling Impacts Survey* measured the prevalence of the gambling risk groups for gamblers in a club, hotel or casino for the Brisbane region by asking participants to answer nine PGSI questions, designed to assess a gamblers attitudes and beliefs towards gambling. Full data on the participants' responses to each of these questions can be found in Appendix A & B.

Table 39 provides the results for the prevalence of the gambling risk group found in the survey. The *Gambling Impacts Survey* found that almost half of the gambling participants were Recreational Gamblers (47.44%), with the smallest proportion of gamblers falling into the Problem Gambler category (10.72%).

Table 39 Gambling Impacts Survey - Prevalence of the Gambling Risk Groups, Brisbane

	N	Percentage
Recreational	602	47.4%
Low-Risk	277	21.8%
Moderate-Risk	254	20.0%
Problem Gambling	136	10.7%
	Total = 1,269	

*Data sourced from Gambling Impacts Survey 2018

**Percentages may not total to 100% due to rounding

From those participants who were identified as Casino Gamblers (played EGMs in a Casino or Casino Table Games at least once in the past six months), 807 of these Gamblers were able to be classified into the risk groups. These results are presented below in Table 40. As can be seen, being a Casino Gambler is associated with an increased likelihood of being in one of the higher category risk groups, and this is particularly true of Problem Gamblers, who show a prevalence of 14.4% in this population rather than the 10.7% prevalence found among Gamblers, overall.

Table 40 Gambling Impacts Survey - Prevalence of the Gambling Risk Groups, Brisbane Casino Gamblers

	N	Percentage
Recreational	332	41.1%
Low-Risk	183	22.7%
Moderate-Risk	176	21.8%
Problem Gambling	116	14.4%

*Data sourced from Gambling Impacts Survey 2018

**Percentages may not total to 100% due to rounding

As noted above, the prevalence rates found in the *Gambling Impacts Survey* were higher than those found in the QHGS 2016/17 (see below). Likely reasons for this are methodological differences, such as sampling only 'gamblers' who had gambled in the last 6 months in a club/hotel or casino. In contrast, the QHGS defined a gambler as someone who had gambled on any one of twelve gambling activities at least once in the previous 12 months. These gambling activities include activities such as lotteries and art union tickets, which are not

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purchased in clubs/hotels and are in general considered to be low risk activities. Therefore the sample of participants in the *GIS* were mainly exposed to higher risk activities, explaining the higher prevalence rate found.

1.1 (b) Queensland

Past data on prevalence rates for the gambling risk groups can be sourced from the Queensland Household Gambling Survey 2011/12 and the more recent 2016/17 survey. Figure 48 presents the prevalence rates of the gambling groups, as a percentage of the Queensland adult population (including non-gamblers), as well as how these groups have changed over time. Prevalence rates for the various Queensland regions are also represented in Table 41 & Table 42.

Figure 48 QHGS - Prevalence of Gambling Risk Groups, Queensland Adult Population, over time

Prevalence of Gambling Groups
(% Queensland adult population)

	2001	2003-04	2006-07	2008-09	2011-12	2016-17
Non-gambling	15.1	19.7	24.7	25.3	26.2	29.2
Recreational	73.2	72.4	67.3	68.0	66.3	61.4
Low risk	8.2	5.3	5.7	4.7	5.2	6.4
Moderate risk	2.7	2.0	1.8	1.6	1.9	2.5
Problem Gambling	0.83	0.55	0.47	0.37	0.48	0.51
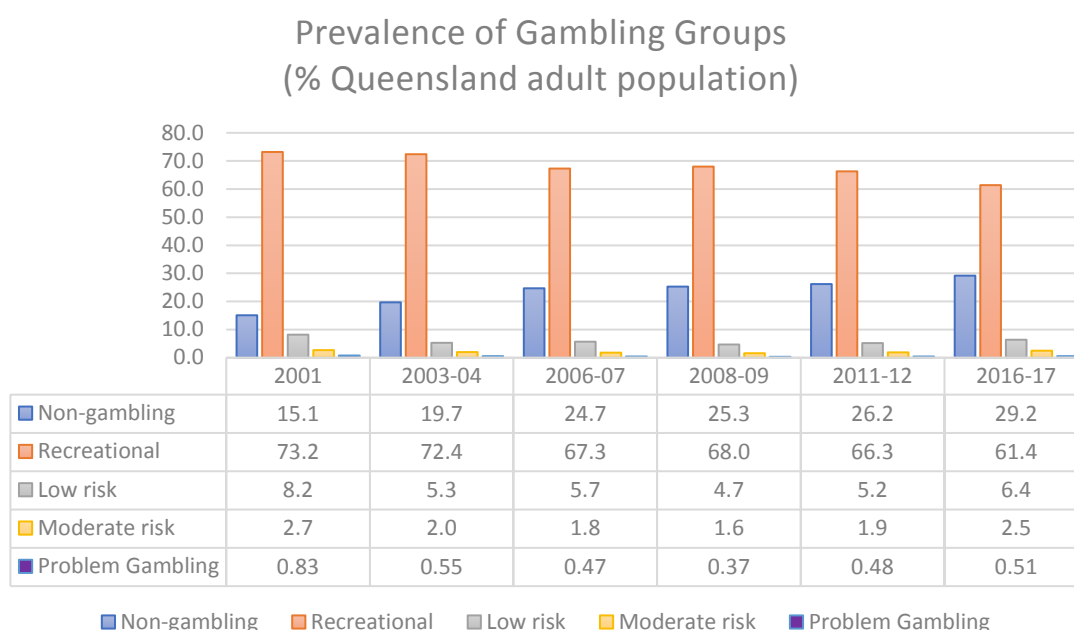
*Data sourced form Queensland Household Gambling Survey 2011/12 & 2016/17

As can be seen from Figure 48, Recreational Gamblers are the largest gambling category group, followed by Non-Gamblers, Low-Risk, Moderate-Risk and then Problem Gamblers, which in the 2016/17 QHGS accounted for 0.51% (95% CI: 0.4, 0.7) of the Queensland adult population. The Brisbane prevalence of Problem Gamblers is slightly higher than the State average, at 0.6%, as shown in Table 41 & Table 42, although due to the wide sampling error involved in these estimates there may not be a true difference.

The prevalence of Non-Gamblers in the Queensland adult population increased between the 2011/12 and 2016/17 iterations of the QHGS (Figure 48), from 26.2% (95% CI: 25.4, 26.9) to 29.2% (95% CI: 28.3, 30.2). However, the prevalence of Recreational Gamblers has decreased slightly between the two surveys (66.3% (95% CI: 65.5, 67.1); 61.4% (95% CI: 60.4, 62.4) respectively). There has been a slight increase of the prevalence of Low-Risk Gamblers (5.2% (95% CI: 4.7, 5.7); 6.4% (95% CI: 5.9, 6.9)), Moderate Risk Gamblers (1.9% (95% CI: 1.7, 2.1); 2.5% (95% CI: 2.2, 2.9)) and Problem Gamblers (0.48% (95% CI: 0.3, 0.6); 0.51% (95% CI: 0.4, 0.7)), between the 2011/12 and 2016/17 QHGS. Considering both the increase in Non-Gamblers and the increase in the prevalence of the higher risk gambling groups, existing gamblers could be moving downward from the Recreational Gambling risk group to the Non-Gambling Group, or upwards into any of the other higher risk gambling groups, although further research is needed to confirm these findings.

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Table 41 QHGS - Regional Prevalence of Gambling Groups (% of QLD adult population)

	Non-gambling	**Recreational**	**Low-Risk**	**Moderate-Risk**	**Problem Gambler**
Brisbane	27.7 (26.7, 28.8)	64.7 (63.6, 65.7)	5.1 (4.5, 5.7)	1.9 (1.6, 2.2)	0.6 (0.4, 0.8)
Gold Coast	23.7 (21.6, 25.8)	66.5 (64.1, 68.9)	6.9 (5.3, 8.4)	2.5 (1.6, 3.5)	0.4** (0.0, 0.8)
Sunshine Coast	25.8 (22.9, 28.7)	66.8 (63.3, 70.2)	5.4 (3.4, 7.4)	1.8 (1.0, 2.6)	0.3** (0.0, 0.5)
Wide Bay	26.1 (23.4, 28.7)	68.2 (65.3, 71.1)	3.6 (2.6, 4.6)	2.1 (1.2, 3.1)	0.0 (0.0, 0.0)
Darling Downs	27.5 (24.4, 30.6)	66.8 (63.9, 69.7)	4.6 (3.2, 6.0)	0.8* (0.1, 1.4)	0.3* (0.0, 0.7)
Fitzroy	22.3 (19.3, 25.4)	69.6 (66.0, 73.2)	5.8 (3.6, 7.9)	2.1* (1.0, 3.3)	0.2** (0.0, 0.4)
Mackay	18.8 (15.8, 21.7)	74.7 (71.4, 77.9)	4.3 (2.2, 6.4)	1.7* (0.7, 2.7)	0.5** (0.0, 1.2)
Townsville	21.3 (18.2, 24.5)	71.9 (68.6, 75.1)	4.4 (2.7, 6.0)	2.3* (0.9, 3.7)	0.1** (0.0, 0.3)
Cairns	29.3 (25.4, 33.2)	63.9 (60.2, 67.6)	4.8 (3.2, 6.3)	1.4* (0.5, 2.4)	0.6** (0.0, 1.2)
QLD Outback	30.2 (22.7, 37.6)	61.8 (54.5, 69.1)	5.1* (2.0, 8.1)	1.8** (0.0, 3.6)	1.2** (0.0, 2.5)
Queensland	26.2 (25.4, 26.9)	66.3 (65.5, 67.1)	5.2 (4.7, 5.7)	1.9 (1.7, 2.1)	0.48 (0.3, 0.6)

*Relative standard error greater than 25 per cent

**Relative standard error greater than 50 per cent

***Figures reported show 95% upper and lower confidence levels

****Data sourced form Queensland Household Gambling Survey 2011/12

Table 42 QHGS - Regional Prevalence of Gambling Groups (% of QLD adult population)

	Non-gambling	**Recreational**	**Low-Risk**	**Moderate-Risk**	**Problem Gambler**
Brisbane	32.1 (30.6, 33.7)	58.6 (57.1, 60.0)	6.3 (5.6, 7.1)	2.4 (1.9, 3.1)	0.6 (0.4, 0.9)
Gold Coast	25.9 (,23.6, 28.4)	65.2 (62.5, 67.8)	6.8 (5.5, 8.5)	1.8 (1.2, 2.7)	0.3* (0.1, 0.6)
Sunshine Coast	25.3 (22.1, 28,8)	67.9 (65.0, 70.7)	4.4 (2.9, 6.6)	2.1* (1.2, 3.7)	0.3** (0.1, 1.5)
Wide Bay	25.2 (22.0, 28.8)	66.3 (62.1, 70.4)	5.2 (3.7, 7.3)	2.8* (1.6, 4.9)	0.4* (0.2, 0.9)
Darling Downs	32.7 (28.8, 37.0)	57.3 (52.8, 61.8)	7.3 (5.0, 10.6)	2.6* (1.3, 4.8)	0.1** (0.0, 0.4)
Fitzroy	24.6 (20.0, 29.9)	60.7 (55.1, 65.9)	10.8 (7.7, 14.9)	3.3 (2.0, 5.5)	0.7** (0.2, 2.0)
Mackay	24.2 (20.2, 28.6)	64.7 (59.7, 69.4)	6.7 (4.6, 9.7)	4.0* (2.3, 6.7)	0.5** (0.1, 3.2)
Townsville	28.6 (24.6, 33.1)	62.9 (57.3, 68.1)	5.5 (3.5, 8.5)	2.5 (1.6, 4.0)	0.5* (0.2, 1.2)

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Cairns	27.1 (23.2, 31.4)	62.1 (57.4, 66.6)	6.2 (4.3, 9.0)	3.3 (2.1, 5.0)	1.3** (0.5, 3.7)
QLD Outback	21.6 (15.9, 28.7)	72.8 (65.7, 78.9)	3.0* (1.3, 6.6)	2.6* (1.1, 5.9)	0.0** (0.0, 3.0)
Queensland	29.2 (28.3, 30.2)	61.4 (60.4, 62.4)	6.4 (5.9, 6.9)	2.5 (2.2, 2.9)	0.51 (0.4, 0.7)

*Relative standard error greater than 25 per cent

**Relative standard error greater than 50 per cent

***Figures reported show 95% upper and lower confidence levels

****Data sourced form Queensland Household Gambling Survey 2016/17

The population prevalence of Problem Gamblers, and even Moderate-Risk Gamblers, in Brisbane and QLD may be small, but, as noted by the Productivity Commission (2010), can result in substantial problems:

> *Currently adult prevalence rates are 0.7 per cent and 1.7 per cent of the adult population for problem and moderate risk gambling respectively. That looks small — and indeed some segments of the industry have suggested that consequently the social policy significance of such problems is also small. However, to put these figures in context, only around 0.15 per cent of the population are admitted to hospital each year for traffic accidents and around 0.2 per cent of the population are estimated to have used heroin in the preceding year. Small population prevalence rates do not mean small problems for society (Productivity Commission, 2010, Vol. 1, p.11).*

Moreover, despite low prevalence rates in the higher risk groups, the costs to society associated with gambling problems can be large and collectively is responsible for billions of dollars in social costs to QLD every year (this is discussed further in *Section 1.4 - Social Cost of Gambling*).

1.1 (c) National

Prevalence of risk group members among Australian adults has also been documented in the HILDA Survey (2017). From Table 43, it is evident that at an Australian population level there is a high proportion of Non-Problem Gamblers (92.1%) and Low-Risk Gamblers (4.2%), with relatively few Australians belonging to one of the higher risk categories compared to the lower risk groups.

Table 43 HILDA Survey - Prevalence of risk group members among Australian adults

	Estimated number '000	95% CI 'OOO	%	95% CI
Risk Group				
Non-gambler &/ or non-problem gambler	16,082	[15,924, 16,239]	92.1%	[91.3, 92.8]
Low risk gambler	731	[634, 818]	4.2%	[3.7, 4.7]
Moderate risk gambler	462	[393, 531]	2.6%	[2.3, 3.1]
Problem gambler	193	[150, 337]	1.1%	[0.88, 1.4]
Any risk	1,386	[1,251, 1,522]	7.9%	[7.2, 8.7]

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	Moderate risk/problem gambler	655	[569, 742]	3.7%	[3.3, 4.3]

* Data sourced from HILDA Survey 2017

Recently, Howe, Vargas-Saenz, Hulbert and Boldero (2018) found that Problem Gambling prevalence may be much higher than previously thought, at least in the Victorian population. The study found that the prevalence of Problem Gambling in Victoria was closer to 11% (compared to the prevalence rate of 0.8% found by the Victorian Responsible Gambling Foundation, 2016, as cited in Howe, Vargas-Saenz, Hulbert and Boldero, 2018). Of note is that 23% of the participants in the 25-34 year old age bracket were able to be classified as Problem Gamblers. However, there are potential methodological issues associated with this study, as participants were recruited through a panel company which is likely to recruit 'gamblers' in preference to non-gamblers, partially explaining the high prevalence rates. The *Gambling Impacts Survey*, while only representative of gamblers in the Brisbane metropolitan area, found that approximately 15% of participants aged 25-34 years old (and currently gambling in a club, hotel or casino) were Problem Gamblers. This age group bracket represents a key demographic group for QWB Casino (Gambling Impacts Advisory Committee, 2018b) and is also a group that is associated with relatively higher rates of problem gambling. For example, in the QLD adult population the prevalence of Problem Gamblers was 0.62% (95% CI: 0.4, 1.1) for 18-34 year olds compared to 0.46% (95% CI: 0.3, 0.7) for 35-54 year olds and 0.45% (95% CI: 0.3, 0.7) for 55+ year olds (QHGS 2016/17).

However, focussing solely on the prevalence of Problem Gamblers to justify increased harm minimisation measures can be problematic for a number of reasons. First, evidence from a longitudinal study of the Victorian population by Billi, Stone, Marden and Yeung (2014), which assessed participants over four years, found that 2.7% of Low-Risk Gamblers and 14% of Moderate-Risk Gamblers transitioned into the Problem Gambler category during that time. Figures such as this, while small, have a bearing when looking at prevalence rates, and indicate lower risk groups can be targeted for harm minimisation and intervention in order to prevent possible transitions to the higher risk groups. The potential transitions that can occur between the gambling groups resulting from casino availability is discussed more in *Section 1.6 Impact of QWB on Gambling in Queensland*.

The limitations associated with focusing only on Problem Gamblers was further highlighted by Dr Jennifer Borrell to the Parliamentary Joint Select Committee on Gambling Reform (PJSCGR), who suggested a greater emphasis on the measurement of gambling related harm.

> *We also need to stop counting heads of those identified as being problem gamblers as a measure of the problem. … Identification of people who can be unequivocally diagnosed as having a gambling problem at a clinical level is only the pointy end of the problem. That is like if you were trying to look at the impact of alcohol on car accidents and you only counted people if they were clinically diagnosed as an alcoholic. You would be missing all the times that alcohol is actually affecting people's driving because you are not counting them unless they are an alcoholic, but also you are not looking at harm. (PJSCGR, 2012)*

As mentioned previously, inclusion of Moderate-Risk and Low-Risk Gamblers in the assessment of gambling related harm is necessary for the impact of gambling to be reliably measured.

Further limitations to prevalence survey data to identify harm or problems have also been highlighted. Ms Kate Roberts (Chairperson of the Gambling Impacts Society NSW) in the PJSCGR's inquiry into the prevention and treatment of problem gambling (2012) noted that due to the denial that is associated with many peoples' problematic gambling behaviors, prevalence surveys often fail to capture the true extent of the problem.

> *Incidence is looking at the fact that people come in and out of this phenomenon and we need to be capturing that. We need to be looking at what the precursors to that are, what the volatilities are and*

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what the things that we need to be measuring are, and what we need to seek to change. Prevalence does not give us any of that. (PJSCGR, 2012)

Focusing on Problem Gamblers and even Moderate-Risk Gamblers also has the potential to exclude harm associated with binge gamblers. This sub-group is rarely addressed in the gambling literature, yet they sustain significant harm from their gambling sessions (Nower & Blaszczynski, 2003) and are unlikely to be classified into the higher risk groups using the PGSI. Of note is that far more research has been conducted on this group in terms of alcohol consumption despite similar characteristics and behaviour observed for gambling. Binge gambling is also more likely to be a problem for a casino than a club or hotel due to specific venue characteristics and individual differences in player style (see Section 1.6 (a)(iii) for further discussion). These non-regular players can also have a substantial impact on prevalence rates, as noted by Jackson et al. (2008, as cited in Productivity Commission, 2010) who found that excluding non-regular players from a prevalence survey reduced the measured prevalence rate of Moderate-Risk Gamblers by approximately 30% and Problem Gamblers by approximately 35%. These issues and results lend further support to assessing gambling in terms of the harm that is being sustained, rather than focusing solely on classifications of the gambling risk groups.

1.1 (d) Assessing change and future directions

To assess future changes in the prevalence of the gambling groups and the effect of the QWB Casino, repeating the *Gambling Impacts Survey* prior to the opening of the Casino is necessary to establish a reliable baseline and could be used to pool participants from both surveys to provide greater certainty for any assessment of change post QWB opening.

A modified version of the Survey should also be repeated one year, and then two or five years post-opening. These additional waves of the Survey would allow researchers to capture any initial changes in prevalence rates, and also assess if these changes are maintained after a novelty period (see Section 1.6 – *Impact of QWB on Gambling in Queensland* for a further discussion of novelty effects). If there is substantial variability over time in terms of gambling participation, and if there are small numbers in some activities or groups, any assessment of whether a real change has occurred is difficult. In statistical terms, these issues often relate: to the level of confidence required; the sample size of the survey or experiment; the prevalence of the activity/outcome being examined; and statistical power (Kirkwood & Sterne (2003). In the case of the *GIS* and gamblers in the metropolitan area, we found that 30.7% of the gambling participants were in the Moderate-Risk and Problem Gambling groups (See Table 39). If we observe an increase in the proportion of participants in these gambling risk groups to 36 or 37% post QWB casino opening, we will have reasonable statistical power (approx. 80%) to attribute some of the change to QWB Casino (a similar decrease in the proportion of MR&PG gamblers will also be able to attributed with reasonable statistical power). Smaller changes though in these proportions may not be able to observed with a reasonable or desired level of statistical power (e.g an increase to 35% is associated with approx. 50% power) unless the sample size of the baseline of the *GIS* increased. Repeating the *GIS* to better establish baseline results will also effectively allow the two surveys to be pooled (allowing for different participants) and thereby increase the sample size substantially for this purpose. Oversampling of casino patrons will also help to more reliably identify changes in this population. Similar issues of assessing change and statistical power are relevant for any assessment of change using Queensland data (QHGS) or National Data (HILDA Survey (2017)).

The Qld Household Gambling Survey collects information on prevalence of gambling, however the detailed data was not available for this study. The release of this data would allow a better understanding of gambling behaviour of people in Brisbane (and more broadly SEQ), particularly in terms of visitation to a casino and the relationship between other activities and venue types. Notwithstanding, a baseline assessment of the prevalence of the gambling risk groups was able to be established from the GIS.

Further and more broadly, to advance gambling research, there can be substantial improvements made in the way that data is shared between those who hold the material and researchers. The PJSCGR (2012) made a number of recommendations in their third inquiry report as to the most effective ways to improve gambling

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research and data acquisition. These recommendations include the establishment of an independent national gambling research institute, national gambling datasets that use consistent methodology, and greater public access to data, especially industry collected data (PJSCGR, 2012, Chapter 11).

These views were also expressed in several recommendations made by the Productivity Commission (2010), including recommendations to: conduct prevalence surveys using a set of core questions that are common across jurisdictions; ensuring that surveys meet all relevant National Health and Medical Research Council standards and guidelines, so as not to limit their use by researchers; and depositing all survey data into a public domain archive, subject to conditions necessary to manage confidentiality risks and other concerns about data misuse.

1.2 Expenditure of the Gambling Groups

*Aligns with **Baseline** Questions 1 & 4 of the Study Plan-*

Question 1: How much money is lost every year at the State and City level to Problem Gambling (or to gambling that negatively affects quality of life)?

Question 4: How much money is lost every year at the existing casino facilities at Queen's Wharf, and is this attributable to Problem Gamblers?

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Section Overview

Key Results and Data

- The *Gambling Impacts Survey* found that 70.21% of Gamblers spent under $100 per month gambling. Over 18% of Problem Gamblers spend over $1000 per month gambling, compared to 0.33% of Recreational Gamblers spending the same amount.
- Star Entertainment Group (2018) state that Casino Gaming Revenue per local adult in Brisbane was $172 in the 2017 financial year.
- There is good evidence that Problem Gamblers contribute 41% of all gambling expenditure, nationally, and Moderate-Risk Gamblers contribute 19% of gambling expenditure.
- Further reliable evidence supports that Problem Gamblers contribute 20%-30% of the overall casino expenditure at casinos. This indicates that in 2016/17 (incorporating all gambling activity revenue) Problem Gamblers were responsible for approximately $69.76 million − $104.64 million of the total $348.8 million in expenditure.
- There is also good evidence that 32% of table game expenditure can be attributed to Problem Gamblers. This translates to an expenditure share at Treasury Casino of Access re million of the Access re million in domestic table game expenditure attributable to Problem Gamblers in 2016/17.
- At the State level, overall Gambling Expenditure has remained relatively steady over the last 10 years.
- Utilising 85%-92% return-to-player percentages, Queensland EGM gamblers lost approximately between $339.977 - $181.321 Million dollars in the 2015-16 period, depending on the RTP settings at various clubs and hotels.

Key Implications

- Moderate-Risk and Problem Gamblers contribute the greatest percentage of gambling expenditure overall. While estimates vary, there is good evidence that EGMs have a higher percentage of expenditure accounted for by Problem Gamblers than any other gambling activity.
- In order to be economically viable, gaming expenditure at QWB Casino will significantly increase compared to the current level of expenditure occurring at Treasury Casino. As evidence shows that a large percentage of Casino patrons are local residents (*see Section 1.7*), a significant percentage of this increase in revenue/expenditure may come from Brisbane/SEQ residents.

Cont. below

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Section Overview - Continued

Assessing Change and Future Directions

- Changes in overall QLD gambling expenditure can be reliably captured by future editions of the Australian Gambling Statistics, released each year by the Queensland Government Statisticians Office.
- The QHGS collects expenditure information by gambling activity, however this data is not publicly available. The release of this data along with additional research to investigate the expenditure split of all of the gambling groups in Brisbane and QLD (not only Problem Gamblers), and a comparison between Casinos and Clubs/Hotels would allow for a reliable and accurate baseline of the impact of QWB to be established.

1.2 (a) Brisbane

Current Brisbane level expenditure data was collected in the *Gambling Impacts Survey*, where participants were asked to select a category that best represents their average monthly gambling expenditure (Table 44 & Table 45). As can be seen, the majority of the Gambler participants responded that they spend, on average, less than $100 per month (70.21%), with the proportion of Gamblers in each category decreasing as the expenditure value increases. This same trend is also seen in the responses of the Non-Gamblers answering on behalf of the Gambler in their household.

Table 44 Gambling Impacts Study - Average monthly gambling expenditure, Brisbane, Gamblers

Expenditure Category	%	N
Less than $100 a month	70.21	891
$101 to $350	18.91	240
$350 to $750	6.15	78
$750 to $1000	2.21	28
Greater than $1000	2.52	32
		TOTAL = 1269

*Data sourced from the Gambling Impacts Survey 2018

Table 45 Gambling Impacts Study - Average monthly gambling expenditure, Brisbane, Non-Gamblers answering of behalf of a Gambler in their household

Expenditure Category	%	N
Less than $100 a month	65.56	177
$101 to $350	19.26	52
$350 to $750	8.15	22
$750 to $1000	3.33	9

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Greater than $1000	0.74	2
Don't Know	2.96	8
		TOTAL = 270

Data sourced from the Gambling Impacts Survey 2018

When this is broken down by gambling group (Table 46) the results show that most Recreational and Low-Risk Gamblers are spending under $100 a month. The majority of Moderate-Risk Gamblers also spent less than $100 a month, however, here the higher expenditure categories start to become more prevalent. Most Problem Gamblers fall into the $101-$350 (34.56%) a month and $350-$750 (22.06%) a month categories, with over 18% of Problem Gamblers spending over $1000 a month.

Table 46 Gambling Impacts Survey - Expenditure of the gambling risk groups, Brisbane Gamblers (N, %)

	Less than $100 a month	$101 to $350	$350 to $750	$750 to $1000	Greater than $1000
Recreational Gamblers = 602	540 (89.70)	44 (7.31)	14 (2.33)	2 (0.33)	2 (0.33)
Low-Risk Gamblers = 277	200 (72.20)	63 (22.74)	12 (4.33)	2 (0.72)	0 (0.00)
Moderate Risk Gamblers = 254	132 (51.97)	86 (33.86)	22 (8.66)	9 (3.54)	5 (1.97)
Problem Gamblers = 136	19 (13.97)	47 (34.56)	30 (22.06)	15 (11.03)	25 (18.38)

Data sourced from the Gambling Impacts Survey 2018

The higher average expenditure of Problem Gamblers can be explained by a combination of behavioural factors, such as higher frequency of gambling and longer duration of gambling sessions (Productivity Commission, 2010). In EGM play, variation in gameplay style such as betting more credits per line and more lines per spin also contribute to a higher share of gambling expenditure (Productivity Commission, 2010).

The Star Entertainment Group (2018a) state that Casino Gaming Revenue per local adult in Brisbane was $172 in the 2017 financial year. This can be compared to the QLD per capita expenditure on casino gambling of $191.25 (Queensland Government Statisticians Office, 2018). The following information shows the expenditure at Treasury Casino during the 2012-2017 period, for both the domestic and international VIP markets (Table 47). This data was supplied by Star Entertainment Group and shows that while the largest proportion of revenue is coming from EGMs played by the domestic market, Table Games are providing almost as much revenue. Thus, while EGMs are the activity most frequently played (see Section 1.3), gamblers at this venue appear to be spending almost as much on the less frequently engaged in Table Games. Note that our survey results may have missed a key demographic group for Table Games (e.g Asian born patrons, See *Section 1.6*) thereby leading to an underestimate in Table Game play.

The gambling expenditure/revenue at Treasury Casino has been increasing steadily for both domestic EGMs and Table Games, for the past several years. However, there was a decrease in this revenue for the 2016/17 period, and a substantial increase in International VIP revenue at the same time. There is no publicly available information to explain this change, although a clarification is currently being sought from Star Entertainment Group.

Table 47 Treasury Casino - Gambling Specific Expenditure 2012-2017

Treasury Brisbane – Actual ($M)	2012/13	2013/14	2014/15	2015/16	2016/17
Access refused under section 47(3(a) of the RTI Act. Exempt information under schedule 3, section 8(1) of the RTI Act.					
Total Gross Revenue	280.6	283.7	322.9	340.1	348.8

*Data Sourced from The Star Entertainment Group Limited. (2018b)

The percentage of Treasury Casino expenditure that is specifically attributable to Problem Gamblers is unclear but several estimates from other studies provide a guide. The percentage of expenditure that can be attributed to each of the gambling risk groups varies depending on the type of venue and also the type of gambling activity being engaged in. The Productivity Commissions (2010) estimates that 41% of all EGM expenditure is contributed by Problem Gamblers. Other studies such as Browne et al (2017) place this expenditure share at approximately 35.8% in the Victorian population (23.6% for Moderate-Risk Gamblers). The Productivity Commission (2010, Vol.1) estimated that across gambling activities, 19% of the total spending share can be accounted for by Moderate-Risk Gamblers. However, these figures are not specific to EGM expenditure in a casino, which may be different. Markham and Young (2013) provided an expenditure share in casinos of 20% - 30% that is attributable to Problem Gamblers, across gambling activities (table games, EGMs, etc).

These figures provide an indicative range of the percentage of expenditure that can be attributed to Problem Gamblers at Treasury Casino. Considering the above percentages, and using the more conservative estimate that Problem Gamblers contribute 20%-30% of the overall casino expenditure at Treasury Casino, means that in 2016-17 (incorporating all gambling activity) Problem Gamblers were responsible for approximately $69.76 million – $104.64 million of the total $348.8 million in expenditure.

For expenditure on Table Games, there has been some evidence that a high proportion of this expenditure is attributable to Problem Gambling. Browne at al (2017) found that at Crown Casino 58.7% of the expenditure on table games could be attributed to Problem Gamblers, with 19.1% attributed to Moderate-Risk Gamblers. However, other research has provided more conservative estimates in line with other evidence supporting that EGMs derive a higher proportion of their revenue from Problem Gamblers. In a well-designed and measured study, which has received support in the gambling literature and estimates used in various reports (including the Productivity Commission report (2010)), Williams and Wood (2007) found that approximately 32% of revenue from Table Games in Ontario were attributable to Problem Gamblers. Applying this estimate to the table game expenditure figures provided in Table 47, suggests that approximately Access re million of the Access re million in domestic table game expenditure at Treasury Casino in 201/17 was contributed by Problem Gamblers alone. Whilst these estimates are based on evidence provided by other studies, and in the absence of more specific estimates, there is little reason to indicate these estimates would be different for Treasury casino. Thus, these figures provide useful indications of the percentage of money that is being spent by Problem Gamblers at the current casino facility in Brisbane.

1.2 (b) Queensland

The QHGS 2011/12 and 2016/17 asked participants several questions relating to their expenditure on particular gambling activities, however these results are missing from the reports detailing these surveys. The Unit Record Files from each survey were not available to analyse and compare to the *Gambling Impacts Survey*.

Overall, gambling expenditure in Queensland has been steadily increasing since 1995, as shown in Figure 49, but has somewhat levelled off over the past several years. Real Gaming Expenditure from Gaming Machines in Queensland for the period of 1995-2017 can also be found in Figure 49, and shows that expenditure has increased during this time, although the upwards trend has started to slow. From the data in the 34th Edition of Australian Gambling Statistics we can estimate the money lost playing EGMs at a Queensland level, utilising the return to payer range of 85%-92% that is in effect in club/hotels (The Australian/New Zealand Gaming Machine National Standard, 2015). Given these return to player percentages (RTP), Queensland EGM gamblers lost approximately between $342.942 - $182.902 Million dollars in the 2016-17 period, depending on the RTP settings at various clubs and hotels. It should be noted however, that this figure does not include losses on EGMs at Casinos.

Figure 49 QLD Real Gaming Expenditure - Gaming Machines ($ Million), over time, clubs/hotels
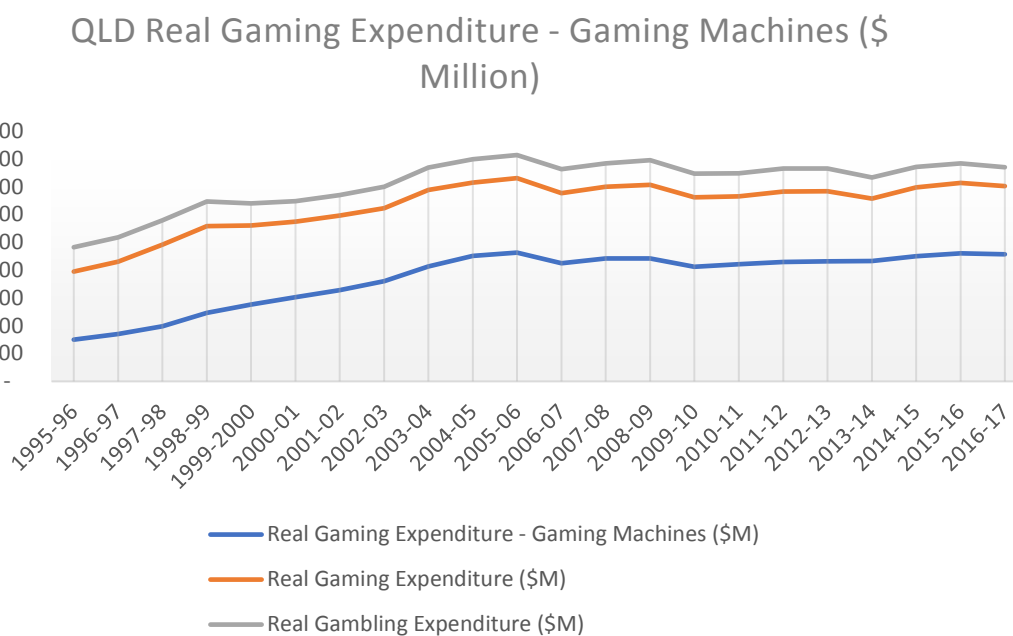
*Data sourced from Australian Gambling Statistics 34th Edition

From the above gambling expenditure data, it is possible to estimate the expenditure share of Problem Gamblers using EGMs in QLD. The Productivity Commission Report (2010) estimate that Problem Gamblers contribute approximately 41% of all EGM gambling expenditure can be applied to the 2016-17 Queensland expenditure data from the Australian Gambling Statistics 34th Edition (2018, p. 151). This indicates that Problem Gamblers are responsible for approximately $937.374 (million) of the total real gaming machine expenditure of $2,286.277 (million).

1.2 (c) National

National expenditure data is widely available, and can be reliably sourced from the Australian Gambling Statistics 34th Edition, along with expenditure both by gambling group and by gambling activity from sources such as The HILDA Survey Report (Wave 15) and The Productivity Commission Inquiry Report (2010). Figures

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based on self-report measures should be interpreted with caution however, as previous research has found evidence for both under-reporting and over-reporting of losses/expenditure compared to official revenue data (Williams & Wood, 2004; Abbott & Volberg, 2000).

Table 48 and Figure 50 show the national 2016-17 expenditure on various gambling activities by gamblers. At the national level EGMs are responsible for the highest proportion of expenditure, followed by casino gambling and racing. In 2016-17 Australian per capita expenditure on EGMs was approximately $640.98 compared to $252.99 for casino gambling.

Table 48 National Gambling Activity Expenditure ($M) and Per Capita Gambling Activity Expenditure ($)

	National Per Capita Expenditure ($)
Lotteries	2.36
Lotto (i.e. Gold Lotto, Powerball, etc)	93.17
Instant Lotteries (Instant Scratch Tickets)	9.87
EGMs**	640.98
Casinos***	252.99
Racing	174.96
Sports Betting	56.09
Keno	18.84

*Data sourced from Australian Gambling Statistics 34th Edition

**Does not include EGM expenditure in Casinos

***Includes EGMs in casinos as well as casino table games and keno played at casinos

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Figure 50 National Gambling Activity Expenditure ($M)
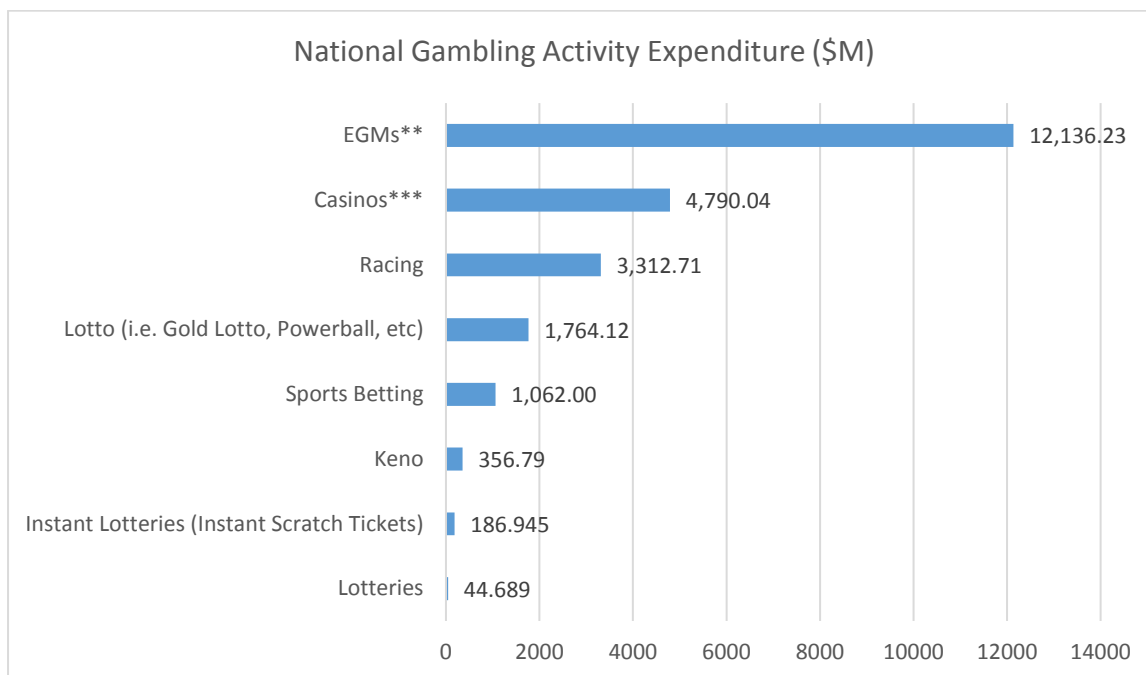
National Gambling Activity Expenditure ($M)

Activity	Expenditure ($M)
EGMs**	12,136.23
Casinos***	4,790.04
Racing	3,312.71
Lotto (i.e. Gold Lotto, Powerball, etc)	1,764.12
Sports Betting	1,062.00
Keno	356.79
Instant Lotteries (Instant Scratch Tickets)	186.945
Lotteries	44.689

Data sourced from Australian Gambling Statistics 34th Edition

**Does not include EGM expenditure in Casinos*

***Includes EGMs in casinos as well as casino table games and keno played at casinos*

Using the Productivity Commission Report (2010) estimate that Problem Gamblers contribute approximately 41% of all EGM gambling expenditure, it is also possible to estimate the national expenditure share of Problem Gamblers using EGMs. Utilising expenditure data from the Australian Gambling Statistics 34th Edition (2018), this indicates that Problem Gamblers were responsible for approximately $4,975.855 (million) of the national gaming machine expenditure of $12,136,232 (million) in 2016-17.

1.2 (d) Assessing change and future directions

Changes in expenditure levels attributable to the various gambling activities will likely be able to be reliably captured by future editions of the Australian Gambling Statistics, released each year by the Queensland Government Statisticians Office. However, to date the proportion of expenditure attributable to each of the gambling risk groups for the Brisbane population is not publically available, hence why estimates were used in the above sections. The QHGS does collect expenditure information by gambling activity, however this data was not available for the purpose of this report (*see Section 1.1 (d) for further discussion of data acquisition reform recommendations*). The release of this data along with additional research to investigate the expenditure split of the gambling groups in Brisbane and QLD and how this compares between Casinos and Clubs/Hotels would allow a better understanding of the current and future gambling environment for the QWB Casino.

Various estimates of the expenditure share of Problem Gamblers have been provided in the above section. However, as mentioned elsewhere throughout this report, assessment of only Problem Gamblers greatly underestimates the impact of gambling. Further research to determine the expenditure share of both Moderate-Risk and Problem Gamblers on various gambling activities in casinos is beneficial to understand the true impact of problematic gambling and the impact of QWB Casino.

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1.3 Gambling Activity Participation

*Aligns to **projected** impact Question 1 of the Study Plan:*

    1. How will the increase in EGMs affect Queensland and Brisbane's levels of gambling and gambling related harm?

    a. for Problem Gamblers

    b. for Binge Gamblers

    c. for Low and Moderate-Risk Gamblers

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Section Overview

Key Results and Data

- EGMs are the gambling activity that is being played most frequently across Brisbane gambling venues.
- Gamblers are more likely to play EGMs at Clubs/Hotels than Casinos, and are unlikely to play EGMs solely at the Casino.
- Only Problem Gamblers engage in Casino Table Games 'frequently', with the other gambling risk groups usually engaging in this activity only 'sometimes' or 'fairly often'.
- The percentage of Brisbane Gamblers who participate in more than 4 gambling activities
  - Recreational Gamblers: 30.2%
  - Low-Risk Gamblers: 46.3%
  - Moderate-Risk Gamblers: 55.7%
  - Problem Gamblers: 79.7%
- Of the Brisbane gamblers in the *GIS*, 66.4% of Problem Gamblers and 31.2% of Moderate-Risk Gamblers have gambled online. An estimated 30.4% of the combined Moderate-Risk and Problem Gambler groups gamble online either 'fairly often' or 'frequently'.

Key Implications

- In QLD, participation in all gambling activities has been slowly declining between 2001 and 2017, except for horse/harness/dog racing and sports betting (QHGS 2016/17, these results did not include measurement of online gambling in the comparison).
- EGMs appear to be the more problematic gambling activity, with clubs/hotels being the more frequently visited venues.
- It appears that Brisbane Gamblers in the *GIS* who play casino table games or play EGMs in a casino are more likely to engage in online gambling than those who play EGMs in a club/hotel. However, small response sizes means these results should be interpreted with caution.

Assessing Change and Future Directions

- As mentioned in Section 1.1 (d) of this report, the results from another baseline GIS assessment could be pooled with the current results, and compared to gambling activity participation results from repeat surveys one year, two years or five years post-opening of QWB casino. By that point, dependent on continued funding, a new iteration of the QHGS should also be available for comparison, which collects comprehensive participation data.
- Further research investigating the direction of influence between casinos and online gambling would help determine if those who patronise casinos are drawn to engaging in these same activities online, or if engagement in online gambling leads to a greater interest in participating in activities at a casino.

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1.3 (a) Brisbane

The *Gambling Impacts Survey* measured the participation in various gambling activities for Gamblers in the Brisbane region. This was measured by asking participants how frequently they engaged in the following gambling activities;

•   Electronic Gaming Machines (pokies), in a casino;

•   Electronic Gaming Machines (pokies), in a club or hotel;

•   Casino Table Games;

•   Keno;

•   Sports Betting;

•   Bingo;

•   Online Gambling; and

•   Wagering (including; horse-racing, greyhounds, etc.).

The results provide a useful indicator for measuring the types of gaming activities Brisbane Gamblers are engaging in, as well the frequency with which they engage in such activities. Table 49 outlines the frequency of participation in a range of gambling activities. As Table 49 shows, a substantial proportion of Gamblers are playing EGMs, in both Casinos (53.35%) and in Club/Hotels (78.62%). Many Gamblers are also playing Keno (54.06%) and engaging in Wagering (39.83%). Approximately a third of the Survey participants play casino table games (30.15%)

Table 49 Gambling Impacts Survey - Frequency of Participation in Gambling Activities (N)

	Electronic Gaming Machines (pokies), in a casino	Electronic Gaming Machines (pokies), in a club/ hotel	Casino Table Games	Keno	Sports Betting	Bingo	Online Gambling	Wagering (incl. horse-racing, greyhounds, etc.)
1-6 times per year	559	542	319	405	203	156	84	278
7-12 times per year	92	202	55	141	87	51	48	88
13-24 times per year	63	157	40	115	81	24	47	78
25-52 times per year	70	190	32	119	100	60	75	91
53+ times per year	37	119	18	52	66	23	56	78
Total	821	1210	464	832	537	314	310	613

Data sourced from the Gambling Impacts Survey 2018, Gamblers and Non-Gamblers answering on behalf of the Gambler in their household.

**Participants were able to select more than one activity

Table 50 Gambling Impacts Survey – Gambling Activity Participation, by N & percentage of gambling group that have engaged in that activity in the last 12 months

	Electronic Gaming Machines (pokies), in a casino	Electronic Gaming Machines (pokies), in a club/ hotel	Casino Table Games	Keno	Sports Betting	Bingo	Online Gambling	Wagering (incl. horse-racing, greyhounds, etc.)
Recreational Gamblers	286 (48.56%)	455 (77.25%)	141 (23.94%)	318 (53.99%)	152 (25.81%)	86 (14.60%)	53 (9.00%)	205 (34.80%)
Low-Risk Gamblers	156 (57.14%)	231 (84.62%)	81 (29.67%)	157 (57.51%)	101 (37.00%)	64 (23.44%)	54 (19.78%)	114 (41.76%)
Moderate-Risk Gamblers	148 (60.66%)	213 (87.30%)	99 (40.57%)	154 (63.11%)	112 (45.90%)	66 (27.05%)	76 (31.15%)	135 (55.33%)
Problem Gamblers	106 (82.81%)	120 (93.75%)	86 (67.19%)	95 (74.22%)	89 (69.53%)	56 (43.75%)	85 (66.41%)	80 (34.80%)

Data sourced from the Gambling Impacts Survey 2018, Gamblers only

**Participants were able to select more than one activity

***Some responses were excluded from analysis due to answering an earlier version of the survey question.

Table 51 outlines the frequency of play of table games for casino patrons, by problem gambling risk group. As can be seen in Table 51, the majority of Gamblers who play casino table games do so either 'sometimes' or 'fairly often', with the only substantial result for engaging in this activity 'frequently' arising in the Problem Gambler risk group (10.2%). Although no definitive statements can be made due to the small number of participants in this group, the results appear to be suggestive (in general) of a relatively higher intensity (regularity) of play for the Problem Gambling group.

Table 51 Frequency of play of table games (for casino patrons only)

	Frequency of play				
Venue/Risk group	Never %	Sometimes %	Fairly Often %	Frequently %	N
ALL					
All	161 (28.4%)	317 (55.9%)	78 (13.8%)	11 (1.9%)	567
Recreational	76 (35.0%)	125 (57.6%)	16 (7.4%)	0 (0.0%)	217
Low Risk	42 (34.4%)	66 (54.1%)	13 (10.7%)	1 (0.8%)	122
Moderate risk	31 (23.8%)	80 (61.5%)	19 (14.6%)	0 (0.0%)	130
Problem gambler	12 (12.2%)	46 (46.9%)	30 (30.6%)	10 (10.2%)	98

MR and PG (combined)	43 (18.9%)	126 (55.3%)	49 (21.5%)	10 (4.4%)	228
TREASURY					
All	99 (26.0%)	218 (57.2%)	57 (15.0%)	7 (1.8%)	381
Recreational	43 (30.5%)	86 (61.0%)	12 (8.5%)	0 (0.0%)	141
Low Risk	28 (32.6%)	49 (57.0%)	8 (9.3%)	1 (1.2%)	86
Moderate risk	18 (21.2%)	51 (60.0%)	16 (18.8%)	0 (0.0%)	85
Problem gambler	10 (14.5%)	32 (46.4%)	21 (30.4%)	6 (8.7%)	69
MR and PG (combined)	28 (18.2%)	83 (53.9%)	37 (24.0%)	6 (3.9%)	154
STAR GOLD COAST					
All	31 (27.4%)	62 (54.9%)	16 (14.2%)	4 (3.5%)	113
Recreational	15 (37.5%)	23 (57.5%)	2 (5.0%)	0 (0.0%)	40
Low Risk	8 (34.8%)	12 (52.2%)	3 (13.0%)	0 (0.0%)	23
Moderate risk	8 (28.6%)	17 (60.7%)	3 (10.7%)	0 (0.0%)	28
Problem gambler	0 (0.0%)	10 (45.5%)	8 (36.4%)	4 (18.2%)	22
MR and PG (combined)	8 (16.0%)	27 (54.0%)	11 (22.0%)	4 (8.0%)	50

* Percentage derived from those playing EGMs at this venue; Sometimes = `less than once a month', fairly often = `a few times per month', frequently = `more than weekly'.

**Data sourced from the Gambling Impacts Survey 2018, 'Gamblers' only

Results in Table 52 indicate that Moderate-Risk and Problem Gamblers rarely play EGMs only at a Casino (5.9%). Further, the results from Table 52, overall, suggest that EGM players play less at a Casino compared to a Club/Hotel (57.2% `Sometimes' play EGMS in a Club/Hotel compared to 78.7% in a casino). This is an important difference and there may be several reasons for this, including accessibility and proximity of the venue, social inclusion at particular venue types, responsible gambling practices, etc. Further, in the Moderate-Risk and Problem Gambling groups, most EGM players play 'Sometimes' in a Casino (61.0%) compared to 34.2% in Clubs/Hotels, with those playing 'frequently' in a Casino relatively low at 6.3% compared to 11.4% in a Club/Hotel.

Table 52 Gambling Impacts Survey - Frequency of EGM Play in Clubs/Hotels and Casinos, EGM Players, by gambling risk group

Risk Group	Venue	Sometimes (%)*	Fairly Often (%)*	Frequently (%)*	Plays only at this venue (%)*	Plays EGMs
All**	Club/Hotel	582 (57.2%)	380 (37.3%)	56 (5.5%)	414 (40.7%)	1018
	Casino	547 (78.7%)	132 (19.0%)	16 (2.3%)	91 (13.1%)	695

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Recreational	Club/Hotel	332 (73.0%)	115 (25.3%)	8 (1.8%)	234 (51.4%)	455
	Casino	257 (89.9%)	29 (10.1%)	0 (0.0%)	65 (22.7%)	286
Low-Risk	Club/Hotel	136 (59.1%)	84 (36.5%)	10 (4.3%)	86 (37.4%)	230
	Casino	135 (87.1%)	20 (12.9%)	0 (0.0%)	11 (7.1%)	155
Moderate Risk	Club/Hotel	86 (40.4%)	115 (54.0%)	12 (5.6%)	75 (35.2%)	213
	Casino	104 (70.3%)	43 (29.1%)	1 (0.7%)	10 (6.8%)	148
Problem Gamblers	Club/Hotel	28 (23.3%)	66 (55.0%)	26 (21.7%)	19 (15.8%)	120
	Casino	51 (48.1%)	40 (37.7%)	15 (14.2%)	5 (4.7%)	106
Moderate Risk & Problem Gamblers	Club/Hotel	114 (34.2%)	181 (54.4%)	38 (11.4%)	94 (28.2%)	333
	Casino	155 (61.0%)	83 (32.7%)	16 (6.3%)	15 (5.9%)	254

* Percentage derived from those playing EGMs at this venue; Sometimes = `less than once a month', fairly often = `a few times per month', frequently = `more than weekly'.

**Data sourced from the Gambling Impacts Survey 2018, 'Gamblers' only

Results in Table 53 below, indicate that a relatively high percentage of patrons who play 'sometimes' at a Casino also play 'fairly often' or 'frequently' at a Club (29.6% and 3.4% respectively). However, those patrons playing 'sometimes' at a Club very rarely play 'fairly often' at a Casino (3.5%). The results suggest that regular EGM players play less often in a Casino compared to a Club/Hotel. A limitation of these results is that there is no information about how much time is *typically spent at each visit.* These results and differences between venue types have important implications in terms of attributing the proportion of harm between venues for players visiting both types of venues (which appears to be most).

Table 53: Of those who play EGMs sometimes in a venue type, how many play fairly often/frequently in the other venue type

Play sometimes at venue	Play at other venue				
	Never (%)*	Sometimes (%)*	Fairly Often (%)*	Frequently (%)*	N
Casino	31 (6.2%)	307 (60.9%)	149 (29.6%)	17 (3.4%)	504
Club	194 (37.4%)	307 (59.2%)	18 (3.5%)	0 (0.0%)	519

*Data sourced from the Gambling Impacts Survey 2018

**Figures only include results from the 'Gambler' participants

***Percentage derived from those playing EGMs at this venue; Sometimes = `less than once a month', fairly often = `a few times per month', frequently = `more than weekly'.

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The results in Table 54 & Table 55 below also indicate that Moderate-Risk and Problem Gamblers are more likely to play a wide range of gambling activities. For Moderate-Risk and Problem Gamblers combined, 64% play four or more activities compared to 35.3% for Recreational and Low-Risk gamblers. Similar differences were found when comparing gamblers playing five or more activities (35.3% for MR & PG compared to 19.0% for Rec & LR). Although, EGMs are considered one of the highest risk factor activities, other products also convey a risk and attribution of a single product to the risk profile is difficult. Additionally, Moderate-Risk and Problem Gamblers are more likely to play at a number of venues, thus attributing harm to a particular venue or type of venue is similarly problematic.

Table 54 Range of gambling activities played by gambling risk groups (% of gambling risk group)

Range of activities	Recreational (%)	Low Risk (%)	Moderate Risk (%)	Problem Gambler (%)
Four or more activities played				
Yes	178 (30.2%)	126 (46.3%)	136 (55.7%)	102 (79.7%)
No	411 (69.8%)	146 (53.7%)	108 (44.3%)	26 (20.3%)
Five or more activities played				
Yes	97 (16.5%)	67 (24.6%)	96 (39.3%)	89 (69.5%)
No	492 (83.5%)	205 (75.4%)	148 (60.7%)	39 (30.5%)

*Data sourced from the Gambling Impacts Survey 2018

**Figures only include results from the 'Gambler' participants

Table 55 Range of activities played by specific risk groups

	Yes	No	*N*
Moderate risk and problem gamblers			
Range of activities (4 or more)	238 (64.0%)	134 (36.0%)	372
Range of activities (5 or more)	185 (49.7%)	187 (50.3%)	372
Recreational and Low risk gamblers			
Range of activities (4 or more)	304 (35.3%)	557 (64.7%)	861
Range of activities (5 or more)	164 (19.0%)	697 (81.0%)	861

*Data sourced from the Gambling Impacts Survey 2018

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**Figures only include results from the 'Gambler' participants

Overall, it can be seen that EGMs are the activity that is being played most frequently at gambling venues in Brisbane that Gamblers are more likely to play EGMs at Clubs/Hotels than Casinos, and are unlikely to play EGMs solely at the Casino. Casino table games are played far less frequently although this may reflect the absence of some demographic groups from our survey (e.g Asian born patrons, see *Section 1.5(a)*). The participation rates described in the above section reflect the results that have been found in both State-wide and National prevalence surveys, which are discussed further below.

1.3 (b) Queensland

Queensland level participation data can be sourced from the QHGS (2011/12 and 2016/17). For example, Table 56 shows the participation in gambling activities from people who had gambled in the last 12 months, by gambling group, and indicated that over a third of Problem Gamblers engaged in casino table games in 2011/12. The results suggest that approximately a third of Problem Gamblers had visited a casino to gamble in the 12 months prior to that survey, though this may not be their only gambling venue. However, there has been a decrease in the proportion of Problem Gamblers who play casino table games between 2011/12 and 2016/17 (Table 56 & Table 58).

Table 57 & Table 59 shows the frequency of participation in gambling activities in the last 12 months, for people who had participated in each of the gambling activities, in that period. Frequency of play can be an indicator of problem gambling behaviours attached to gambling activities, and the results show that in the Queensland population casino table games are played less frequently than many other gambling activities, such as EGMs, lottery, Racing, Keno and Bingo. Combining the data found in the tables below, it can be seen that while Problem Gamblers, and the other gambling risk groups, are visiting Casinos to gamble, table games are not the main gambling activity that is being favoured during these visits.

Additionally, the results of the QHGS also show that participation in online gambling has increased in both Moderate-Risk and Problem Gamblers between 2011/12 and 2016/17 (Table 56 & Table 58).

Table 56 QHGS 2011/12 - Participation in gambling activities in the last 12 months (people who had gambled in the last 12 months), by percentage of risk group that engages in that activity

	Lottery Products	Gaming Machines	Art Union Tickets	Horse/ harness/ dog races	Keno	Casino Table Games	Sports betting	Private Card Games	Bingo	Internet Casino or Poker
Recreational	79.8 (79.8, 80.9)	35.8 (35.0, 36.6)	29.2 (28.3, 30.1)	23.4 (22.5, 24.3)	20.0 (19.0, 20.9)	6.7 (6.2, 7.2)	5.5 (4.9, 6.1)	3.3 (2.7, 3.8)	3.5 (3.1, 3.9)	0.7 (0.5, 0.9)
Low-Risk Gamblers	77.1 (73.5, 80.7)	73.0 (67.4, 78.6)	26.0 (21.9, 30.0)	39.7 (36.0, 43.3)	40.0 (35.6, 44.5)	21.6 (18.4, 24.7)	16.9 (12.9, 21.0)	10.4 (7.4, 13.5)	8.2 (5.9, 10.5)	5.3 (3.3, 7.3)
Moderate-Risk Gamblers	79.6 (73.7, 85.5)	85.0 (80.1, 89.9	29.9 (24.9, 34.9)	50.6 (44.0, 57.3)	47.0 (39.7, 54.2)	27.8 (21.5, 34.1)	25.7 (20.2, 31.3)	13.4 (8.5, 18.4)	4.8* (1.4, 8.2)	4.0* (1.6, 6.3)
Problem Gamblers	86.0 (76.5, 95.5)	89.4 (80.9, 97.9)	16.2 (8.6, 23.7)	58.7 (43.3, 74.1)	52.4 (38.5, 66.2)	32.7 (17.8, 47.5)	14.2* (3.5, 25.0)	21.6* (9.0, 34.2)	5.8* (1.1, 10.5)	10.7* (0.2, 21.2)

*Relative standard error greater than 25 per cent

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Table 57 QHGS 2011/12 - Frequency of participation in gambling activities in the last 12 months (people who had participated in that activity in the last 12 months)

	Lottery Products	Gaming Machines	Horse/ harness/ dog races	Keno	Casino Table Games	Sports betting	Private Card Games	Bingo
1-6 times per year	40.6 (37.4, 43.7)	61.9 (57.3, 66.6)	69.2 (63.6, 74.8)	66.0 (61.1, 70.9)	88.0 (83.4, 92.6)	61.9 (52.1, 71.7)	74.8 (64.8, 84.8)	59.4 (45.4, 73.4)
7-12 times per year	21.1 (18.2, 24.1)	17.6 (14.4, 20.8)	11.0 (7.1, 14.8)	21.0 (17.0, 25.0)	7.1* (2.9, 11.2)	10.6 (6.8, 14.5)	13.6* (3.2, 24.1)	13.7* (4.3, 23.1)
13-24 times per year	9.8 (8.2, 11.5)	7.1 (5.5, 8.7)	5.6 (3.3, 7.9)	4.4 (2.9, 5.8)	1.5* (0.4, 2.6)	11.1 (6.3, 16.0)	3.2* (0.7, 5.7)	6.4** (0.0, 12.8)
25-52 times per year	24.0 (21.1., 26.9)	8.5 (6.7, 10.2)	9.3 (6.5, 12.0)	5.8 (3.8, 7.8)	0.8* (0.1, 1.6)	9.7 (6.3, 13.0)	3.7* (1.4, 6.1)	13.7* (4.5, 22.9)
53+ times per year	3.0 (2.2, 3.8)	3.7 (2.0, 5.3)	3.6 (2.1, 5.1)	1.9 (1.0, 2.9)	0.8* (0.2, 1.6)	1.6* (0.4, 2.9)	1.4** (0.0, 3.0)	5.9** (0.0, 12.0)
Don't know	0.7* (0.2, 1.2)	0.9** (0.0, 2.0)	1.3** (0.0, 3.6)	0.6* (0.2, 1.0)	0.3** (0.0, 0.7)	3.4* (0.2, 6.5)	1.6* (0.0, 3.3)	0.4** (0.0, 1.1)
Refused	0.8** (0.0, 1.7)	0.4** (0.0, 1.0)	0.1** (0.0, 0.2)	0.3** (0.0, 0.5)	1.4** (0.0, 3.7)	1.6** (0.0, 3.9)	1.6* (0.1, 3.2)	0.4** (0.0, 1.0)

Table 58 QHGS 2016/17 Participation in gambling activities in the last 12 months (people who had participated in that activity in the last 12 months), by percentage of risk group that engages in that activity

	Lottery Products	Gaming Machines	Art Union Tickets	Horse/ harness/ dog races	Keno	Casino Table Games	Sports betting	Private Card Games	Bingo	Internet Casino or Poker
Recreational	77.5 (76.0, 79.0)	29.9 (29.0, 31.0)	36.2 (35.0, 37.0)	23.6 (22.0, 25.0)	18.8 (18.0, 20.0)	6.2 (5.6, 6.9)	7.4 (6.7, 8.1)	2.4 (2.0, 2.9)	4.2 (3.8, 4.8)	0.4 (0.2, 0.7)

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Low-Risk Gamblers	76.5 (73.0, 80.0)	61.6 (58.0, 65.0)	29.4 (27.0, 32.0)	37.4 (33.0, 42.0)	35.2 (31.0, 40.0)	18.3 (15.0, 22.0)	23.5 (20.0, 27.0)	7.4 (4.6, 12.0)	6.8 (4.7, 9.7)	3.6* (2.2, 5.9)
Moderate Risk Gamblers	80.4 (74.0, 85.0)	79.3 (74.0, 84.0)	34.2 (28.0, 41.0)	47.0 (40.0, 54.0)	44.4 (40.0, 49.0)	20.7 (16.0, 27.0)	29.8 (24.0, 37.0)	9.6 (6.2, 15.0)	5.9 (3.7, 9.2)	7.8* (3.8, 15.0)
Problem Gamblers	84.5 (75.0, 91.0)	91.0 (79.0, 97.0)	32.4* (18.0, 51.0)	48.0 (35.0, 62.0)	56.3 (39.0, 72.0)	27.9* (16.0, 44.0)	32.3 (22.0, 45.0)	8.4* (3.4, 19.0)	4.4** (1.5, 12.0)	13.0* (6.0, 27.0)

*Relative standard error greater than 25 per cent

** Relative standard error greater than 50 per cent

***Data sourced form Queensland Household Gambling Survey 2016/17

****Figures reported show 95% upper and lower confidence levels

Table 59 QHGS 2016/17 - Frequency of participation in gambling activities in the last 12 months (people who had participated in that activity in the last 12 months)

	Lottery Products	Gaming Machines	Horse/ harness/ dog races	Keno	Casino Table Games	Sports and novelty event betting	Private Card Games	Bingo	Internet Casino or Poker	Other Private Games
1-6 times per year	47.2 (44.0, 50.0)	67.4 (63.0, 71.0)	74.5 (69.0, 79.0)	65.3 (61.0, 70.0)	88.1 (83.0, 92.0)	59.6 (55.0, 64.0)	83.3 (68.0, 92.0)	73.5 (65.0, 81.0)	59.2* (42.0, 74.0)	52.7* (24.0, 80.0)
7-12 times per year	18.5 (16.0, 21.0)	16.3 (13.0, 20.0)	7.5 (5.6, 10.0)	17.7 (15.0, 21.0)	5.6 (3.4, 8.8)	12.5 (10.0, 16.0)	4.9* (2.3, 9.9)	6.9* (3.2, 15.0)	7.2* (2.5, 19.0)	26.0** (6.0, 68.0)
13-24 times per year	7.1 (5.4, 9.2)	5.3 (4.1, 6.8)	4.2 (2.8, 6.2)	5.4 (4.0, 7.3)	0.5** (0.1, 2.9)	5.8 (3.8, 8.8)	6.3** (1.1, 28.0)	4.1* (1.4, 10.0)	13.3* (4.0, 34.0)	2.1** (0.2, 15.0)
25-52 times per year	22.3 (20.0, 25.0)	7.7 (6.2, 9.4)	9.3 (7.1, 12.0)	8.1 (6.2, 11.0)	1.8* (0.8, 3.7)	11.3 (9.0, 14.0)	3.8* (1.4, 10.0)	11.7* (7.0, 20.0)	1.3** (0.3, 5.6)	0.8** (0.1, 6.5)
53+ times per year	4.2 (3.0, 5.7)	2.7 (2.0, 1.1)	3.6* (1.8, 7.1)	2.0* (1.0, 3.9)	1.0** (0.3, 3.5)	4.6 (3.0, 6.8)	0.4** (0.1, 2.1)	2.5* (1.3, 4.7)	7.9* (3.3, 18.0)	0.6** (0.0, 100.0)
Don't know	0.7* (0.3, 1.6)	0.5* (0.2, 1.1)	0.5** (0.2, 1.6)	0.9* (0.5, 1.6)	2.3** (0.8, 6.5)	3.8 (2.4, 6.0)	0.6** (0.1, 4.1)	0.8** (0.2, 2.9)	8.1** (2.2, 25.0)	17.0** (4.0, 52.0)

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| Refused | 0.1** (0.0, 0.2) | 0.1** (0.0, 0.5) | 0.1** (0.0, 0.5) | 0.6** (0.1, 4.8) | 0.4** (0.1, 1.9) | 2.3* (1.3, 4.0) | N/A | 0.5** (0.1, 2.0) | 2.5** (0.3, 20.0) | 0.9** (0.1, 6.9) |

*Relative standard error greater than 25 per cent

** Relative standard error greater than 50 per cent

***Figures reported show 95% upper and lower confidence levels

****Data sourced form Queensland Household Gambling Survey 2016/17

Figure 51 shows that Queensland participation rates in many forms of gambling activities have been falling over the past seventeen years. The two gambling activities that have the highest participation rates in the Queensland adult population (Lottery products and Gaming Machines) have both decreased in prevalence, along with an overall decline in the participation of casino table games.

Figure 51 Participation in gambling activities in the last 12 months from 2001-2017 (% Queensland Adult Population)

Participation in gambling activities in the last 12 months from 2001-2017 (% Queensland Adult Population)

	2001	2003-04	2006-07	2008-09	2011-12	2016-17
Lottery products	70.7	67.3	62.3	59.7	58.8	54.9
Gaming machines	33.6	32.3	29.8	30.7	29.6	24.7
Art union tickets	0	26.8	24.8	23.6	21.3	25.1
Horse/harness/dog races	16.9	16.4	15.5	19.4	18.8	18.3
Keno	18.2	16.5	15.6	15.4	16.4	15.2
Casino table games	6.2	5.6	5.0	5.1	6.2	5.6
Sports betting	3.4	4.4	4.6	4.6	5.1	6.9
Private card games	0	0	3.3	3.2	3.1	2.2
Bingo	4.2	3.5	3.4	2.9	2.9	3.2

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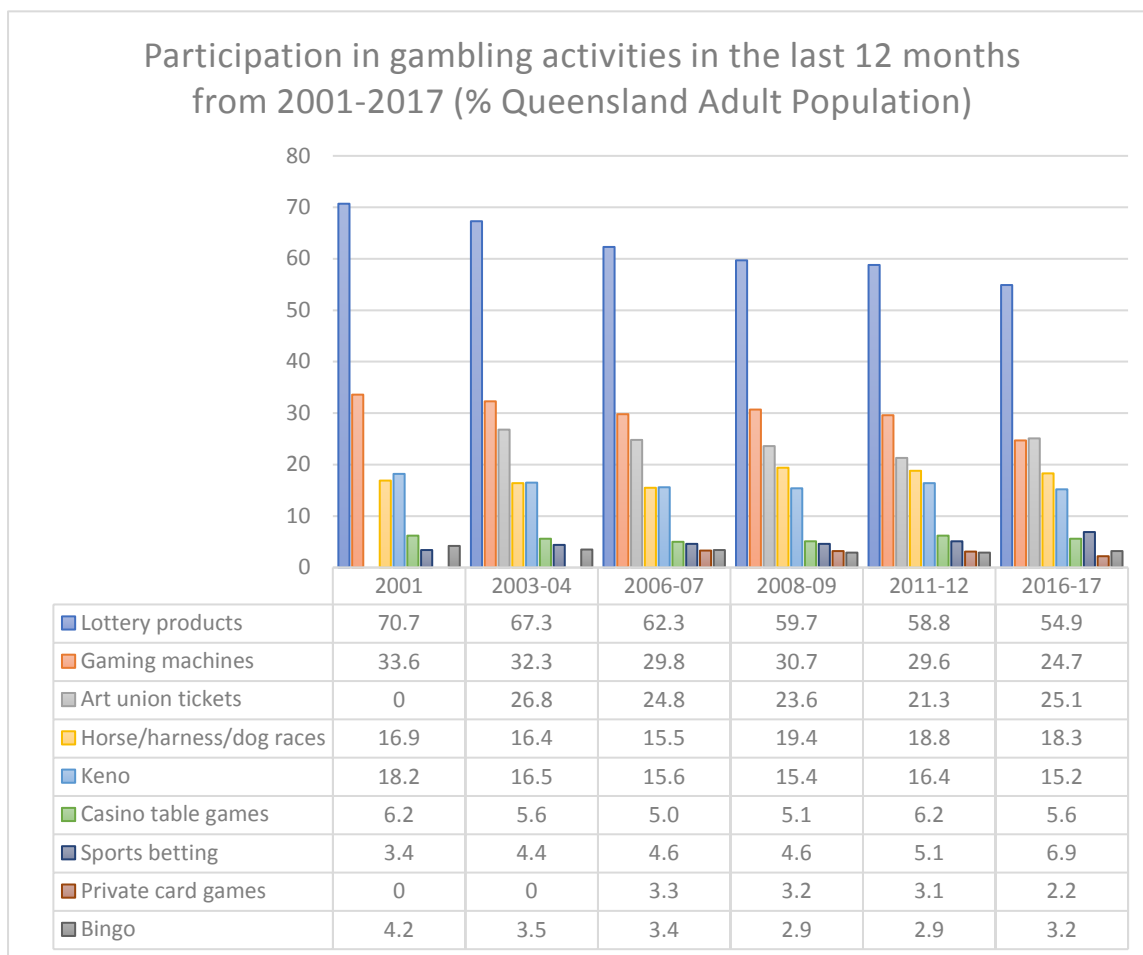
Fields with a 0 value were not recorded for that year

The trends displayed in Figure 52, below, can be compared to the figures relating to the number of gambling activities engaged in, by the gambling risk groups, found in the *Gambling Impacts Survey* (Table 54). This supports the *Gambling Impacts Survey* results, also finding that Moderate Risk and Problem Gamblers and far more likely to engage in four or more gambling activities than the lower risk groups.

Figure 52 QHGS 2016/17 - Number of Gambling Activities in the last 12 months, people who had gambled in the last 12 months, by gambling group (%)

Data sourced from Queensland Household Gambling Survey 2016/17

1.3 (c) National

A useful source of comparative data (although not at a national level) can be found in the Fourth Social and Economic Impact Study of Gambling in Tasmania Volume 2 (2017), which measured gambling activity by venue type and gambling risk group. The results focusing on EGMs and casino table games are presented below in Table 60, which indicates that more Moderate-Risk and Problem Gamblers in the Tasmanian population play EGMs at a club or hotel, opposed to a Casino. It is also evident that Gamblers engage in EGM play more than casino table games.

Table 60 Gambling Risk Groups by Gambling Activity and Venue Type (%)

	Non-problem Gamblers	Low Risk Gamblers	Moderate Risk Gamblers	Problem Gamblers	Moderate Risk/Problem Gamblers
EGMs in a club or hotel	21.7	49.8	59.3	85.1	67.0
EGMs in a casino	15.5	46.4	37.3	48.4	40.6

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| Casino table games in a casino | 6.2 | 23.8 | ** | ** | 19.0 |

Data sourced from Fourth Social and Economic Impact Study of Gambling in Tasmania Volume 2 (2017)

**Data not available due to insufficient responses, but included in totals*

1.3 (d) Online Gambling

Under the *Interactive Gambling Act* 2001 all interactive gambling, except licensed wagering and lottery activities, are prohibited in Australia. Even so, participation in online gambling has been increasing in recent years. This form of gambling lacks the level of regulation that other forms of gambling are required to adhere to and is particularly dangerous as it is conducted in private (with little or no supervision) and bypasses many responsible gambling practices such as the inability to use a credit card to withdraw cash at a gambling facility (you can fund online gambling accounts with credit cards). Previous research such as Wood & Williams (2011) found that the prevalence of problem gambling among internet gamblers was 3-4 times higher than non-internet gamblers.

The *Gambling Impacts Survey* assessed Brisbane Gamblers participation in this activity. The results indicated that 20.67% of Brisbane gamblers had gambled online at least once in the previous 12 months. This prevalence, when assessed by gambling risk group, can be compared to QLD level data, provided in the QHGS participation data, above. The *Gambling Impacts Survey* found that those who gamble online are most likely to be Moderate-Risk Gamblers and Problem Gamblers. Only 9% of Brisbane Recreational Gamblers had gambled online compared to 66.41% of Problem Gamblers, showing that this form of gambling is more prevalent among those with gambling problems (Table 61).

These results differ substantially from those found in the QHGS 2016/17, which showed that only 7.8% of Moderate-Risk and 13.0% of Problem Gamblers played Internet Casino Games or Online Poker in the past 12 months (Table 58). A possible reason for this difference in results may be that the QHGS asked explicitly if the Internet Casino/Poker had been played for money, whereas the *Gambling Impacts Survey* did not. The QHGS 2016/17 also asked a question specifically about online social-type gambling games that didn't necessarily involve money, and those results (QHGS 2016/17, p.129) are relatively closer to those found in the *Gambling Impacts Survey*. Combining the QHGS online casino/poker results with the social online gambling results provides more comparable estimates to the online gambling figures from the *Gambling Impacts Survey.* Although there is a significantly higher prevalence of participation in the Low-Risk and Moderate-Risk groups, and slightly lower for Problem Gamblers. Therefore, the *GIS* results showing a higher level of engagement in online gambling across the risk groups may include participation in social-type online gambling that is not for money.

Table 61 Gambling Impacts Survey - Prevalence of Online Gambling

	Online Gambling		
	n who gamble online in each risk group	% of gambling group that gambles online	% of those who gamble online that belonged to each risk group
Recreational Gamblers (589)	53	9.00%	19.78%
Low-Risk Gamblers (273)	54	19.78%	20.15%
Moderate-Risk Gamblers (244)	76	31.15%	28.36%
Problem Gamblers (128)	85	66.41%	31.72%

Total =1234	Total = 268		

While overall, most Brisbane Gamblers do not engage in online gambling, Problem Gamblers from the *GIS* participated in online gambling more frequently, reporting participation 'sometimes' (14.8%), 'fairly often' (37.5%) or 'frequently' (14.1%), compared to Recreational Gamblers, 91% of whom do not gamble online at all. When assessing the combined Moderate-Risk and Problem Gambling groups, 30.4% indicated gambling online 'fairly often' or 'frequently'.

Table 62 Gambling Impacts Survey – Frequency of participation in Online Gambling, percentage of gambling risk group by frequency of play

	Online Gambling				
	Never (%)	Sometimes (%)	Fairly Often (%)	Frequently (%)	TOTAL
Recreational Gamblers	536 (91.0%)	28 (4.8%)	22 (3.7%)	3 (0.5%)	589
Low-Risk Gamblers	219 (80.2%)	32 (11.7%)	20 (7.3%)	2 (0.7%)	273
Moderate-Risk Gamblers	168 (68.9%)	29 (11.9%)	39 (16.0%)	8 (3.3%)	244
Problem Gamblers	43 (33.6%)	19 (14.8%)	48 (37.5%)	18 (14.1%)	128
MR & PG (Combined)	211 (56.7%)	48 (12.9%)	87 (23.4%)	26 (7.0%)	372
TOTAL	966	108	129	31	TOTAL =1234

The results from the *Gambling Impacts Survey* also suggest that Brisbane Gamblers who play EGMs in a casino or play Casino Table Games are more likely to more frequently participate in online gambling than those who play EMGs in a Club/Hotel (Table 63). An estimated 60.7% of Gamblers who play Casino Table Games 'fairly often' or 'frequently' also participate in online gambling 'fairly often' or 'frequently'. Using the same categories, this can be compared to 39.9% for those who play EGMs in a casino and 22.5% for those who play EGMs in a Club/Hotel. It should be noted however, that some categories used for analysis in Table 63 and Table 64 had a small number of participants, and the results should be read with caution in light of the associated uncertainty.

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Table 63 Gambling Impacts Survey - Comparison of Frequency of Participation in EGMs and Table Games with Frequency of Participation in Online Gambling

	Comparison of Frequency of Participation in EGMs and Table Games with Frequency of Participation in Online Gambling				
	Frequency of play of Online Gambling				
	Never (%)	**Sometimes (%)**	**Fairly Often (%)**	**Frequently (%)**	**TOTAL**
Frequency of play of EGMs in a Club/Hotel					
Never	189 (87.9%)	10 (4.7%)	13 (6.0%)	3 (1.4%)	215
Sometimes	471 (80.9%)	65 (11.2%)	41 (7.0%)	5 (0.9%)	582
Fairly Often	278 (73.2%)	29 (7.6%)	63 (16.6%)	10 (2.6%)	380
Frequently	28 (50.0%)	3 (5.4%)	12 (21.4%)	13 (23.2%)	56
					TOTAL = 1233
Frequency of play of EGMs in a Casino					
Never	466 (86.6%)	34 (6.3%)	27 (5.0%)	11 (2.0%)	538
Sometimes	428 (78.2%)	57 (10.4%)	54 (9.9%)	8 (1.5%)	547
Fairly Often	70 (53.0%)	16 (12.1%)	44 (33.3%)	2 (1.5%)	132
Frequently	2 (12.5%)	0 (0.0%)	3 (25.0%)	10 (62.5%)	16
					TOTAL= 1233
Frequency of play of Table Games					
Never	722 (87.3%)	48 (5.8%)	42 (5.1%)	15 (1.8%)	827
Sometimes	225 (71.0%)	43 (13.6%)	45 (14.2%)	4 (1.3%)	317
Fairly Often	19 (24.4%)	16 (20.5%)	40 (51.3%)	3 (3.8%)	78
Frequently	0 (0.0%)	0 (0.0%)	2 (18.2%)	9 (81.8%)	11
					TOTAL= 1233

*Data sourced from the Gambling Impacts Survey 2018

**Figures only include results from the 'Gambler' participants. Some responses were excluded from analysis due to answering an earlier version of the survey question.

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*** Sometimes = `less than once a month', fairly often = `a few times per month', frequently = `more than weekly'

Table 64 Gambling Impacts Survey - Comparison of Frequency of Participation in Casino Table Games with Frequency of Participation in Online Gambling, by gambling risk group

	Comparison of Frequency of Participation in Casino Table Games with Frequency of Participation in Online Gambling				
	Frequency of play of Online Gambling				
Frequency of play of Table Games	Never %	Sometimes %	Fairly Often %	Frequently %	TOTAL
Recreational Gamblers					
Never	420 (93.8%)	16 (3.6%)	11 (2.5%)	1 (0.2%)	448
Sometimes	109 (87.2%)	8 (6.4%)	7 (5.6%)	1 (0.8%)	125
Fairly often	7 (43.8%)	4 (25.0%)	4 (25.0%)	1 (6.3%)	16
Frequently	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0
Low-Risk Gamblers					
Never	165 (85.9%)	15 (7.8%)	11 (5.7%)	1 (0.5%)	192
Sometimes	50 (75.8%)	11 (16.7%)	5 (7.6%)	0 (0.0%)	66
Fairly often	4 (30.8%)	5 (38.5%)	4 (30.8%)	0 (0.0%)	13
Frequently	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100.0%)	1
Moderate-Risk Gamblers					
Never	112 (77.2%)	13 (9.0%)	13 (9.0%)	7 (4.8%)	145
Sometimes	50 (62.5%)	13 (16.3%)	16 (20.0%)	1 (1.3%)	80
Fairly often	6 (31.6%)	3 (15.8%)	10 (52.6%)	0 (0.0%)	19
Frequently	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0
Problem Gamblers					
Never	25 (59.5%)	4 (9.5%)	7 (16.7%)	6 (14.3%)	42
Sometimes	16 (34.8%)	11 (23.9%)	17 (37.0%)	2 (4.3%)	46
Fairly often	2 (6.7%)	4 (13.3%)	22 (73.3%)	2 (6.7%)	30
Frequently	0 (0.0%)	0 (0.0%)	2 (20.0%)	8 (80.0%)	10
					TOTAL= 1233

*Data sourced from the Gambling Impacts Survey 2018

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**Figures only include results from the 'Gambler' participants. Some responses were excluded from analysis due to answering an earlier version of the survey question.

*** Sometimes = `less than once a month', fairly often = `a few times per month', frequently = `more than weekly'.

Participation in online gambling has a bearing on the normalisation of gambling in general, and the prevalence of this gambling form increases the accessibility and availability of gambling (Thomas et al., 2018). The reasoning behind the higher level of engagement in online gambling in those who frequent casinos is unclear at this stage. However, it is likely to be influenced by the availability and attractiveness of casino games in the online gambling websites, and their lack of availability outside of the casino environment. Further research into the type of online gambling activity being engaged in by Brisbane gamblers (ie. wagering, sports betting, table games, online EGMs, lotteries etc), may be able to clarify this.

1.3 (e) Assessing change and future directions

Future waves of the *Gambling Impacts Survey* will provide vital insight into how all gambling activity participation of Brisbane Gamblers will change once QWB Casino becomes operational. As mentioned in Section 1.1 (d) of this report, the results from another baseline *GIS* assessment could be pooled with the current results, and compared to gambling activity participation results from repeat surveys one year, two years or five years post-opening of QWB. By that point, and dependent on continued funding, a new iteration of the QHGS should also be available for comparison, which collects comprehensive participation data.

As mentioned previously, research into the influence of online gambling on casino gaming participation has provided inconsistent results. Further research should be conducted to investigate the direction of influence between casinos and online gambling. This would help determine if those who patronise casinos are drawn away to engage in these same activities online, or if engagement in online gambling leads to a greater interest in participating in the activities at a casino.

1.4 Social Cost of Gambling

*Aligns to **Baseline** Questions 2 & 6 of the Study Plan-*

> *Question 2: How are problem gambling and gambling related harm defined and currently measured in Queensland and Brisbane?*

> *Question 6: What is the current level of harm due to problem gambling and the associated costs to the community?*

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Section Overview

Key Results and Data

- In Victoria the social cost of Gambling in 2014-15 was estimated to be:
  - Low-Risk Gamblers: $2,446,262,283
  - Moderate-Risk Gamblers: $1,902,171,540
  - Problem Gamblers: $2,357,217,325
- Victorian social cost figures can be used to estimate the current social cost of gambling in Brisbane and QLD, annually (including costs to the government):
  - Brisbane:
    - Moderate-Risk Gamblers: $652,773,832
    - Problem Gamblers: $700,475,967
  - QLD:
    - Moderate-Risk Gamblers: $1,386,244,999
    - Problem Gamblers: $1,213,852,167
- When excluding costs to the government and focusing on the costs associated with the various harm categories, substantial social costs are found across the risk groups:
  - QLD (total for each risk group, annually):
    - Moderate-Risk Gamblers: 1,185,653,784
    - Problem Gamblers: $1,119,209,979
  - QLD (per person in each risk group, annually):
    - Moderate-Risk Gamblers: $13,263
    - Problem Gamblers: $61,370

Key Implications

- Gambling is a recreational activity that is safely enjoyed by many people as a form of entertainment. People who gamble derive a range of individual benefits from the activity including social benefits, excitement and distraction.
- Overall, after including the social costs of gambling, some evidence indicates there are net social benefits to gambling (approximately $4.4 – $13.2 billion annually based on Productivity Commission (2010) estimates) although these estimates generally include all forms of gambling activity and are not specific to casino gambling.
- There is good evidence that Moderate-Risk and Problem Gamblers are contributing significant social costs to QLD. There is also some recent evidence of social costs for the Low-Risk group which can effectively translate into substantial social costs due to the large number of people in this group.
- Given the substantial social costs associated with gambling, relatively small changes (increases or decreases) in harm related to gambling can translate to significant savings or costs.
- The Gambling Impacts Survey assessed Gamblers perception of whether the benefits they derive from gambling outweigh any potential harms they experience. Gamblers in the higher risk groups were more likely to state that the harms *significantly* outweighed the benefits, but overall, all the risk groups indicated neutral to negative experiences associated with gambling.

Cont. below

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1.4 (a) Background

When assessing the potential harm associated with a new gambling venue, or an increase in the availability of gambling activities, it is important to consider both individual costs and societal costs that could arise. Determining the social cost of gambling involves attaching a monetary value to the harms experienced by gamblers and affected others, as well as the associated costs of enforcing regulations, providing regulatory oversight (funding of government agencies), the provision of counselling services, etc. A recent study by the Victorian Responsible Gambling Foundation (VRGF) provides insight into some of these costs (Browne et.al, 2017). Other estimates are provided in the PC Gambling Report (2010) and a recent Tasmanian prevalence survey (2017).

The Productivity Commission (1999, Appendix J) provided estimates of the social costs associated with Problem Gambling. These estimates, which exclude unmeasurable costs, placed the social cost of Problem Gambling at between $1.8 Billion to $5.6 Billion, annually in Australia (based on 1997-98 prices). The 2010 Productivity Commission report updated the social cost of Problem Gambling in Australia to fall between $4.7 Billion and $8.4 Billion, annually, with an estimated social cost of $40,517 - $72,414 per Problem Gambler, based on the average prevalence numbers in the report.

In todays' prices, the Productivity Commissions' (2010) social cost estimate for Problem Gambling is between approximately $5.5 Billion and $10.0 Billion, annually for Australia in 2017, or $48,241 - $86,218 per Problem Gambler (using the same conservative average prevalence rate as 2010). These estimates are comparable to the estimates provided below by Browne et al (2017) of approximately $66,560 per Problem Gambler in Victoria (Table 68).

The Productivity Commission (2010) further broke social cost figures down by gambling activity, finding that EGMs accounted for $1.369 Billion - $4.250 Billion and Casino gaming (excluding EGMs played at the casino) accounted for between $48 Million and $150 Million. In todays' prices, the proportion of social cost attributable to EGMs (excluding those played at the casino), yields an annual social cost of $2.257 Billion - $7.008 Billion, and $79.1 Million - $247.3 Million for Casino gaming, in Australia.

These cost estimates only include the social cost of Problem Gamblers. Moderate-Risk Gamblers, and in some instances Low-Risk Gamblers, also sustain harms from gambling and given the larger number of people who fall into these groups compared to Problem Gamblers, there is a considerable social cost that could be attributed to these groups.

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A recent report by the Victorian Responsible Gambling Foundation (Browne et al., 2017), assessed the types and cost of gambling harms, across the risk groups for the Victorian population. These included;

- Family and relationships ($2.2 billion)
- Emotional and psychological issues, including distress, depression, suicide and violence ($1.6 billion)
- Financial losses through, for example, excessive spending on gambling, bankruptcy and illegal offshore gambling ($1.3 billion)
- Costs to the Victorian government, such as research, regulation, and professional support services, including mental health and homelessness services ($1.1 billion)
- Lost productivity and other work-related costs ($600 million)
- Costs of crime, including to businesses and the justice system ($100 million).

The VRGF report outlines the current level of harm due to problem gambling and the associated costs to the community. To ensure the findings reflect gambling related harm an 80 percent counterfactual adjustment was included as well as adjustments to avoid double counting (Browne et.al, 2017). Table 65 provides the cost estimates by gambling risk groups.

Table 65 Cost of Excessive Spend by Gamblers, Victoria (2014-15)

	Low Risk	**Moderate-Risk**	**Problem Gamblers**
Victorian Population	N = 391,206	N = 122, 667	N = 35, 415
Average Spend Per Person	$670	$3663	$4539
Share of Total Cost	29.7%	30.0%	40.2%
Total Cost	$315,582,939	$318,811,285	$427,186,784

*Data sourced from Browne et al. (2017)

Estimates of the cost for the various categories of harm, and who bears the cost of the harm associated with gambling within each risk group are also provided in Table 66 &

Table 67 below. These estimates clearly show that there are significant social costs associated with all types of harm, but that the greatest dollar value can be attributable to Relationship/Family harms. These tables also highlight that substantial social costs being contributed by all of the risk groups, and that the government is bearing a higher proportion of the social costs of Low-Risk Gamblers than of Problem Gamblers (9.6% compared to 3.5%). However, as mentioned below, further research is needed to validate the harm and associated social costs for Low-Risk Gamblers.

Table 66 Cost of Gambling Problems to Victoria (2014-15), by cost category and PGSI

Cost Category		**Low Risk**	**Moderate-Risk**	**Problem Gamblers**	**Total Gambling Problems**
Financial Impacts	Cost	$315,582,939	$337,505,836	$479,372,995	$1,348,095,911
	% total	4.5%	4.8%	6.9%	19.3%
	Cost	$815,133,289	$477,189,959	$300,633,433	$1,592,956,680

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Emotional and Psychological	% total	11.7%	6.8%	4.3%	22.8%
Relationships and Family	Cost	$589,825,106	$585,809,945	$1,013,261,621	$2,188,896,672
	% total	8.5%	8.4%	14.5%	31.4%
Crime	Cost	$26,968,703	$31,229,297	$41,985,008	$100,183,007
	% total	0.4%	0.4%	0.6%	1.4%
Productivity Loss and Work Impacts	Cost	$64,504,411	$195,190,478	$338,176,056	$597,870,956
	% total	0.9%	2.8%	4.9%	8.6%
Costs to Victorian Government	Cost	$634,247,824	$275,246,025	$183,788,212	$1,145,477,560
	% total	9.1%	3.9%	2.6%	16.4%
Total Cost of Gambling to Victoria	Cost	$2,446,262,283	$1,902,171,540	$2,357,217,325	$6,973,480,788
	% total	35.1%	27.3%	33.8%	100%

Data sourced from Browne et al. (2017)

Table 67 Cost of Gambling to Victoria (2014-15) by bearer of cost and PGSI

Cost Category		Low Risk	Moderate-Risk	Problem Gamblers	Total Gambling Problems
Gambler	Cost	$1,201,486,940	$880,818,552	$886,361,538	$3,184,301,170
	% total	17.2%	12.6%	12.7%	45.7%
Affected Others	Cost	$519,054,394	$554,104,022	$962,634,649	$2,035,793,065
	% total	7.4%	7.9%	13.8%	29.2%
Community (businesses)	Cost	%54,799,752	$153,063,940	$264,034,525	$471,898,218
	% total	0.8%	2.2%	3.8%	6.8%
Government	Cost	$670,921,196	$314,185,026	$244,186,612	$1,281,488,334
	% total	9.6%	4.5%	3.5%	18.4%
Total Cost of Gambling to Victoria	Cost	$2,446,262,283	$1,902,171,540	$2,357,217,325	$6,973,480,788
	% total	35.1%	27.3%	33.8%	100%

Data sourced from Browne et al. (2017)

Although, similar types of studies to those conducted in Victoria and Tasmania have not been conducted in Queensland (e.g. time-trade off valuations), some of the estimates from Victoria and Tasmania are generalisable to other populations and can provide an indication of the social costs of gambling in Brisbane and

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Queensland. In particular, average cost estimates for each gambling risk group are unlikely to be substantively different across similar populations in different States.

For example, Browne et al. (2017) found that for the 2014-15 financial year the aggregated social cost of Problem Gamblers to Victoria was $2,356,217,325, and $1,902,171,540 for Moderate-Risk Gamblers. Dividing these cost estimates by the number of people in these risk groups in Victoria provides a social cost per Moderate-Risk Gambler and Problem Gambler (Table 68). Applying these per gambler estimates to the prevalence of these risk groups in the Queensland population (QHGS, 2016/17) we estimated the current social costs attributable to gambling that is causing substantial harm (Table 68). When combined, Moderate-Risk and Problem Gamblers contribute approximately $1.4 Billion in social costs to Brisbane annually and $2.9 Billion in social costs to Queensland annually.

Table 68 Social Cost of Gambling to Victoria and Queensland, Moderate-Risk and Problem Gamblers, Annually

	Moderate-Risk Gamblers	Problem Gamblers	Moderate-Risk & Problem Gamblers Combined
n in the Victorian population	122,667	35,415	158,082
Total social cost of gambling to Victoria	1,902,171,540	2,357,217,325	4,259,388,865
Social cost per gambler (Victoria)	**$15,507**	**$66,560**	**$26,944**
n in the Queensland population	89,396	18, 237	107,633
Total social cost of gambling to Queensland	**$1,386,244,999**	**$1,213,852,167**	**$2,900,081,850**
n in the Brisbane population	42,096	10,524	52,620
Total social cost of gambling to Brisbane	**$652,773,832**	**$700,475,967**	**$1,417,802,225**

*Data sourced from Brown et al. (2017) and QHGS 2016/17

**Brisbane and Queensland figures use the QHGS weighted benchmarks for population numbers and the prevalence rate to determine the number of gamblers in the risk groups, rounded to the nearest whole person.

The social costs that can be attributed to each gambling group, broken down by harm category can be seen in Table 69. It should be noted that the financial harm costs in Browne et al (2017) included an excessive spend analysis across a range of gambling activities, however online gambling was not included in those calculations. Instead, online gambling was addressed as "illegal offshore wagering", but only a total cost estimate was provided instead of an estimate per gambling risk group. Therefore, the financial cost associated with this has not been included in the figures in Table 69, and the QLD financial cost estimates are likely to underestimate the full financial social costs associated with gambling, particularly considering the rising popularity of online gambling. Also, the figures below do not include an estimate of the social cost of decrements to health that are

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related to gambling, nor costs to the government (which were included in Browne et al., 2017). As these costs are also relevant to Queensland including these costs would further increase the overall QLD cost estimates.

As can be seen in Table 69 there are significant social costs associated with the harm categories for both the Moderate-Risk and Problem Gambling groups in Queensland, with each of these groups contributing over $1.1 Billion in social costs per year. Similarly, based on the Browne et al. (2017) estimates, Low-Risk Gamblers may also contributing over $1 Billion in social costs per year (for the harm categories below), largely due to the higher proportion of the population in this group. It should be noted however, that the severity and validity of the harms experienced by Low-Risk Gamblers has been the subject of debate in the gambling literature (see for example, Delfabbro & King, 2017: Browne & Rockloff, 2017). As seen in in the *Gambling Impacts Survey*, only a small proportion of Low-Risk Gamblers answer positively to harm related questions, and this leads to some uncertainty around the costs that can be attributed to this group. Therefore, while the work of Browne et al. (2017) suggests significant social costs associated with Low-Risk Gamblers, these figures should be considered as indicative until further research in this area is conducted. Notwithstanding, given the scale or magnitude of these cost estimates, harm minimisation aimed at the more severe/prevalent harms or particular issues in this risk group, along with the higher risk groups, are likely to result in a substantial reduction in social costs.

Table 69 Social Costs of Gambling in Queensland, by harm category and risk group

		Low-Risk Gamblers	Moderate-Risk Gamblers	Problem Gamblers
n - Queensland Adult Population		228,853	89,396	18,237
Financial Harm Costs	Per Person	$806.69	$2,751.40	$13,535.87
	QLD Population	**$184,613,426.57**	**$245,964,154.40**	**$246,853,661.19**
Emotional/Psychological Harm Costs	Per Person	$2,083.64	$3,890.12	$8,488.87
	QLD Population	**$476,847,264.92**	**$347,761,167.52**	**$154,811,522.19**
Relationships and Family Harm Costs	Per Person	$1,507.71	$4,775.61	$28,611.09
	QLD Population	**$345,043,956.63**	**$426,920,431.56**	**$521,780,448.33**
Work/Productivity Harm Costs	Per Person	$164.89	$1,591.22	$9,548.95
	QLD Population	**$37,735,571.17**	**$142,248,703.12**	**$174,144,201.15**
Crime Related Harm Costs	Per Person	$68.94	$254.59	$1,185.51

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		$15,777,125.82	$22,759,327.64	$21,620,145.87
	QLD Population			
Total Social Costs Related To Above Harms	Per Person	$4,631.87	$13,262.94	$61,370.29
	QLD Population	$1,060,017,345.11	1,185,653,784.24	$1,119,209,978.73

Data sourced from Brown et al (2017) and QHGS 2016/17, used to calculate the per person social costs

** *Queensland figures use the QHGS 2016/17 weighted benchmarks for population numbers and the prevalence rate to determine the number of gamblers in the risk groups, rounded to the nearest whole person.*

***Total social costs in Table 69 are lower than those in Table 68, as they do not include costs to the government*

When considering the benefits of reducing gambling related harm and the associated social costs, the Productivity Commission (2010) found that based on even the lowest estimate of social costs, a 10% reduction in harms associated with problem gambling could produce an annual gain of $470 Million (based on 2008-09 prices, $560 Million in 2017 prices). This shows the substantial costs that are associated with even small increases or decreases in harm, and the impact that that these can have at a societal level.

On the other side to the social costs of gambling, there has been relatively little research into the benefits of gambling. Most of the existing estimates of the benefits of gambling are derived from a traditional economic approach, in which benefits are primarily assessed in terms of how much a person is willing to spend (Productivity Commission, 2010) i.e. the benefits of gambling are largely derived from gambling expenditure estimates. A limitation or difficulty with this approach is that it (largely) assumes the individual is rational in their decision making and has full information at the time of purchase. As noted in the Productivity Commission Report (2010) this is often not the case for products which are addictive in nature. There may also be external benefits individuals derive from gambling which are not fully captured by estimates of spending (Productivity Commission, 2010).

Gambling is a recreational activity that is safely enjoyed by many people, and is often experienced as a form of entertainment, the cost of which is an appropriate investment for the enjoyment of the activity. Previous research shows that gamblers perceive a range of individual benefits that they derive from their gambling, although among university students a larger number of perceived benefits were predictive of a higher likelihood of Problem Gambling (Wickwire et al., 2007). Some of the benefits of gambling include social benefits, entertainment and diversion from daily pressures (Sterling Research, as cited in Basham & Luik, 2011, p. 11; Thomas & Lewis, 2011). Gamblers experience benefits in the form of fulfilment of excitement seeking (Pantalon, Maciejewski, Desai & Potenza, 2008), and casino gambling in the elderly has been associated with increased subjective wellbeing (Loroz, 2004). Gambling has even been associated with the potential to increase performance in certain cognitive tasks (Shaffer & Korn, 2002). Conversely, being categorised in the higher risk groups or heavy involvement with gambling is associated with lower levels of overall happiness and quality of life (Farrell, 2018; Lin et al., 2010).

The social benefits of gambling were analysed by the Productivity Commission (2010), who estimated that after accounting for social costs there was a net social benefit of approximately $3.7 to $11.1 billion per year (in 2009 prices, $4.4 – $13.2 billion in todays prices). This is an overall estimate and includes the benefits derived from all gambling activities (e.g lottery, keno, etc), across venue types and risk groups. However, the benefits from gambling are likely to vary considerably between these factors and further differences may also be seen across demographic groups. There is currently limited research into how the individual and social benefits of gambling are experienced in relation to these factors and more research is needed in this area.

As illustrated throughout this report there are also substantive social costs associated with gambling, with some groups in the community bearing more of the burden. While overall gambling provides net social benefits, there

are opportunities within the higher risk gambling groups to reduce the excessive costs associated with problematic gambling. Placing a dollar value on the social costs and harms associated with gambling provides an opportunity to highlight areas where these costs can be most effectively reduced and direct intervention towards the harms that are associated with the highest level of costs. Accordingly, a public health approach centres on policies or interventions designed to reduce these costs through mitigation or prevention of harm without infringing on the benefits enjoyed by others. This may encompass prevention, community awareness, and treatment strategies across the gambling population and also a focus on strategies for particularly vulnerable and disadvantaged groups.

1.4 (b) Brisbane

Benefits compared to costs: Do the benefits of gambling outweigh any harms experienced?

As outlined previously, there are difficulties in assessing the benefits and the costs of gambling to society overall. On an individual level, a key consideration is the extent to which the benefits of their gambling behaviour are outweighed against any harms they may have experienced (or be experiencing). To provide some insight into this, we asked a very specific question on this in the *Gambling Impacts Survey*. Question (Q173/Q174, see Appendix M) was designed to assess the participants' perception as to whether the benefits they obtain from their gambling outweigh any harms that they experience.

*"If you have identified any harms resulting from your gambling, do you consider the **benefits** you obtain from gambling to **outweigh** these **harms"** (Q173/Q174 of GIS).*

The question was worded broadly enough to capture a range of benefits; not only potential financial benefits, but also benefits such as recreational enjoyment and emotional support gained from the activity. Although the question is prefaced by '*If you have identified any harms …*' all gambling participants were asked the question as we did not want to prejudge whether previous responses to questions constituted harm.

The results from this question are presented below in Figure 53 and Figure 54. Participants were randomly assigned to one of two response scale options in order to lessen response bias, with each option slightly differing in terms of whether the negatively or positively worded responses were presented first.

The majority of Gamblers stated that the benefits of gambling were approximately equal to the harms (36.25%), followed by harms *significantly* outweighed benefits (26.83%). Only Problem Gamblers had a majority of responses indicating that the harms significantly outweigh the benefits they obtain from gambling (30.80%), with a small proportion of Problem Gamblers selecting that, overall, they derive a positive effect from their gambling (13.82%).The other risk groups stated that the benefits were approximately equal to the harms, although it is noted that Recreational Gamblers had more negatively weighted responses than Low-Risk or Moderate-Risk Gamblers.

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Figure 53 Gambling Impacts Survey – Responses to question "If you have identified any harms resulting from your gambling, do you consider the benefits you obtain from gambling to outweigh these harms", (N, Gamblers)
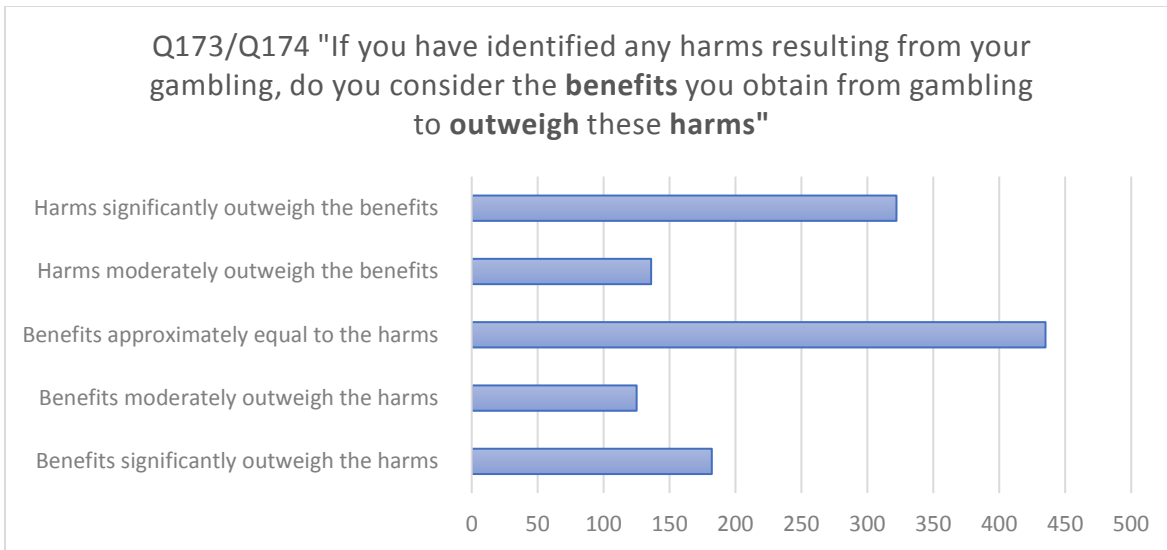
*Data sourced from the Gambling Impacts Survey 2018

Table 70 Gambling Impacts Survey - responses to Q173/Q174, aggregated

	Benefits significantly outweigh the harms	Benefits moderately outweigh the harms	Benefits approximately equal to the harms	Harms moderately outweigh the benefits	Harms significantly outweigh the benefits
Gamblers, N (%)	182 (15.17%)	125 (10.42%)	435 (36.25%)	136 (11.33%)	322 (26.83%)

*Data sourced from the Gambling Impacts Survey 2018

**Percentages may not total to 100% due to rounding

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Figure 54 Gambling Impacts Survey - Responses to Q173/Q174 "If you have identified any harms from your gambling, do you consider the benefits you obtain from gambling to outweigh these harms, by gambling group (N, aggregated for the two response scale options

Data sourced from the Gambling Impacts Survey 2018

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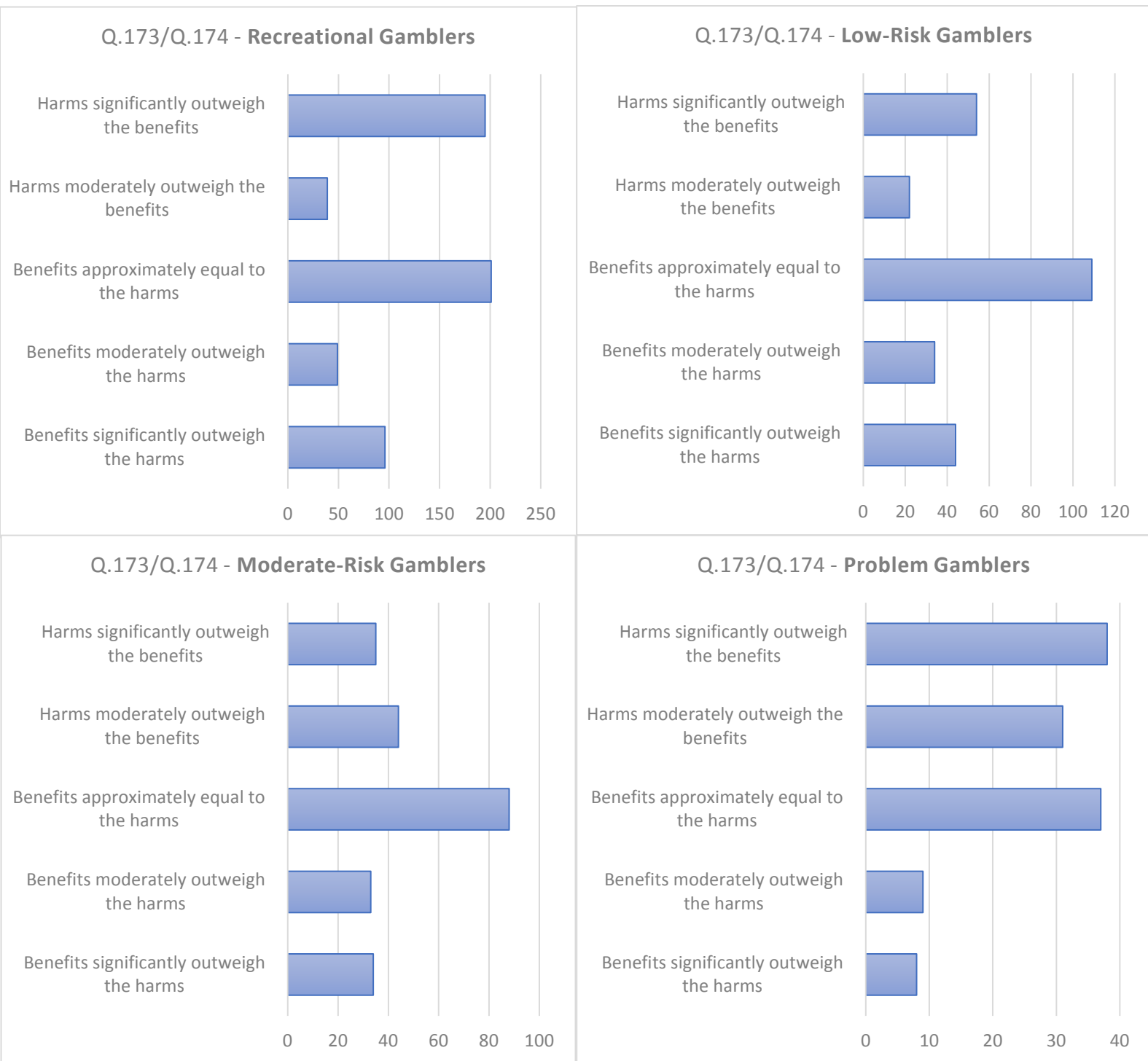
Table 71 Gambling Impacts Survey - Responses to Q173/Q174 "If you have identified any harms from your gambling, do you consider the benefits you obtain from gambling to outweigh these harms, by gambling group (N, aggregated for the two response scale options)

	Harms Significantly Outweigh the Benefits	Harms Moderately Outweigh the Benefits	Benefits Approximately Equal to the Harms	Benefits Moderately Outweigh the Harms	Benefits Significantly Outweigh the Harms
Recreational Gamblers	195 (33.62%)	39 (6.72%)	201 (34.66%)	49 (8.45%)	96 (16.55%)
Low-risk Gamblers	54 (20.53%)	22 (8.37%)	109 (41.44%)	34 (12.93%)	44 (16.73%)
Moderate-Risk Gamblers	35 (14.96%)	44 (18.80%)	88 (37.61%)	33 (14.10%)	34 (14.53%)
Problem Gamblers	38 (30.89%)	31 (25.20%)	37 (30.08%)	9 (7.32%)	8 (6.50%)

*Data sourced from the Gambling Impacts Survey 2018

**Percentages may not total to 100% due to rounding

Overall, the results provide an insight into how Brisbane Gamblers perceive the benefits they derive from gambling in comparison to any harms experienced. The responses to this question showed that there is no risk group in which the majority considered the benefits that they obtain from their gambling to outweigh the harms that they suffer. Overall, all the risk groups indicated a generally negative outlook associated with gambling. Whether these results relate to the potential or actual harm experienced is unclear. For example, it is surprising to see strong negative findings from the Recreational and Low-Risk gambling groups. It is possible these results may relate to these gamblers perceiving potential problems but it is unclear at this stage and may well relate to actual harm experienced. Interestingly, relatively lower perceptions of significant harm are experienced by Moderate-Risk Gamblers.

The results were also quite striking considering the relatively high level of engagement in gambling seen in the Brisbane/Queensland population, and highlight the distinct and contradictory nature of gambling as a recreational product. Previous research has also found substantial social stigma relating to gambling (Hing, Russell, Nuske & Gainsbury, 2015) which may also be reflected in these results.

1.4 (c) Assessing change and future directions

The social costs outlined in this section are based on estimates drawn from other States, and assume that the QLD gambling environment is relatively similar so that these estimates are transferrable. To better understand the social costs of gambling in QLD, and determine if they differ from those of other States, would require independent research into social costs conducted specifically for the QLD gambling population. This research should include an appropriate analysis of the social costs to the government and decrements to health, which were excluded from the estimates in the above section. Further, a detailed analysis of the social costs associated with online gambling is important to establishing a baseline on which to assess future change, given the rising participation in this gambling activity.

Previous research on social costs has generally focused on gambling across venue types and has not specifically analysed the social costs associated with particular venue types (e.g casino gambling), and allowing for

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environments with (potentially) a different distribution of harms. In order to measure the impact of the QWB casino on the social costs of gambling in Brisbane and QLD, there is a need for targeted research that is able to separate out the social costs that can be attributed specifically to those who frequent casinos for gambling. In a similar vein, there is the need for further research into the social benefits attributed to casino gamblers in particular, and an assessment of how this differs for those who gamble in clubs/hotels.

Future waves of the *Gambling Impacts Survey*, pre and post QWB opening, would allow for changes in the perceptions of harm versus benefits of gambling to be captured for the Brisbane gambling population.

1.5 Gambling Help Services

Aligns to Baseline Questions 6 & 7 of the Study Plan-

Question 6: What is the current level of harm due to problem gambling and the associated costs to the community?

Question 7: What are the current policies and procedures in place in Queensland relating to Problem Gambling and its impacts and how might we best monitor any changes due to QWB?

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Section Overview

<u>Key Results and Data</u>

- From the *Gambling Impacts Survey*, we found that 1.49% of Brisbane Gamblers have sought formal help for their gambling, and 3.64% have sought out informal help (i.e. family and friends).
- The majority of those seeking out either informal or formal help for their gambling are Problem Gamblers.
- The majority of Gambling Help Service clients indicated that they usually gamble in a club or hotel (77.7%), compared to only 20.1% stating they usually gamble at a Casino, and 18.1% stating that they mainly gamble at an online race or sports betting website/app.

<u>Key Implications</u>

- There is some evidence from the various help service data that the majority of those who seek out formal help services gamble most frequently at a club or hotel, on EGMs. This suggests that these venue types may be contributing more harm than other gambling venues/forms such as casinos. However, the results may also reflect that there are only two casinos in the region compared to hundreds of clubs/hotels offering gambling activities.
- Most QLD Gamblers accessing formal help services were referred there by an internet search. Very few were referred to a help service by a venue that noticed Problem Gambling behaviour. This self-seeking of help may indicate that there is insufficient intervention occurring in-venue when staff notice problematic behaviour.

Cont. below

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Section Overview - Continued

<u>Key Implications - continued</u>

- Some demographic groups, such as Asian and Pacific-Islander gamblers, are unlikely to seek out formal help services, but are more likely to seek help through informal cultural or community groups or family members. However, Asian born gamblers represent a key demographic for the QWB Casino and the help seeking behaviour of this group is currently not well understood and is not captured in existing data sources used to assess the effectiveness of responsible gambling measures.
- A proportion of the casino patrons seeking help are likely to utilise privately funded services, such as private psychologists, rather than seek out publically available help services. As data on access to these services is very limited, this group are unlikely to be captured using existing data sources, leading to an underreporting of help-seeking in this group.

<u>Assessing Change and Future Directions</u>

- Changes in client intakes at help services in the years post-QWB opening may be a way of monitoring any changes that the QWB Casino has on problem gambling levels, especially those services that ask clients to specify their main gambling venue (such as *Gambling Help Service*). However, there is considerable variability or uncertainty in the client intake numbers over time, thus only large changes in those seeking help post QWB casino opening will able to be captured using the current data sources with a reasonable degree of confidence.
- Focus groups and interviews with community leaders of international cultural and community groups could provide insight into the harms being sustained by groups that do not seek help though traditionally assessed avenues. Further, an analysis of help-seeking via private psychologists may capture more socio-economically advantaged gamblers who are experiencing problems.

1.5 (a) Brisbane

The QLD Responsible Gambling Code of Practice states that information on where to get help for problem gambling is to be prominently displayed in all gambling areas and near cash out facilities which service gambling areas. This is usually provided in the form of responsible gambling signage and brochures that refer gamblers to help services like those detailed in the following sections. Referral to these services may also come from venue staff when discussing exclusion programs with gamblers.

Most gambling counselling services in the Brisbane region are provided by Relationships Australia and the Queensland Government. These services include gambling help services, hotline services and recovery services, designed to assist gamblers and affected others with gambling related problems. Gambling Help Services offer face to face and telephone counselling, referrals to community organisations, support with self-exclusions, educational support, community education activities, responsible gambling education and financial counselling. A total of 14 Gambling Help Services are located across Queensland.

The Salvation Army operates the Moonyah Recovery Centre, a Brisbane based service which provides treatment for gambling addictions and illicit drug and alcohol use. Rehabilitation programs are facilitated to assist patrons with dealing with the cause of their addiction. Recreation, work therapy and life skills are also incorporated into the rehabilitation program.

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These services collect a range of useful data about their clients, including individual level demographic data (including postcode), information on their PGSI responses, main gambling activity, point of referral, self-exclusion status, and the harms experienced, which provides supporting information for the other sections of this report. It should be noted that while this data provides useful insight, in general only those with more severe gambling problems tend to seek formal help, and so the information provided may not reflect the experiences of the Low or Moderate-Risk gambling groups.

Some gamblers, especially those who have more disposable income, may seek out the paid services of private psychologists, counsellors and programs, and therefore not be reflected in the data that is presented in this section. As suggested by the *Gambling Impacts Advisory Committee* (2018b) this group of gamblers may also be more likely to gamble at a casino than a club or hotel. Therefore, the data collected by publically available help services only provides a partial picture of the help being provided to gamblers experiencing problems. Thus, changes over time in the number of casino gamblers seeking help through these services are unlikely to be able to captured using existing publically available data sources.

Previous research has also noted the difference in utilisation of help services across various ethnic groups. There is good evidence that despite high prevalence rates of problematic gambling in some ethnic communities (Forest & Wardle, 2011; Venuleo, Salvatore & Mossi, 2015), such as the Chinese (Loo, Raylu & Oei, 2008), this demographic group are underrepresented in help service data. For example, a study conducted by the Victorian Casino and Gaming Authority (2000) found that 10.7% of Chinese participants, 9% of Greek participants, 7.2% of Arabic participants and 10.5% of Vietnamese participants had a SOGS score of 5 or more (high risk group), compared to only 1.5% of the general community. This same study found that approximately 57% of the Chinese participants indicated that they would go to family members or people in their community/who spoke their language (17.6%) if they ever needed advice or support related to gambling problems. Conversely, just under 7% of the Chinese participants indicated they would go to any sort of community service. This is reflected in the Gambling Help Service data (Figure 55), where the majority of Help Service clients are Australian, with only 46 clients identifying as Chinese between 2012 and 2015 (although there are a significant amount of clients with unknown ethnicity). Other jurisdictions, such as New Zealand have also found similar trends, with only 7.6% of new Gambling Helpline and 7.1% of new face-to-face intervention service clients of Asian ethnicity in 2006 (Ministry of Health, 2007).

These issues are particularly relevant when considering the impact of the QWB Casino, as Asian gamblers tend to show a preference for casino gambling (Ministry of Health, 2007; Lam, 2012; Liu & Wan, 2011, see also *Section 1.6*). For example, over 85% of Asian clients of the New Zealand Gambling Helpline stated that casino-based gambling was their primary mode of gambling (Ministry of Health, 2007). Further research is required in order to assess the harm occurring to this group and other culturally diverse gamblers in Australia, and identify the most effective ways of mitigating harm in these groups.

The *Gambling Impacts Survey* assessed the prevalence of help seeking behaviour in Brisbane Gamblers (Table 72 & Table 73) and found that the overall prevalence of formal help seeing is very low, at only 1.49%, with slightly more people seeking informal help from family and friends (3.64%). Very few Gamblers in the lower risk groups indicated ever seeking either formal or informal help. This reflects advice from the *Gambling Impacts Advisory Committee* (2018a) and evidence from a number of studies (QHS 2016/17; Suurvali, Hodgins, Toneatto & Cunningham, 2008), that approximately 95% of gamblers who access help services are Problem Gamblers, but that only approximately 10% of Problem Gamblers will ever seek out these services. The *Gambling Impacts Survey* found that Problem Gamblers are more likely to seek out informal help instead, with 25% of Problem Gambler participants indicating that they had sought informal help for their gambling (Table 73).

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Table 72 Gambling Impacts Survey - Responses to Q.4.1/Q.15.1 & Q.4.2/Q.15.2 - Prevalence of help seeking in Brisbane Gamblers (N, %)

	Yes	No	Don't Know*
Formal help (i.e. counselling services)	23 (1.49%)	1505 (97.79%)	11 (0.71%)
Informal help (i.e. family or friends)	56 (3.64%)	1471 (95.58%)	12 (0.78%)

*This response option was only given to Non-Gambler participants

**Data sourced from the Gambling Impacts Survey 2018, Gamblers and Non-Gamblers

***Percentages may not total to 100% due to rounding

Table 73 Gambling Impacts Survey - Responses to Q.4.1/Q.15.1 & Q.4.2/Q.15.2 - Prevalence of help seeking in Brisbane Gamblers, by gambling group (N, %)

	Formal Help Services		Informal Help Services	
	Yes	*No*	*Yes*	*No*
Recreational Gamblers	1 (0.17%)	601 (99.83%)	2 (0.33%)	600 (99.67%)
Low-Risk Gamblers	0 (0.00%)	277 (100.00%)	0 (0.00%)	277 (100.00%)
Moderate-Risk Gamblers	0 (0.00%)	254 (100.00%)	11 (4.33%)	243 (95.67%)
Problem Gamblers	18 (13.24%)	118 (86.76%)	34 (25.00%)	102 (75.00%)

*Data sourced from the Gambling Impacts Survey 2018, Gamblers only

**Percentages may not total to 100% due to rounding

1.5 (a)(i) Gambling Help Service

The Gambling Help Service collects demographic data from their clients. As shown in Table 74, there is a higher proportion of males (72.0%) accessing the Gambling Help Service. Additionally, most clients utilising this service fall into the 18-34 (37.0%) and 35-54 (41.4%) year old age ranges.

Table 74 Demographics for New Gambling Clients of the Gambling Help Service (2012-17), Brisbane and Gold Coast

Gender	N
Male	863 (72.0%)
Female	335 (28.0%)
Age	
Less than 18 years	2 (0.0%)
18-34 years	441 (37.0%)

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35-54 years	497 (41.4%)
55+ years	163 (13.6%)
Missing	95 (7.9%)
Total	**1198**

*Data sourced from the Office of Regulatory Policy, 2018, Gambling Help Service – aggregated to figures for **new gambling** clients in the Brisbane and Gold Coast regions*

Figure 55 Gambling Help Service - Client Ethnicity 2012- 2015 (South East QLD)
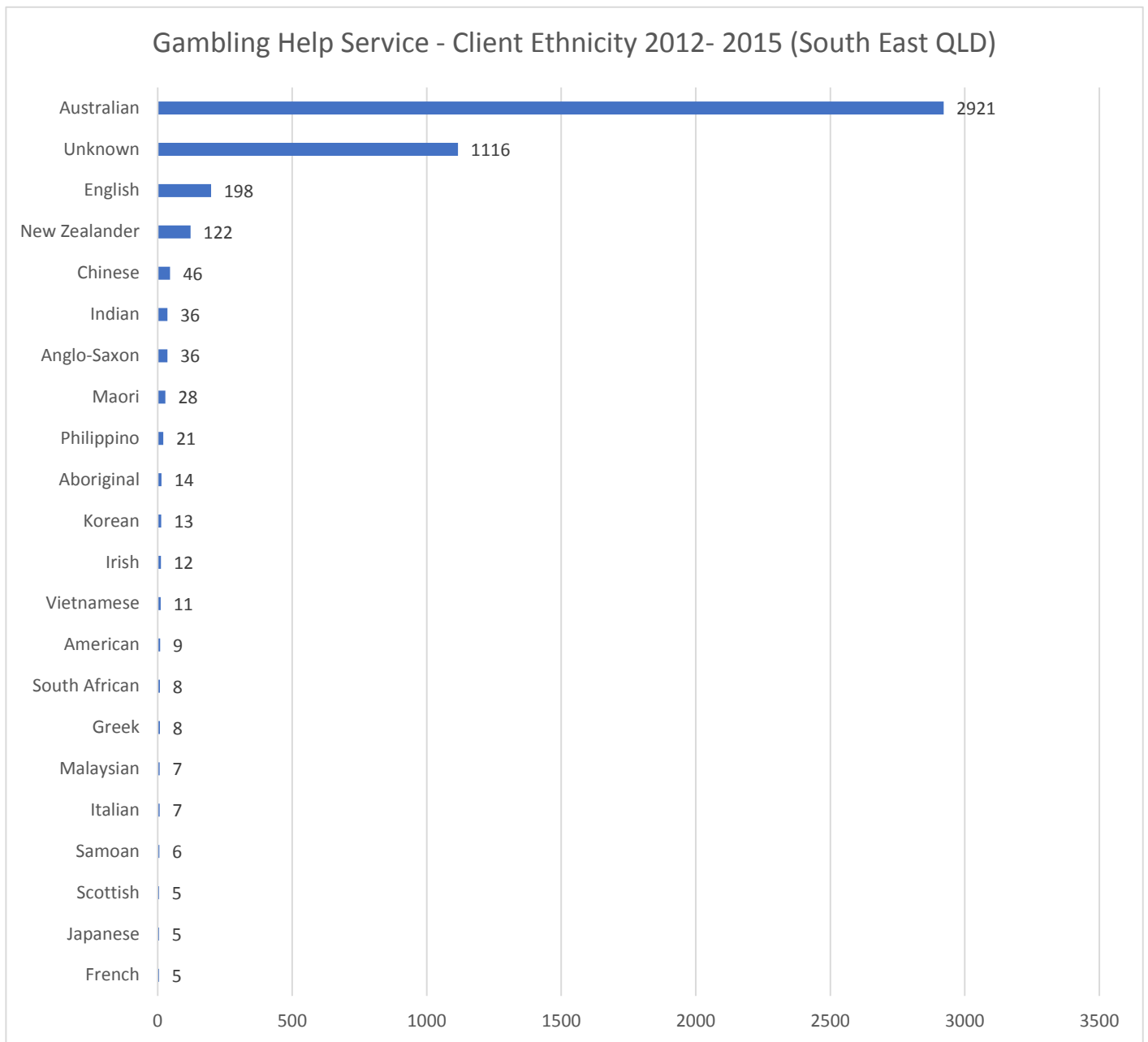
Data sourced from the Office of Regulatory Policy, 2018, Gambling Help Service

**2012-13 data was collected for 6 months (Jan-June 2013)*

***Only includes ethnicity categories that had 5 or more clients in this period*

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Utilising the PGSI questions, the Gambling Help Service collected data on the proportion of new Recreational, Low-Risk, Moderate-Risk and Problem Gambler clients accessing their service, in the Brisbane region, between 2012 and 2017. As shown in Table 75, the majority of the clients are Problem Gamblers, with the numbers seeking help varying over time. The number of new Gambling Help Service clients that are categorised into the lower risk gambling groups has remained relatively steady across the previous seven years (Figure 56). However, Problem Gamblers spiked significantly in 2013/14 (183), and slowly decreased from 2014/15 (119).

Table 75 Total New Gambling Clients for Gambling Help Service, Brisbane Region

	CPGI Category	2012-2013**	2013-2014	2014-2015	2015-16	2016-17
Brisbane	*Recreational*	2	1	0	0	0
	Low risk	1	0	3	0	0
	Moderate risk	8	9	9	5	9
	Problem gambler	80	183	168	119	133

*Data sourced from the Office of Regulatory Policy, 2018, Gambling Help Service

**2012-13 data was collected for 6 months (Jan-June 2013).

Figure 56 Prevalence of Gambling Risk Groups among Help Service Clients in Brisbane

*Lower Risk Gamblers are the combined Recreational, Low-Risk and Moderate Risk Gamblers, due to the small number of Help Service clients.
**Data sourced from the Office of Regulatory Policy, 2018, Gambling Help Service

***2012-13 data was collected for 6 months (Jan-June 2013).

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Table 76 shows the proportion of new Gambling Help Service Clients from the Gold Coast region that have utilised the service, by gambling risk group. A significantly higher proportion of these clients are also Problem Gamblers, compared to the lower risk gambling groups. A spike in the number of these clients can be seen in 2012/13 (95) and these numbers remain high for the next several years.

Table 76 Total New Gambling Clients for Gambling Help Service, Gold Coast Region

	CPGI Category	2012-2013**	2013-2014	2014-2015	2015-16	2016-17
Gold Coast	*Recreational*	1	1	0	0	0
	Low risk	1	0	0	0	2
	Moderate risk	3	5	3	4	3
	Problem gambler	37	95	95	95	115

*Data sourced from the Office of Regulatory Policy, 2018, Gambling Help Service

**2012-13 data was collected for 6 months (Jan-June 2013).

Figure 57 shows that the Brisbane region has a greater number of new Help Service clients that are classified as Problem Gamblers, when compared to the Gold Coast region. It should be noted that both of these regions have a local Casino, although the Casino on the Gold Coast (The Star Gold Coast, previously called Jupiter's Casino) is considered to be more of a destination venue that attracts a greater number of (gambling) tourists compared to Treasury Casino (Brisbane).

Figure 57 Prevalence of Problem Gamblers among new Help Service Clients, Brisbane and Gold Coast Regions
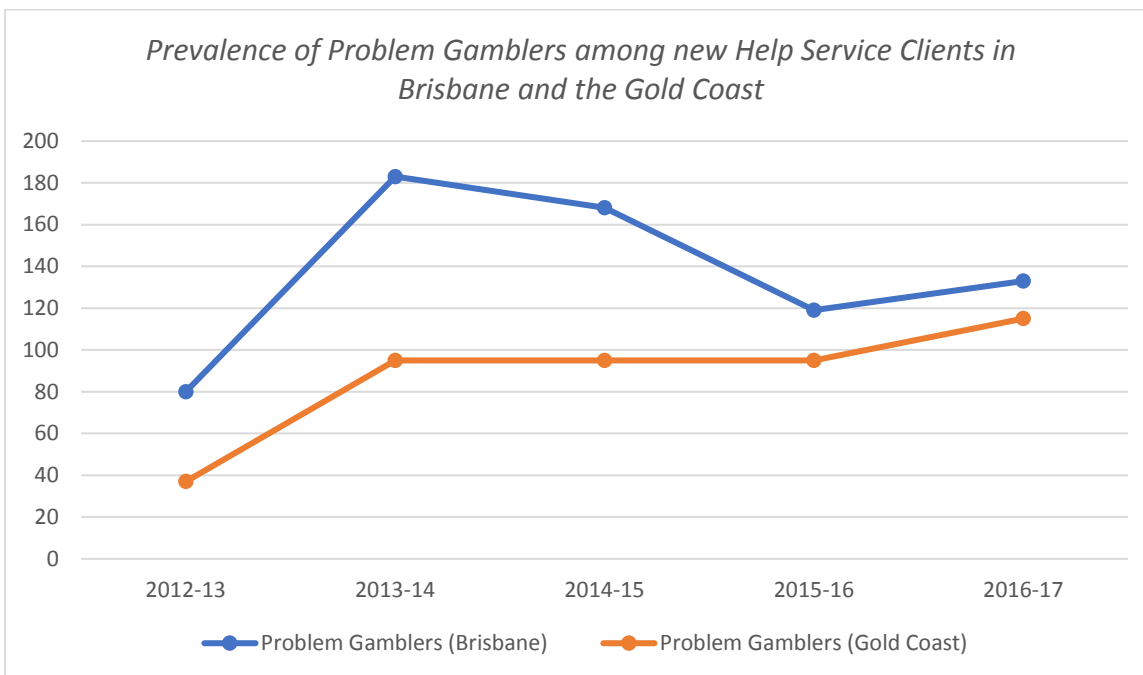
*Data sourced from the Office of Regulatory Policy, 2018, Gambling Help Service

**2012-13 data was collected for 6 months (Jan-June 2013).

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The majority of new Gambling Help Service clients note that they are experiencing a moderate or severe problem with financial issues (Figure 58) reflecting the high incidence of this type of harm among Problem Gamblers. The majority of clients also note experiencing a moderate or severe problem with family or relationship issues (Figure 59).

Figure 58 Degree of Financial Issues for Gambling Help Service Clients 2012-17, Brisbane and Gold Coast

Aggregated Degree of Financial Issues for Gambling Help Service Clients, 2012-17

	Not a problem	Not much of a problem	Moderate problem	Severe problem
Gambling Help Service Clients, (N)	141	170	556	687
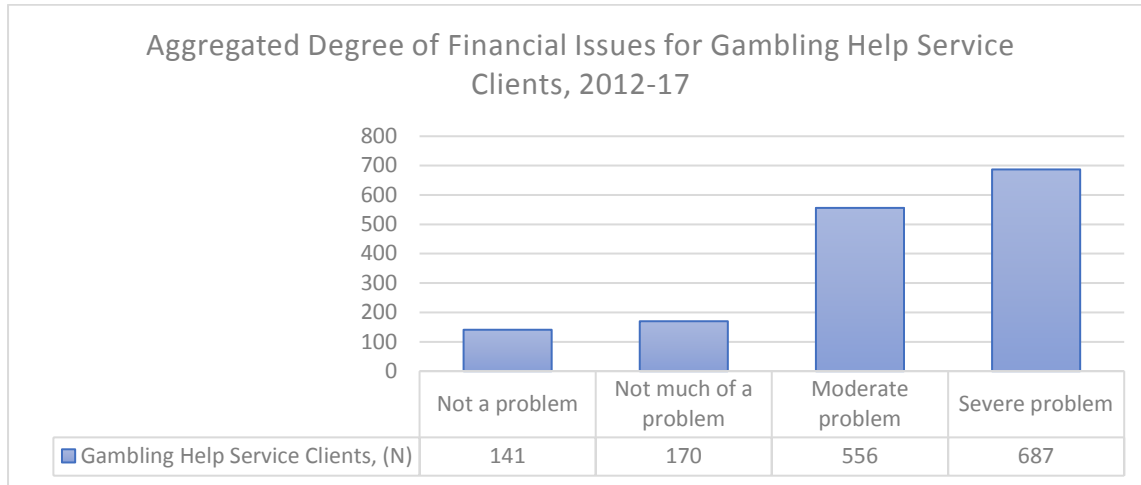
*Data sourced from the Office of Regulatory Policy, 2018, Gambling Help Service

**Data was aggregated from 2012 to 2017, for the Brisbane and Gold Coast regions.

Figure 59 Degree of Family/ Relationship Issues for Gambling Help Service Clients 2012-17, Brisbane and Gold Coast

Aggregated Degree of Family/ Relationship Issues for Gambling Help Service Clients 2012-17

	Not a problem	Not much of a problem	Moderate problem	Severe problem
Gambling Help Service Clients (N)	209	255	578	506
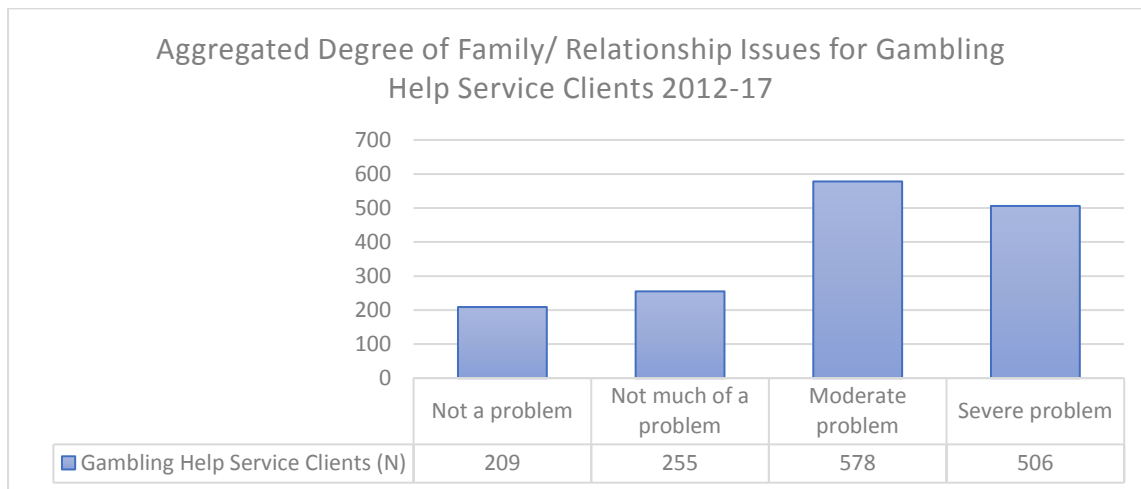
*Data sourced from the Office of Regulatory Policy, 2018, Gambling Help Service

**Data was aggregated from 2012 to 2017, for the Brisbane and Gold Coast regions.

While some of the new Gambling Help Service clients in the Brisbane and Gold Coast regions describe having problems with work/employment, the majority stated that they did not have a problem in this area (Figure 60), with only 9.44% responding that they had severe problems with work/employment. A similar trend was found when clients were asked about if they experience problems with issues related to their physical health (Figure 61). The majority of clients answered that they did not have a problem with their physical health, with only 5.61% stating that they had severe problems.

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Figure 60 Degree of Employment/ Work related Issues for Gambling Help Service Clients 2012-17, Brisbane and Gold Coast

Aggregated Degree of Employment/ Work related Issues for Gambling Help Service Clients 2012-17

	Not a problem	Not much of a problem	Moderate problem	Severe problem
Gambling Help Service Clients, (N)	508	292	217	106
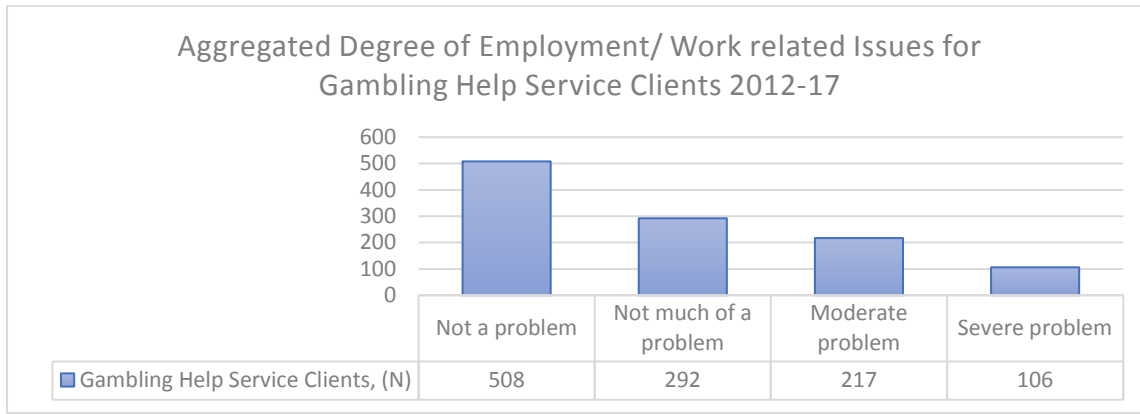
Data sourced from the Office of Regulatory Policy, 2018, Gambling Help Service

Data was aggregated from 2012 to 2017, for the Brisbane and Gold Coast regions.

Figure 61 Degree of Physical Health Issues for Gambling Help Service Clients 2012-17, Brisbane and Gold Coast
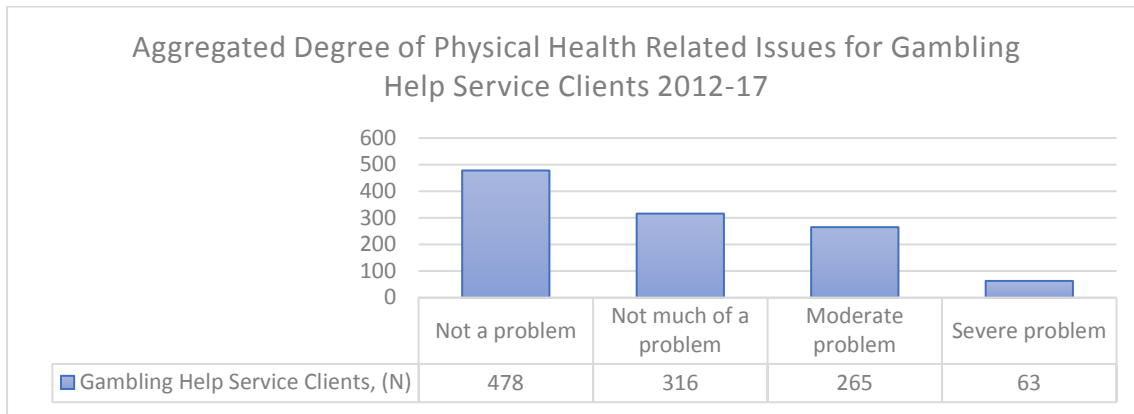
Aggregated Degree of Physical Health Related Issues for Gambling Help Service Clients 2012-17

	Not a problem	Not much of a problem	Moderate problem	Severe problem
Gambling Help Service Clients, (N)	478	316	265	63

Data sourced from the Office of Regulatory Policy, 2018, Gambling Help Service

Data was aggregated from 2012 to 2017, for the Brisbane and Gold Coast regions.

Legal Issues were not very prevalent among Gambling Help Service clients in the Brisbane and Gold Coast regions (Figure 62) with 77.54% of clients stating that legal issues were not a problem, and only 5.03% stating that they had severe legal problems.

Figure 62 Degree of Legal Issues for Gambling Help Service Clients 2012-17, Brisbane and Gold Coast
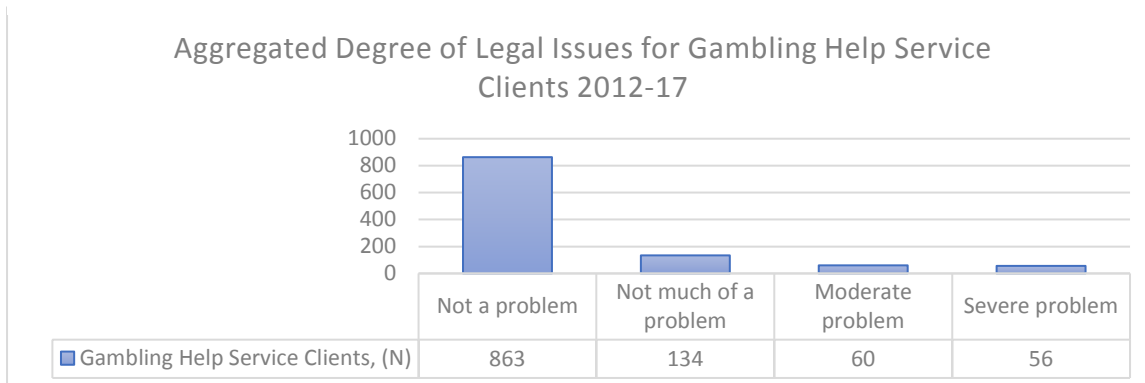
Aggregated Degree of Legal Issues for Gambling Help Service Clients 2012-17

	Not a problem	Not much of a problem	Moderate problem	Severe problem
Gambling Help Service Clients, (N)	863	134	60	56

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Approximately one quarter (25.20 %) of Gambling Help Service clients from the Brisbane and Gold Coast regions revealed that they also have a drug/alcohol dependence issue (Figure 63). These results are important and provide evidence that a significant proportion of gamblers accessing formal help services have other addiction/dependency issues which may be a result of, or are separate to, their gambling problems.

Figure 63 Total Number of gambling Help Service Clients that have had a Drug or Alcohol Dependence 2012-17, Brisbane and Gold Coast

Aggregated Total Number of Clients that have had a Drug or Alcohol Dependence 2012-17

	Yes	No
Gambling Help Service Clients, (N)	322	956

The Gambling Help Service also collects useful data from clients that can provide insight into the main gambling venue type of those who are experiencing significant enough problems to have sought out formal help. Data was collected from 896 clients across South East Queensland between 2015 and 2017 (264 from Brisbane and 199 from the Gold Coast), which asked about where the client usually gambles (Figure 64). Clients were able to select more than one venue, but the majority of the Gambling Help Service clients in South-East QLD indicated that they usually gamble in a club or hotel (77.68%), compared to only 20.09% stating they usually gamble at a Casino, and 18.08% stating that they mainly gamble at an online race or sports betting website/app. This shows that most of the people who are seeking help gamble most frequently in a club/hotel, and indicates that these venue types may be contributing a greater level of harm than casinos. However, the results may also reflect that there are only two casinos in the region compared to hundreds of clubs/hotels offering gambling activities.

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Gambling Help Services- Location The Client Usually Gambles In, South East Queensland, 2015-17
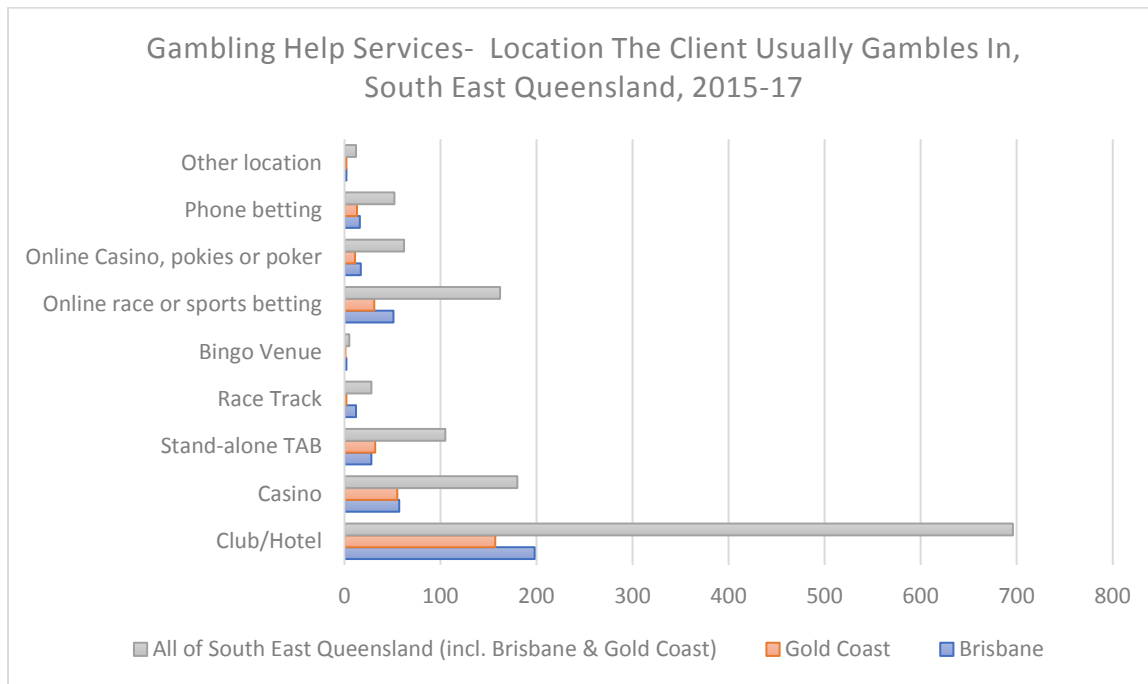
Data sourced from the Office of Regulatory Policy, 2018, Gambling Help Service

**Data was aggregated from 2015 to 2017 records. Clients were able to select more than one venue type.*

1.5 (a)(ii) Gambling Help Online

The demand for Gambling Help Online services in Queensland has been steadily increasing since 2012 (Table 77), almost tripling by 2017, although this is likely a reflection of a combination of increased reliance on online services (rather than an indication of an increased prevalence in help seeking behaviours (QHGS 2011/12 and 2016/17)), and changes in reporting procedures. For example, non-clinical contacts rose during the 2012/13-2014/15 period, but sessions appeared to decrease significantly after 2015. This apparent decrease was in fact due to changes in reporting procedures where incomplete counselling sessions were subsequently included in the clinical contacts figures. The service response rate, while high overall, has decreased by approximately 7% between 2015/16 and 2016/17, to a response rate of just over 90% (Table 77).

It can be seen from Table 78 that a majority of Gambling Help Online clients contacted the service due to gambling problems. Other frequent problems that were cited as a reason for contact included agency enquiries, financial problems, interpersonal and intrapersonal problems, information seeking, and self-exclusion.

Table 77 Total Number of Contacts for Gambling Help Online, Queensland

	2012-2013	**2013-2014**	**2014-2015**	**2015-2016**	**2016-2017**
Demand	453	536	749	965	1253
Answered	434	525	735	941	1132
Clinical	294	160	219	935	1121
Non-Clinical	140	365	516	6	11
Emails Received	71	84	92	121	44

Emails Sent	92	78	88	114	42
Service Response Rate (answered/demand)	**95.8%**	**97.9%**	**98.1%**	**97.5%**	**90.3%**

*Data sourced from the Office of Regulatory Policy, 2018, Gambling Help Online

Table 78 Reason for Contact for Gambling Help Online, Queensland

	2012-2013	**2013-2014**	**2014-2015**	**2015-2016**	**2016-2017**	**Total**
Agency Enquiry	7	14	19	16	24	80
Drug/ Alcohol Problem	0	1	0	1	0	2
Employment Related	0	1	0	0	0	1
Financial	30	15	19	19	30	113
Gambling Problem	285	137	184	233	227	1,066
Information	10	25	26	32	26	129
Interpersonal Problems (Relationships etc.)	32	13	23	16	18	102
Intrapersonal Problems (Anxiety, Depression)	23	11	22	21	12	89
Legal	1	0	0	0	0	1
Leisure Related Issues	0	0	0	0	1	1
Medical/ Health	0	3	0	0	1	1
Self-Exclusion	4	3	9	10	11	37
Welfare/ Material Aid	0	0	0	0	1	1
Research/ Literature	0	0	0	0	0	0
Suicide	2	0	0	1	0	3
Violence/ Family Violence	1	0	0	0	0	1
Unknown	0	1	0	1	9	11
Other	5	5	27	4	1	42

*Data sourced from the Office of Regulatory Policy, 2018, Gambling Help Online

Figure 65 shows that the majority of Gambling Help Online clients were referred to the service from the internet (85%), a family or friend (5%), word of mouth (2%) or other (6%). A small proportion also received information from brochures, venue notice, a card or a poster. These results suggest that very few Gambling Help Online

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clients are being directed to the service by a venue that has identified them as a Problem Gambler, and may indicate that there is a greater need for venues to be providing responsible gambling information and directing at-risk gamblers to appropriate help services.

Figure 65 Referral Sources for Gambling Help Online Clients, Queensland
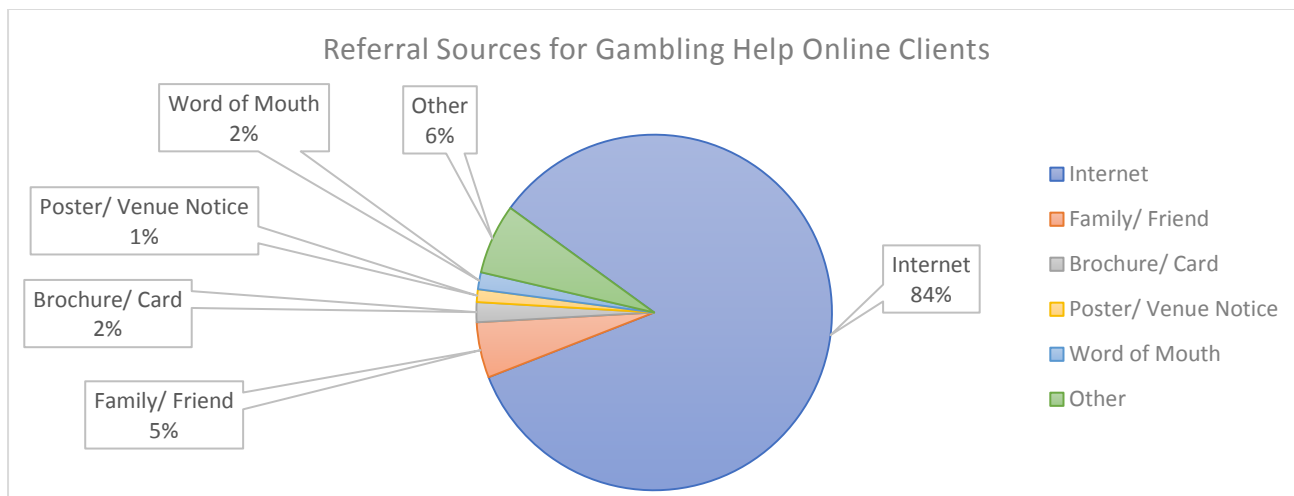
Six most frequent referral sources excl. unknown. Refer to Appendix E for the full list of referral sources, over time.

**Data sourced from the Office of Regulatory Policy, 2018, Gambling Help Online, aggregated from 2012-17 records.*

Figure 66 shows the main gambling activity engaged in by Gambling Help Online clients from 2012-17. The most frequent gambling activities include gaming machines, horse/dog racing and sports betting. Increases in the number of these gambling activities being cited by clients approximately reflect the increase in number of Gambling Help Online clients during this time period. Full data showing how these figures have changed between 2012 and 2017 is provided in Appendix F.

Figure 66 Gambling Help Online - Main Gambling Activity for Clients, 2012-17, QLD

	Bingo	Card Games	Casino Table Games	Gaming Machines	Horse/ Dog Races	Keno	Lottery Products	Other	Stock Market	Sports Betting
N, clients	12	36	112	1675	399	3	28	82	2	207

Data sourced from the Office of Regulatory Policy, 2018, Gambling Help Online

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1.5 (a) (iii) Gambling Helpline

The Gambling Helpline receives a large number of calls from across Queensland and collects information regarding their clients' home region. This data is presented in Figure 67, and shows that the largest proportion of Helpline calls in Queensland come from clients in the Brisbane and Redlands region.

The Gambling Helpline also collects information from their clients about the purpose of their call, or what kind of issues led to their call. Data for the Brisbane and Redlands area shows that the main reason for client calls was for help in regard to gambling problems (Figure 69 and Figure 70). Other reasons frequently cited as a purpose for the call include intrapersonal and interpersonal problems, information, agency enquiries, financial problems and self-exclusion. Similar data for other regions such as Logan, the Gold Coast, Ipswich, Moreton Bay and the Sunshine Coast can be found in Appendix D. It is interesting to note that, in comparison to the other regions, the Brisbane and Redlands area has a much higher proportion of clients citing financial problems as a purpose for their call, although the reason for this is unclear.

Figure 67 Gambling Helpline - Number of Calls, 2012-17, South-East Queensland
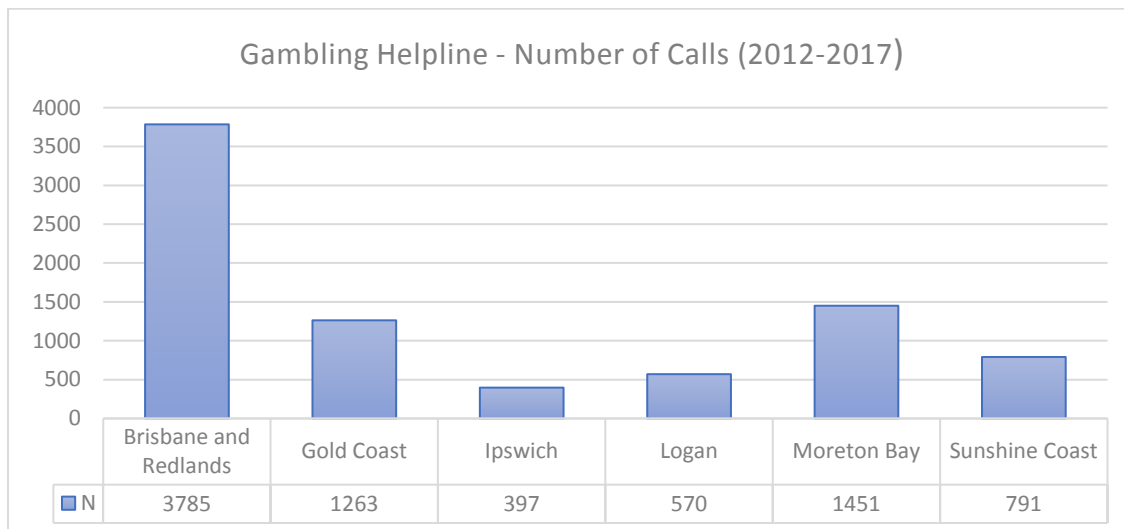
	Brisbane and Redlands	Gold Coast	Ipswich	Logan	Moreton Bay	Sunshine Coast
N	3785	1263	397	570	1451	791

Data sourced from the Office of Regulatory Policy, 2018, Gambling Helpline

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Figure 68 Gambling Helpline – Client Gender, 2012-17, South-East Queensland

Gambling Helpline - Client Gender (2012-17)

	Brisbane and Redlands	Gold Coast	Ipswich	Logan	Moreton Bay	Sunshine Coast
■ Female	1552	528	187	251	1092	397
■ Male	2160	751	202	310	350	385
■ Unknown	73	20	8	9	9	9
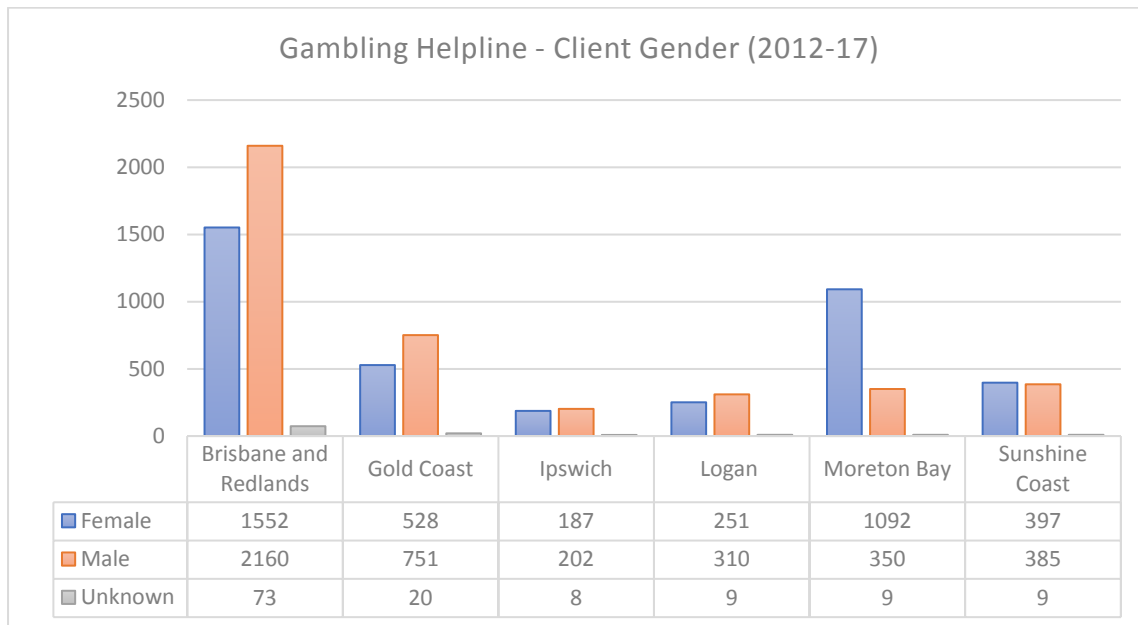
Data sourced from the Office of Regulatory Policy, 2018, Gambling Helpline

Figure 69 Gambling Helpline - Purpose of Call, 2012-15, Brisbane and Redlands
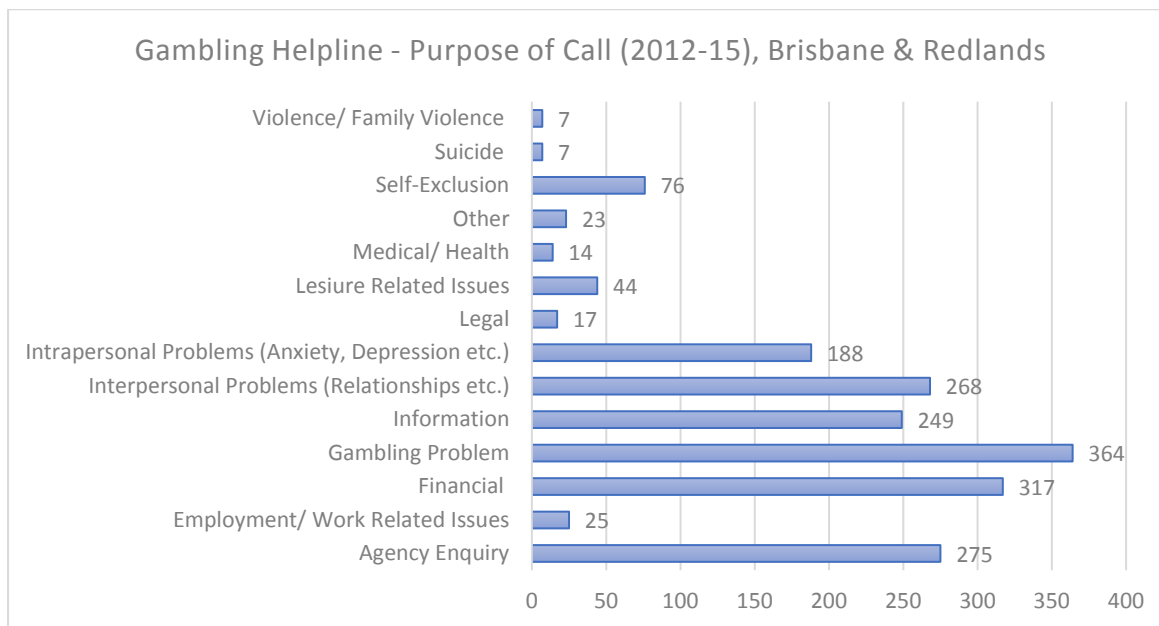
Gambling Helpline - Purpose of Call (2012-15), Brisbane & Redlands

Category	Value
Violence/ Family Violence	7
Suicide	7
Self-Exclusion	76
Other	23
Medical/ Health	14
Lesiure Related Issues	44
Legal	17
Intrapersonal Problems (Anxiety, Depression etc.)	188
Interpersonal Problems (Relationships etc.)	268
Information	249
Gambling Problem	364
Financial	317
Employment/ Work Related Issues	25
Agency Enquiry	275

Data sourced from the Office of Regulatory Policy, 2018, Gambling Helpline

**Changes in reporting categories occurred in December 2015, so some categories were removed after 2015. 2016-17 figures are reported separately in Figure 70.*

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Figure 70 Gambling Helpline - Purpose of Call, 2016-17, Brisbane and Redlands

Gambling Helpline - Purpose of Call (2016-17), Brisbane & Redlands

Category	Value
Other	21
Agency Enquiry	5
Information	77
Suicide	18
Self Exclusion	39
Financial	199
Intrapersonal Problems(Anxiety, Depression etc.)	112
Interpersonal Problems(Relationships etc.)	249
Gambling Problem	1110
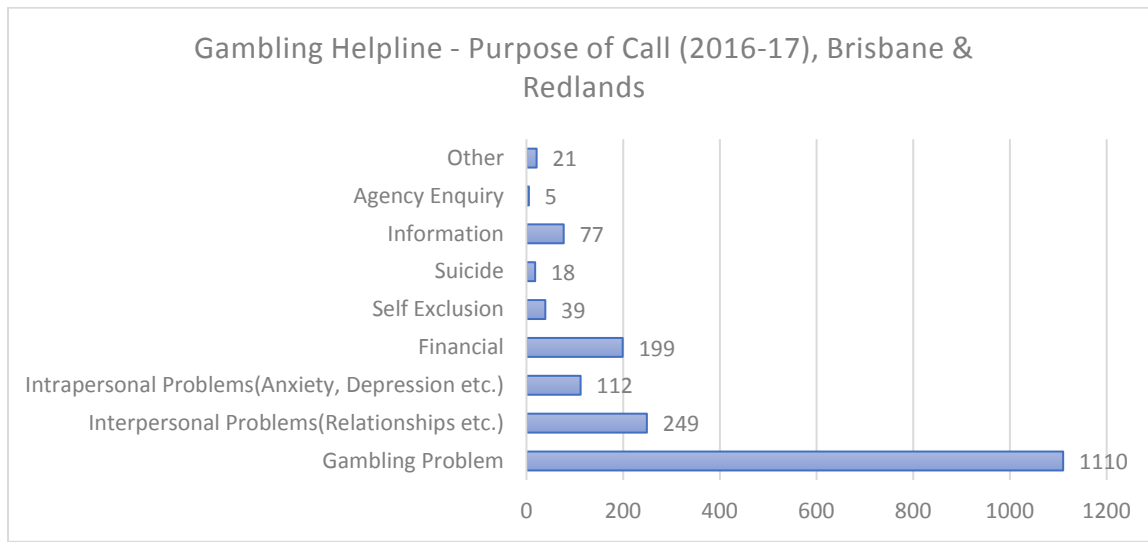
*Data sourced from the Office of Regulatory Policy, 2018, Gambling Helpline

Table 79 Gambling Helpline - Duration of Gambling 2012-17, South-East Queensland

	Less than 12months	1-2 years	3-5 years	6-10 years	More than 10 years	Unknown
Brisbane and Redlands	598	471	363	325	236	619
Gold Coast	179	156	137	98	102	201
Ipswich	64	47	42	31	42	48
Logan	94	61	59	42	51	84
Moreton Bay	170	120	73	86	557	77
Sunshine Coast	96	93	75	69	89	96

*Data from January to June 2016 is not available

**Data sourced from the Office of Regulatory Policy, 2018, Gambling Helpline

1.5 (b) Queensland

Some general information can be found in the QHGS 2016/17 related to gambling help support services for gambling-related problems. Participants are asked whether they have wanted help for problems related to their gambling, if they have tried to seek any professional or personal help, and where they would go for help if they or a family member was experiencing a gambling problem. Figure 71 shows that Problem Gamblers are the most prominent group to want help related to their gambling, but that the percentage of gamblers wanting help has been decreasing since 2006-07. Figure 72 provides the percentages of those who have tried to source professional or personal help, in the last 12 months. It is evident that Problem Gamblers have reported the highest rates of help seeking behaviour in relation to their gambling; however, across the gambling risk groups

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these rates are consistently lower than the rate of people who have wanted help, indicating that there is a significant proportion of the gambling population wanting help but not seeking it out.

Figure 71 QHGS 216/17 - Percentage who responded 'yes' to the question 'In the last 12 months have you wanted help for problems related to your gambling?', by gambling risk group

"In the last 12 months have you wanted help for problems related to your gambling?", % of gambling group who responded 'yes'

Risk Group	2006-07	2008-09	2011-12	2016-17
Low-Risk	1.4	1.2	1.1	0.7
Moderate-Risk	6.3	6.4	4.4	2.2
Problem Gambler	47.6	39.8	39.6	29.7
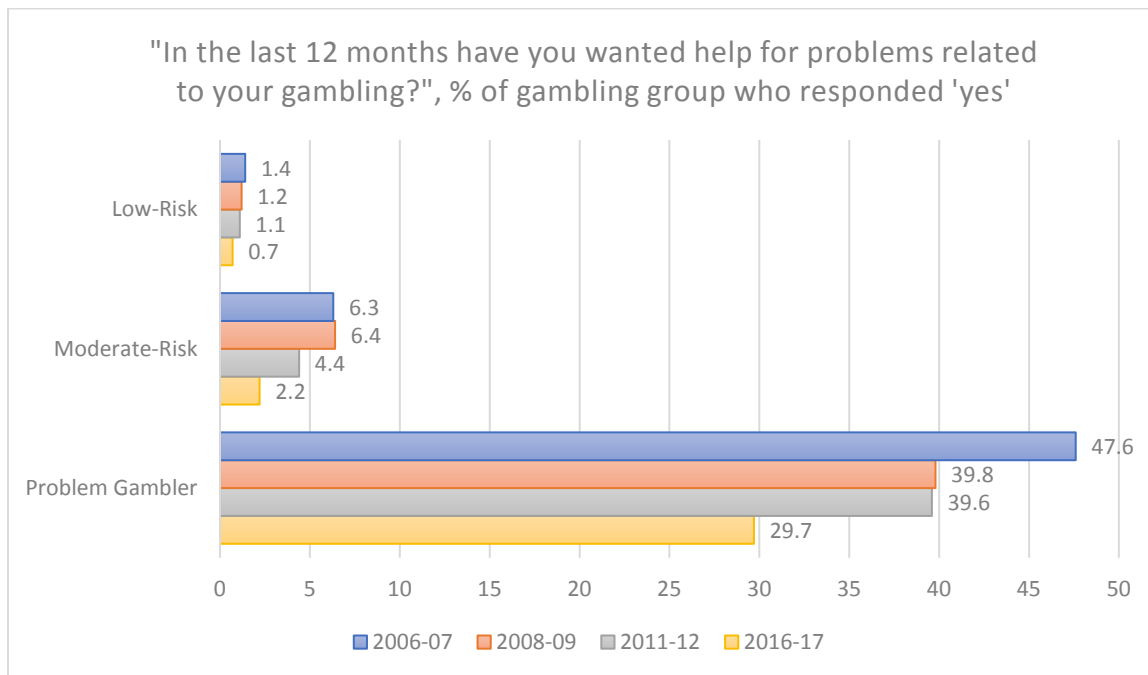
Data sourced from the Queensland Household Gambling Survey (2016/17)

Figure 72 QHGS 216/17 - Percentage who responded 'yes' to the question 'In the last 12 months have you tried to get any sort of help for problems related to your gambling, such as professional or personal help?', by gambling risk group

"In the last 12 months have you tried to get any sort of help for problems related to your gambling, such as professional or personal help?', % of gambling group who responded 'yes'

Risk Group	2006-07	2008-09	2011-12	2016-17
Low-Risk	0.7	1.0	0.2	0.0
Moderate-Risk	2.2	3.5	2.8	2.1
Problem Gambler	28.4	18.3	17.0	20.0

Data sourced from the Queensland Household Gambling Survey (2016/17)

The QHGS 2011/12 & 2016/17 also asks gamblers if they or a family member had a problem with gambling, where they would go for help with that problem. The majority of participants reported they would contact a gambling helpline, gamblers anonymous, family or friends or the internet (Figure 73). Most of the Low-Risk,

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Moderate-Risk and Problem Gamblers also responded that they would prefer to receive face-to-face counselling for problems related to gambling (Figure 74).

Figure 73 QHGS 2011/12 & 2016/17 - Responses to the question 'If you or a member of your family were experiencing a problem with gambling, where would you go for help with that problem?', Low risk, moderate risk and problem gamblers (%)
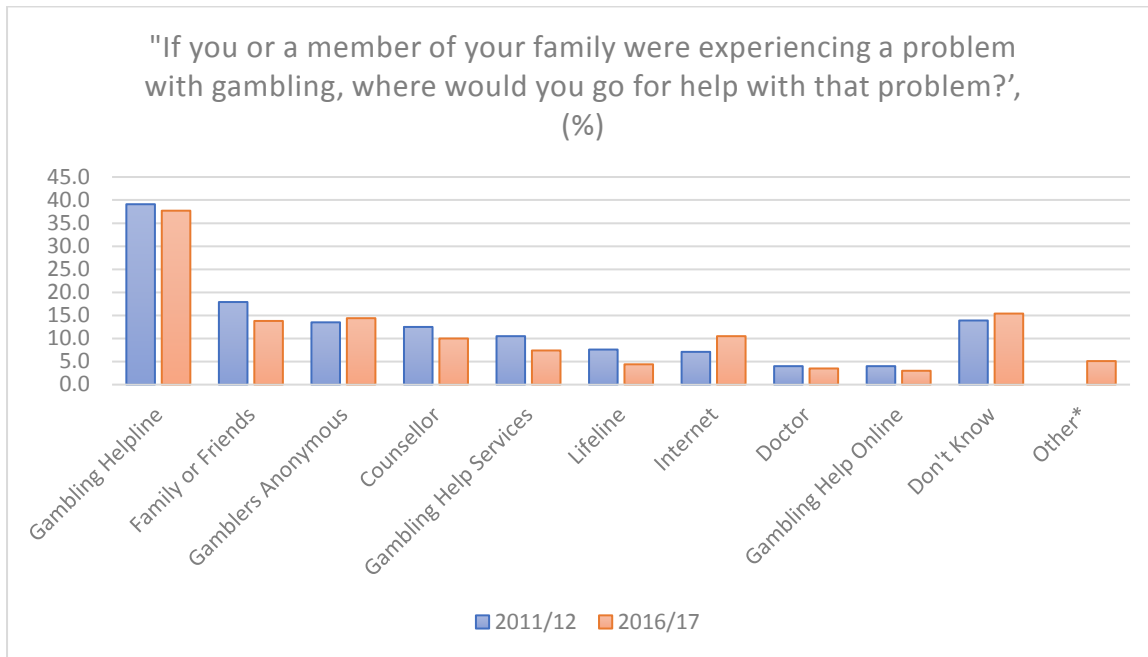
The 'other' response option was not available in the 2011/12 survey

**Data sourced from the Queensland Household Gambling Survey (2011/12 & 2016/17)*

Figure 74 QHGS 2011/12 & 2016/17 - Responses to the question 'If you were to have a problem with gambling or someone you knew had a problem with gambling, how would you prefer to receive help?' Low risk, moderate risk and problem gamblers (%)
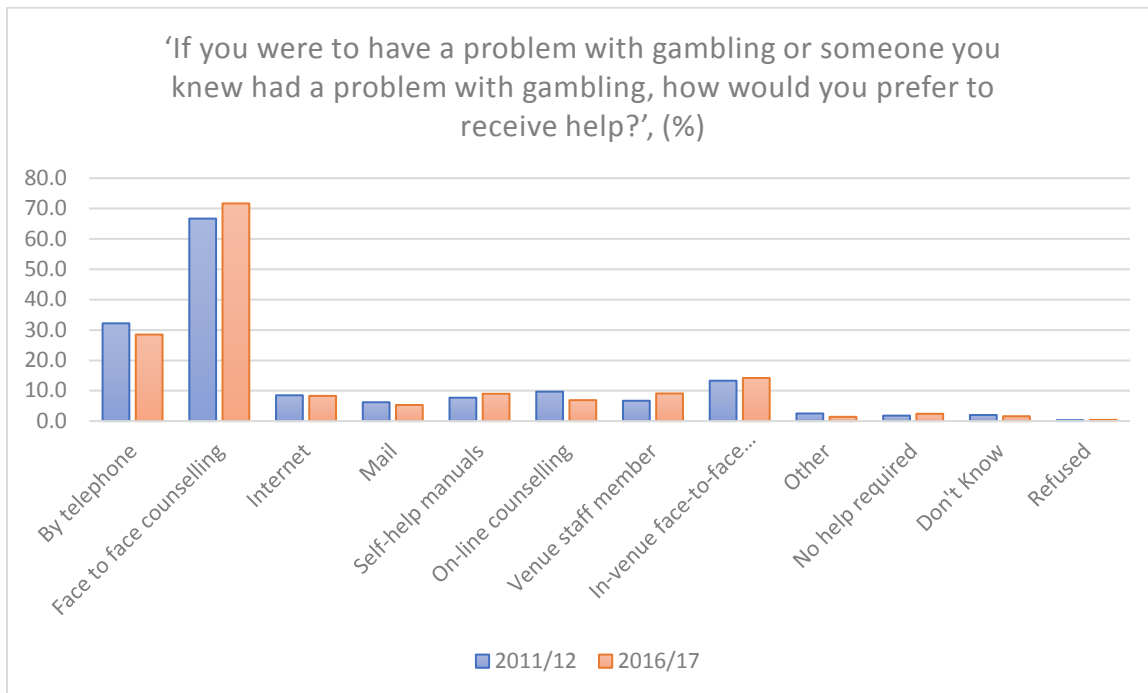
Data sourced from the Queensland Household Gambling Survey (2011/12 & 2016/17)

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Monitoring the client intake numbers of the various help services in the years pre and post-QWB opening, especially in those services which record the main problematic gambling venue, is one way of assessing changes in gambling harm stemming from the casino. However, given the considerable variability or uncertainty in the client intake numbers over time, it would require significant changes in these numbers for current data collection procedures to be able to capture this impact with a reasonable degree of confidence (any changes are likely to be within the sampling error).

While help service data is a useful source of information, it does not capture those who, due to language, cultural or religious reasons, seek help through other avenues. There are likely a proportion of help-seekers who are not being picked up in prevalence surveys or though help-service datasets. This is particularly evident for Asian cultural groups (given high Problem Gambling prevalence in these groups, see Victorian Casino and Gaming Authority, 2000), who are also known to favour casinos gambling (Ministry of Health, 2007). This has a bearing on responsible gambling practices, as these groups may require different forms of intervention. It was suggested by the Gambling Impacts Advisory Committee (2018b) that further research be conducted using focus groups and consultation with community leaders. Further, an analysis of help seeking via private psychologists would provide insight into the types of gamblers seeking help through these means.

1.6 Impact of QWB on Gambling in Queensland

*Aligns with **Projected Impact** Questions 1, 2 & 3 of the Study Plan-*

Question 1: How will the increase in EGMs effect Queensland and Brisbane's levels of gambling and the quality of life?

a. for Problem Gamblers

b. for binge gamblers

c. for Low and Moderate-Risk gamblers

Question 2: How will QWB affect where people in Brisbane and Queensland gamble?

Question 3: Will Problem Gambling increase due to QWB and what effect on social harm will this have in Brisbane and Queensland?

Section Overview

Key Results and Data

- The *Gambling Impacts Survey* found that approximately a quarter (26.6%) of Gamblers anticipate that they will spend less time at their current gambling venues once QWB Casino opens.

- An estimated 64.7% of Problem Gamblers from the *GIS* indicated that they are 'somewhat likely' or 'extremely likely' to gamble at QWB Casino, compared to only 31.1% of Recreational Gamblers.

- Most Recreational, Low-Risk and Moderate Risk Gamblers in Brisbane indicated that they were likely to visit the new QWB Casino only 1-2 times per year. Approximately 26.7% of Moderate-Risk, and 46.6% of Problem Gamblers indicated they would likely visit QWB Casino 1-2 times per month.

- The gambling facilities were selected as an attractive prospect for almost 10% of **Non-Gamblers** in the *GIS.* This suggests that there are a proportion of non-gamblers who may engage in gambling as a result of the QWB Casino.

- There are currently 9.87 EGMs per 1000 adults in South East QLD. After the incorporation of 1000 extra EGMs at QWB Casino, this number rises to 10.27 EGMs per 1000 adults, exceeding the upper limit of the 'safe' saturation threshold (7-10 EGMs per 1000 adults) suggested by Community Sector Members of the Qld Responsible Gambling Advisory Committee (2009).

- Using a range of conservative estimates, the potential availability of an additional 1,000 EGMs at QWB Casino could result in an additional 300 Problem Gamblers in Brisbane/Queensland. This has the potential to increase the social cost of gambling in Brisbane/Queensland by $18.4 Million, annually. This is a substantial impact arising from a single venue and does not take into account any possible impacts arising from: changes in the prevalence rate of Moderate-Risk Gamblers; social costs associated with the provision of additional Table Games/MTGMs; changes in the distribution of harm between demographic groups; and more broadly harm experienced by all gamblers, including Low-Risk Gamblers. Inclusion of these factors is likely to increase the social costs of gambling relating to QWB Casino.

- There is some evidence that increasing EGM density by 10% leads to a 7.4% - 9.4% increase in new problem gambling help service clients. If QWB Casino fulfils its capacity for an additional 1000 EGMs, this will be approximately a 9% increase in current EGM density per 1000 adults in Brisbane.

Cont. below

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Section Overview - Continued

Key Implications

- While the QWB Casino has been advertised as a major tourism draw, Star Entertainment Group have noted that it intends to significantly increase revenue from the domestic market. In particular, `Asian born' residents appear to be a particular demographic of interest for QWB Casino and represent a demographic market for significant growth opportunities over the next few years. However, this particular ethnic group is not commonly picked up in gambling prevalence surveys (including the *GIS*), and do not generally utilise formal help services. Thus, this group may be experiencing harm from gambling that is not being captured using current data sources.

- Previous research indicates that living in close proximity to a casino is associated with higher rates of problem gambling, compared to those who live further away from a casino.

- With the relatively large number of EGMs and Table Games licensed for QWB, there is the potential for gaming equipment to dominate the physical space and exacerbate arousal levels. Changes to the physical layout could be considered by the venue to ensure that gaming areas, particularly those containing EGMs, are not creating an environment that is associated with less favourable psychological states.

- There is strong evidence that substantial transitions occur between the gambling risk groups. There is therefore a reasonable likelihood that post-QWB there will be changes in the current distribution of the risk groups in the Brisbane and QLD populations. Some of these changes will include non-gamblers becoming Recreational Gamblers, but also a small proportion of movement from the lower risk groups into the higher risk groups.

- Overall, there is a reasonable likelihood that QWB Casino will increase the current prevalence rates for Problem Gamblers in Brisbane a short time after opening. This is based on a wide variety of research that shows significant relationships between increases in EGM density and increases in Problem Gambling prevalence, along with findings that the opening of a casino is related to an initial increase in prevalence. However, research also shows that at least a portion of this increase may not be sustained in the long term, and may drop-off once any novelty effect dissipates and adaptation occurs.

Assessing Change and Future Directions

- Assessing the impacts of QWB Casino on gambling in Brisbane and QLD will require further research. This will include analysis of changes in prevalence rates, changes in expenditure, and changes in gambling activity participation and venue patronage, along with assessing changes in the harms that are being experienced. This is able to be achieved through the methods described in *Sections 1.1 – 1.3*, and include repeat waves of the *Gambling Impacts Survey* prior to the opening of QWB, and 1 or 2 years and 5 years post-opening.

- Further analysis of help services data, post-opening of QWB Casino may help identify changes occurring in those with more severe gambling problems (*see Section 1.5*).

- In order to understand the effect of QWB Casino on the Asian-born population, which is a key demographic for the casino, it is necessary to conduct further research in the form of focus groups and interviews with community leaders.

Cont. below

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1.6 (a) Brisbane

1.6 (a)(i) Background

A number of studies have been conducted internationally to assess the impacts of casino gambling and the effects of introducing a casino into an area. The results of these studies have been inconsistent (Blue Thorn Research, Population Health Promotion Associates, PFIA Corporation, & Williams, 2007; Ladouceur, 2006; Volberg, Williams, Stanek, Zorn and Mazar, 2017). Factors that are likely to influence these results and could account for the inconsistency include: existing gambling exposure in the jurisdiction; gambling activity availability and density; placement and accessibility of the venue and individual venue characteristics; along with methodological issues such as using different instruments to classify the gambling groups (pertinent differences are highlighted in the below discussion).

The new QWB precinct is intended to be a major international and domestic tourist draw, and to bring in a large number of international VIP's to the new Casino. In 2018, Star Entertainment provided a presentation to investors that highlighted some pertinent information regarding their projections for the new QWB precinct and Casino. In a section of this presentation relating to the current domestic market opportunities it was noted that they intend to increase their revenue from current customers from a ~30% share of the ~$3bn wallet, up to a potential ~50% share (The Star Entertainment Group, 2018). Thus, one of the intended effects of the new QWB Casino is to see substantial growth in the domestic market, in what Star Entertainment has labelled an "under-penetrated market" (i.e. slot and table spend in Brisbane up to 50% below Australian peers [The Star Entertainment Group, 2018]). The impact of such an increase in the domestic market and the ability of current responsible gambling practices, provision of help services, etc. to respond to such an increase is uncertain, but it may be useful to draw upon the experiences and practices of other venues of a similar size and nature, such as Crown Casino in Melbourne.

Star Entertainment Group have also highlighted the intention to boost international tourism, particularly through attracting overseas Asian (predominantly Chinese) patrons. Previous studies and literature have noted that Asian gamblers do not predominantly play EGMs, instead favouring casino table games (Ministry of Health, 2007; Lam, 2012; Liu & Wan, 2011). Markham and Young (2014) make the point then, that the disproportionate number of EGMs to table games at a new casino shows the intention of the venue to derive profit from local clientele instead. Similarities can be drawn to the QWB Casino, where the number of available EGMs licensed to be operating substantively outweighs the number of table games on offer. From this it appears likely that a significant portion of the revenue of QWB Casino will be derived from local South-East Queensland residents.

The likely proportion of revenue that will be derived from local clientele can also be supported by data highlighting the actual revenue proportion from international VIPs. In The Allen Consulting Group report (2009) it was stated that international VIPs spent $533 million on casino gambling in 2007-08. Using figures from the Australian Gambling Statistics 34th Edition (QLD Government Statisticians Office, 2018), casino expenditure was $3,210.923 million in that year, meaning that international VIPs contributed only approximately 16.5%.

Further information from the Star Entertainment Group (2018a) Investor Presentation reveals numerous references to the domestic Asian gambling market. For example, Star Entertainment Group mentions that one of the QWB market drivers is the attractive population mix, which comprises of 7.4% Asians, which has increased by 28% over 2011-16, and makes comparison to the Asian-born share of the population in Melbourne. Thus, a particular demographic of interest from the report appears to be Asian residents, who have been observed to show an inclination for playing table games. Whilst Star Entertainment Group have commented (Gambling Impacts Advisory Committee, 2018b) that this demographic group is not a target demographic *per se*, they are clearly of interest as a key market.

Further, there are a number of reasons why this particular demographic group are of concern with regards to gambling, which has been noted throughout this report. Traditionally, people of Asian ethnicity are not picked up in prevalence surveys (e.g. a lack of engagement with surveys due to cultural and language reasons), and do not generally utilise formal help services. As noted previously, if help is needed this group are more likely to access resources provided by community centres and/or informally through family connections, and therefore the harm that is being sustained is not being accurately captured through current data collection methods (see *Section 1.5*). While it may be that those of Asian ethnicity are identifying as Australian in prevalence surveys, this appears to be unlikely. A more multi-cultural focus on harm minimisation may therefore need to be considered, especially if it is expected that there will be a large share of the residential Asian gambling market frequenting the new QWB Casino. Further research looking into the effect of gambling on this ethnic group may be of use when considering the implementation of harm minimisation strategies.

Another group that is of particular interest to the QWB Casino is gamblers who are aged 25-34 years old (Gambling Impacts Advisory Committee, 2018b). This group is shown to have relatively higher rates of Problem Gambling than other age demographics (see *Section 1.1*), and so these patrons of the Casino may be at a higher risk of sustaining harm.

1.6 (a)(ii) Changes in Electronic Gaming Machine Density, Gambling Activity/Venue Availability and Market Saturation

As previously mentioned, several studies have found that EGMs are the main gambling activity responsible for a large proportion of harm that occurs as a result of gambling. The impact of the introduction of additional EGMs and MTGMs into the gambling market depends on many factors including: where the products are located; the venue type; current market saturation levels; the demographics of the population; and adequacy of responsible gambling practices.

In terms of where products are located and venue type, as Section 1.3 made note, while a significant proportion of EGM players do play at a Casino, they more frequently play at Clubs/Hotels, and many play *only* at Club/Hotels. Electronic Gaming Machines, and other continuous form of gambling such as automated table games, have been associated with higher levels of control problems and disassociation during play. Utilising QLD data, The Productivity Commission (2010, Vol. 1, Figure 4.3) showed that the more frequently a person plays EGMs per year, the more likely they are to experience control problems. Other research has also highlighted that gambling related harm is more common in socio-economically deprived areas (Tu, Gray, & Walton, 2014).

Given that QWB Casino is not in a socio-economically disadvantaged area, and considering that people gamble on EGMs less frequently at a casino compared to clubs/hotels (see *Section 1.3*), it is therefore reasonable to suggest that the placement of the additional EGMs into the QWB Casino may be preferable to a comparable increase in EGMs distributed among Brisbane clubs/hotels in socio-economically disadvantaged areas. Further, given the superior resources able to be committed to responsible gambling practices and harm minimisation at a casino, there is some evidence to suggest that the casino environment is preferable to clubs/hotels in general (See also *Sections 3.1 – 3.5*). However, this is not to say that additional EGMs at the Casino will not have an impact on gambling related harm, but it is relevant to point out that there are likely to be differing degrees of impact or harm depending on the environment in which EGMs are placed.

The Productivity Commission (2010, Vol. 2; Productivity Commission, 1999) discussed the effects of increasing the density of gaming machines in an area, and concluded that while there are multiple factors that can influence the level of harm that arises from an increase in machine density, overall, increases in density are strongly associated with increased prevalence of Problem Gambling.

A study by Storer, Abbott and Stubbs (2009) analysed EGM density and Problem Gambling prevalence and found that problem gambling increases at a rate of 0.8 Problem Gamblers for each additional EGM that is introduced (categorising Problem Gamblers using SOGS5+), and that there was no significant drop-off effect when EGM density reached a certain point (at least within the density parameters used within the study). Another study undertaken for the Queensland population found similar effects (accounting for the Problem Gambler measurement differences between the SOGS5+ and the CPGI) of an increase in 0.3 Problem Gamblers per additional EGM, as measured using the CPGI (Stubbs and Associates, 2009), but found no relationship between increases in EGMs and increases in Low-Risk or Moderate-Risk Gamblers.

As the QWB Casino increase in EGM density and exposure is occurring in a community that already has access to a casino (compared to a population previously underexposed to gambling) the actual level of increase in Problem Gambling will be relatively smaller. However, even small increases (and decreases) in Problem Gambling levels can have substantial effects on the social costs associated with gambling (see *Section 1.4 – Social Cost of Gambling*). As the increase in EGMs will be occurring solely in a single Casino venue, which has a higher level of resources able to be dedicated to responsible gambling and harm minimisation (see *Sections 3.1-3.5*), this report makes use of the lower estimate of an increase in Problem Gamblers from the range provided above. This estimated increase should be considered to be conservative, as it only accounts for the additional Problem Gamblers that could result from the increased density and exposure associated with EGMs. The new casino will also be licensed to operate a significantly greater number of table games and MTGMs, which are likely to have an impact on problem gambling rates. This impact will be particularly felt by demographic groups preferring these activities (Forest & Wardle, 2011; Venuleo, Salvatore & Mossi, 2015; Loo, Raylu & Oei, 2008; see also, Section 1.5 (a)).

Using the more conservative estimate of an increase of 0.3 Problem Gamblers per each additional EGM (Stubbs and Associates, 2009; Storer, Abbott and Stubbs, 2009), combined with the potential 1000 extra EGMs that the QWB Casino is licensed to provide, results in an additional 300 Problem Gamblers in Brisbane/SEQ, depending on the defined catchment of QWB Casino. Taking into account the 0.51% prevalence rate of Problem Gamblers in Queensland (using a QLD benchmark of 3,575,827 people; QHGS, 2016/17) there are currently 18,236.72 Problem Gamblers in Queensland. Adding 300 more Problem Gamblers would be an increase of 1.6% on the number of existing Problem Gamblers, increasing the State prevalence from 0.5100% to between 0.5184%.

If the same effect is seen only in the Brisbane population (using a benchmark of 1,753,988 people, QHGS 2017/17), adding 300 additional Problem Gamblers in this catchment would increase the current prevalence by 2.7%. This would increase Brisbane Problem Gambler prevalence from 0.6000% to 0.6171%. This increase, however, is unlikely to be captured with any degree of confidence or certainty from prevalence surveys such as QHGS or potentially in the *GIS*. The main reason for this is the large sampling error involved in these surveys particularly for the relatively small numbers typically seen in the problem gambling group. See *Section 1.1(d)* of this report for further discussion on this issue.

While these levels of increase in the prevalence of Problem Gamblers may appear to be very small, the increase in current levels could have a large effect considering the level of harm and social cost attached to each Problem Gambler. As seen above in Section 1.4, the social cost per Problem Gambler in Victoria is relatively high at $66,560 per year (Browne et al, 2017), or $61,370 annually using estimates for the QLD population. Therefore, the 300 additional Problem Gamblers associated with the increased number of EGMs at QWB Casino could potentially increase the social cost of gambling in Brisbane/Queensland by approximately $18.4 Million, annually. This is a substantial impact arising from a single venue, using a conservative estimate, and does not take into account any possible impacts arising from: changes in the prevalence rate of Moderate-Risk Gamblers; social costs associated with the provision of additional Table Games/MTGMs; changes in the distribution of harm between demographic groups; and harm experienced more broadly by all gamblers, including the lower risk groups. While cost estimates for these factors are not able to be reliably calculated from the current data, these factors have the potential to further increase the social costs associated with the QWB Casino.

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Some evidence suggests that an increase in the density of EGMs in an area is not associated with an increase in the prevalence of Moderate-Risk Gamblers (Stubbs and Associates, 2009). However the majority of past research has tended to focus on identifying changes in the Problem Gambling group with outcomes and measures designed to capture this. It is reasonable to conclude on the basis of evidence associated with transitions between the gambling risk groups (see below) and evidence around accessibility and increased availability (see also *Section 3.1 (d)*), that increases are unlikely to be seen in the Problem Gambling group alone. In this respect, gamblers do not become Problem Gamblers overnight, instead there is more likely to be progression along a continuum of worsening risk (Zapelli (2003; see also SACES & University of Adelaide, 2005 for a review of multiple definitions), and it is along this continuum that QWB is likely to also have an impact.

Abbott (2006) found that the relationship between increased EGM density and problem gambling weakened at between 6-10 EGMs per 1000 adults. However, the results of the study mentioned above by Storer, Abbott and Stubbs (2009) suggested a much higher threshold, with increases in Problem Gambling associated with increased density becoming limited when additional EGMs were at a level of 0.10 EGMs per person (i.e. 100 EGMs per 1000 adults).

Gaming Machine density has also been positively correlated with increased calls to help services (Barratt, Livingston, & Matthews, 2015), with the Productivity Commission (1999) estimating for every 10% increase in gaming machine density there would be a 7.4% - 9.4% increase in new problem gambling help service clients. However, this estimate varies based on the existing machine density, and was constructed using a small sample, so should be considered indicative only. Previous research has further drawn parallels between machine density and higher per capita gaming machine expenditure (Victorian Competition and Efficiency Commission, 2012), although noting that this interaction is likely also affected by proximity of gaming venues (Productivity Commission, 2010, Vol. 2). The figures below (Figure 75, Figure 76 & Figure 77) show the current density of gambling venues with EGMs in Inner Brisbane, Regional Brisbane, and the Gold Coast.

The findings of the studies mentioned above relate to the effects of an increase in the availability of EGMs into the general community, and were not particular to a casino venue. Other studies have examined the effect of increasing casino availability and have found different results. Blue Thorn Research, Population Health Promotion Associates, PFIA Corporation, & Williams (2007) assessed the impacts following the opening of casinos in four British Columbian communities. This study found that in three communities where there was less local awareness of the existence of the new venues, no significant increase in Moderate-Risk or Problem Gambling was found. However, for the Langley venue, where awareness of the new venue was approximately 97%-98% of the people surveyed, there was a statistically significant increase in the prevalence of Moderate-Risk Gambling (although not Problem Gambling), with 17% of the casino patrons indicating that the casino had increased their participation in gambling. For a venue such as QWB Casino, which is highly accessible, placed directly in the Brisbane CBD, and will be highly publicised, it is likely that the impact will be closer to that of the Langley venue rather than the other communities. Accessibility of a casino was further related to increases in problematic gambling in Welte, Wieczorek, Barnes, Tidwell and Hoffman (2004), which found that respondents who lived within 10 miles (approx. 16km) of a casino had more than double the rates of pathological or problem gambling when compared to respondents who lived further away.

A study by Jacques and Ladouceur (2006) utilised a longitudinal design to look at the prevalence of problem and pathological gambling before the opening of a casino, then again 1-, 2- and 4-years post opening. In this study there was an initial increase in the prevalence of problem gambling 1 year after the opening of the casino, compared to a control population, but these effects were not sustained in the 2- and 4-year follow-ups. These results did not support the researchers' initial hypothesis, and they subsequently proposed a "regional exposure model" as a possible explanation for this, in which novelty effects of a new product eventually drop off, with gamblers adapting and the initially observed increases declining over time. This 'novelty effect' and adaptation theories were discussed in the Productivity Commission Report (2010) and studied by Storer, Abbott and Stubbs (2009) who found that the prevalence of problem gambling decreases by approximately 0.09% per year for a given stable EGM density. However, it should be noted that the effects of density and any adaptation effects may be somewhat mitigated if 'novelty' is maintained though new machine features, products and other initiatives. This is important for assessing the long-term effects of the QWB Casino. In particular, if there was to

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be an initial rise in problem gambling due to QWB Casino, but this effect then dissipated over time, this would influence the type of interventions and harm minimisation strategies that would be most effective to employ.

There is however some uncertainty around the applicability of broader adaptation theory. Some studies have found that even when gambling participation and expenditure have decreased, the prevalence of problem gambling has plateaued or even increased (Abbott, Stone, Billi & Yeung, 2016), as was the case in Victoria. This has been attributed to the accumulation of past Problem Gamblers and relapsing Problem Gamblers (Abbott, Romild & Volberg, 2018), which also has implications for harm minimisation. Currently in QLD there are few measures in place that focus on relapsing Problem Gamblers. Most of the measures for Problem Gamblers focus on attempting to stop current gamblers in the acute phase of a gambling problem from engaging in gambling activities. It is important that more research is conducted to understand why, in some jurisdictions, even though people are gambling less (even those demographic groups who are more at risk of developing a gambling problem) the prevalence of problem gambling is not decreasing.

There is substantial evidence that significant movement or transitions occur between the gambling risk groups (see for example Billi, Stone, Marden &Yeung, 2014), meaning that increases in any of the lower risk groups will likely be associated with changes in the prevalence of the higher risk groups. This is supported by a longitudinal study of gambling in Massachusetts by Volberg, Williams, Stanek, Zorn and Mazar (2017) which has currently undergone its second wave of data collection and analysis, and is examining changes in gambling prevalence rates and transitions between the gambling groups after the introduction of a casino. While this study was undertaken in an area that did not already have an operating casino, the results still provide useful context for assessing the potential effects of increasing casino availability in an area. The study results found important transitions between the gambling groups between the first two waves of the study, during which the Plainridge Park Casino opened. Overall, 14.5% of participants transitioned into a more severe gambling group between wave 1 and wave 2 of the study. In particular, 10.4% of Recreational Gamblers transitioned into At-Risk Gamblers, and 9.4% of the existing At-Risk Gamblers transitioned into Problem Gamblers. Further, 34.1% of Non-Gamblers moved into the Recreational Gambling group. How much of this is directly attributable to the existence of the newly opened casino in Massachusetts is unclear at present, but it does illustrate how the opening of a casino can increase gambling participation in the population and result in changes to behaviour. If similar types of movements result from the opening of the QWB Casino, there could be an increase in new gamblers as well as gamblers in the higher risk groups.

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Figure 75 Gambling Venues with EGMs in Inner Brisbane
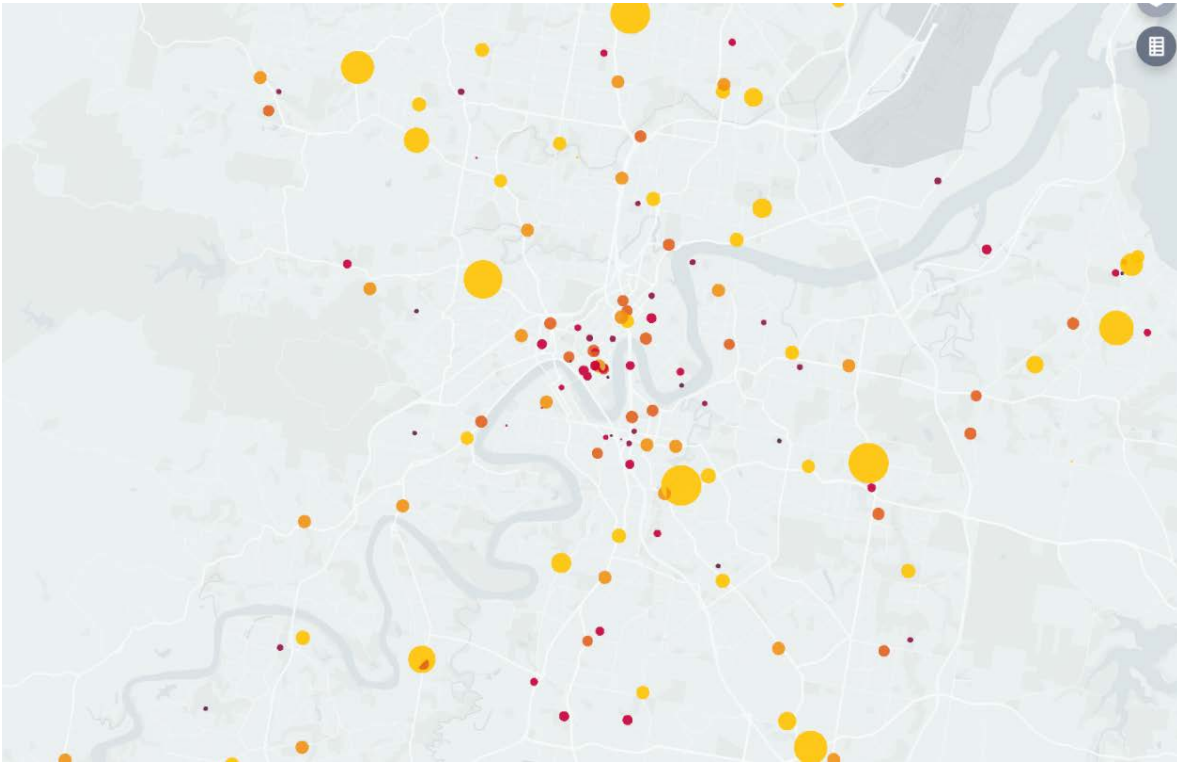
Larger circles represent more EGMs at that venue

Figure 76 Gambling Venues with EGMs in Regional Brisbane and South East Queensland

Larger circles represent more EGMs at that venue

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Figure 77 Gambling Venues with EGMs in the Gold Coast
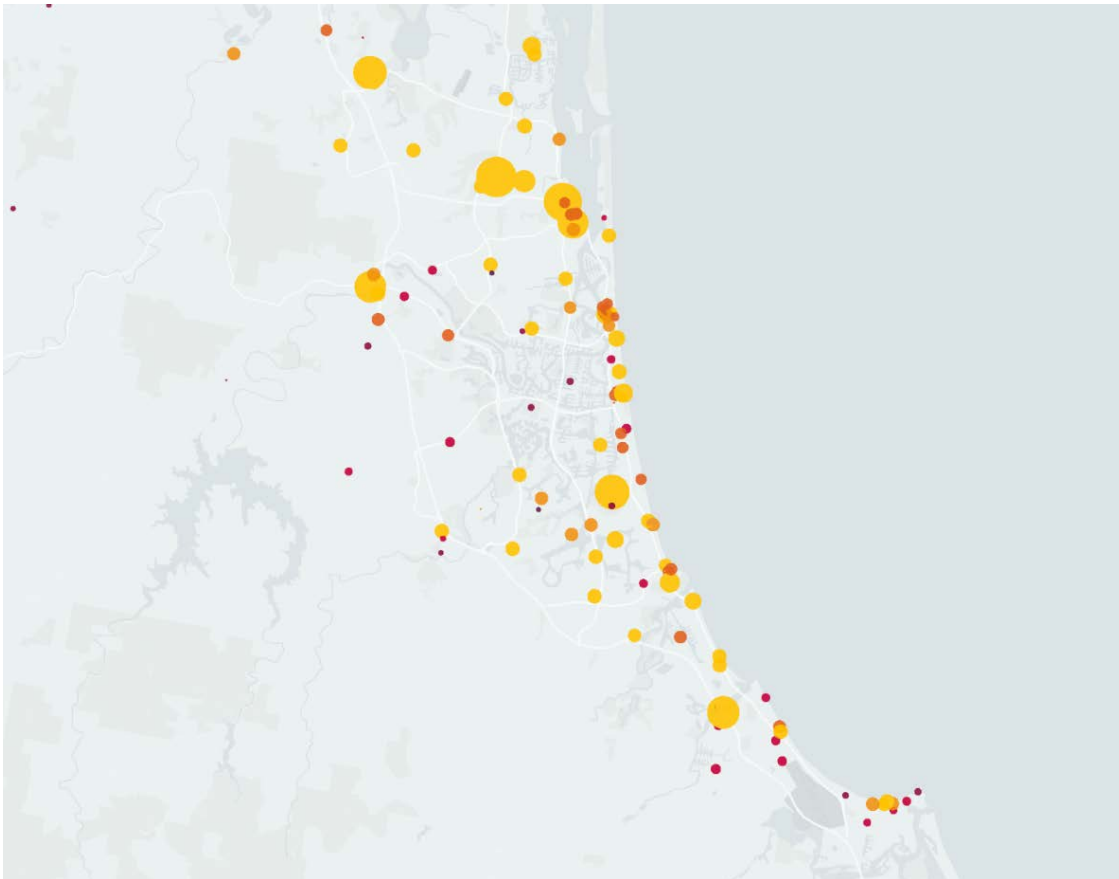
Larger circles represent more EGMs at that venue

The Gambling Impacts Advisory Committee (2018b), noted that the impact of EGMs will depend on the degree of saturation maturity in the Brisbane EGM market. The Productivity Commission (2010) remarked, in cases where the market has achieved saturation, the link between harm and machine density is weakened. Thus, the introduction of further machines into a saturated market, especially at a single venue, may only have a limited impact. Evidence for a saturated EGM market was supported by a recent report by Synergies Economic Consulting (2016), which used a saturation index to show that the Queensland gambling market is mature and approaching saturation. This report showed that gambling expenditure has remained relatively steady since 2005-06 even though population levels have been rising. The report suggested that QWB Casino and the additional EGMs will not necessarily increase gambling participation in Queensland, but rather that competition for current gamblers in the mature market will cause a shift in venue visitation from clubs/hotels to the Casino. However, as mentioned previously, a different view has been presented by Star Entertainment, which by using comparisons to the gambling figures from other States indicated that the market is not saturated and that there is room for significant growth in the domestic market (The Star Entertainment Group Limited, 2018a). As both groups have a vested interest in presenting different perspectives to the current market condition, it is unclear at this stage which market condition will prevail. We note though that if the current market conditions (particularly for EGMs) are not saturated and a significant expansion in the domestic market eventuates, for various reasons outlined earlier, this is likely to result in greater harm and costs to the community.

Australian and international research into 'safe' levels of EGM saturation in a community have provided estimates of 7-10 EGMs per 1000 adults (Community Sector Members of the Qld Responsible Gambling Advisory Committee, 2009). In terms of safe levels,

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There are currently 5.84 EGMs per 1000 adults in Brisbane, and approximately 13.1 EGMs per 1000 adults in QLD. However, considering the catchment of the QWB Casino, South East QLD statistics likely to provide a better indication of the area that will be affected by the increase. Partitioning out the number of EGMs in South East Queensland, there are currently 21,212 operational EGMs in clubs and hotels (approved for 22,798 total). This figure rises to 24,398 when including the EGMs in the Treasury Casino and The Star Gold Coast. Assuming a South East Queensland adult population of 2,471,996 (drawn from the QHGS 2016/17), this provides an estimate of 9.87 EGMs per 1000 adults. This figure is already very close to the upper 'safe' saturation threshold. After the incorporation of 1000 extra EGMs at QWB Casino, this number rises to 10.27 EGMs per 1000 adults, exceeding the upper limit of the 'safe' threshold stated by Community Sector Members of the Qld Responsible Gambling Advisory Committee (2009). While this upper limit is intended to be used as a guide and not a hard cut-off point, these figures show that saturation is already at a level where the introduction of more EGMs has the potential to cause an increase in gambling related problems. It should also be noted that these figures are based upon current adult population levels, and that population growth by 2022 will likely result in a slightly lower saturation level.

1.6 (a) (iii) Risk factors that are higher at casinos

There are particular characteristics of a casino venue that make the gambling environment different than in other venues, such as a local club or hotel. While the casino regulatory environment and resources dedicated to responsible gambling are often superior at a casino (See *Sections 3.1 – 3.5*), there are venue specific characteristics that may contribute to an increased risk of harm. For example, the size of the 'crowd' at a gambling venue can have an effect on speed and intensity of betting. This effect was shown in Rockloff (2010), which found that in the presence of a larger crowd, gamblers tended to bet faster, for more trials, and with a lower final payout. Larger venues, such as a casino, that have bigger crowds therefore may be more at risk of exacerbating this style of play that is more harmful compared to smaller venues.

The exact style and interior layout of the QWB Casino is currently not publically available. Previous research has highlighted that particular styles of layout within a casino can also affect levels of arousal and intentions to gamble (Kranes, 1995; Friedman, 2000; Finlay, Kanetkar, Londerville, Marmurek & Harvey, 2004). While harm is potentially able to be sustained at any style of gambling venue, layouts that emphasise gambling equipment and spaces that create feelings of isolation (referred to Friedman Design casinos (Friedman, 2000)) have been associated with patrons feeling more aroused and dominated with higher intentions to gamble, and lower levels of restoration (Finlay, Kanetkar, Londerville, Marmurek & Harvey, 2004). With the relatively large number of EGMs and Table Games licensed for QWB, there is the potential for gaming equipment to dominate the physical space and exacerbate arousal levels. Changes to the physical layout could be considered by the venue to ensure that gaming areas, particularly those containing EGMs, are not creating an environment that is associated with less favourable psychological states.

Casinos may also be particularly vulnerable to gambling related harm that is occurring in individuals who would not be identified as a Problem Gambler (or at Moderate Risk) in prevalence surveys. Binge Gamblers represent a unique subgroup of the gambling population, and their high intensity but intermittent style of gambling would often lead to them responding 'never' or 'rarely' on many PGSI questions. Therefore, gamblers in this group, who often spend substantial amounts per binge gambling session and sustain significant psychological harm (Nower & Blaszczynski, 2003), may not be considered to be `at risk' or identified as experiencing harm. While Binge Gamblers are not confined to casino venues, there is a reasonable basis to conclude that casinos are more likely to attract this type of gambler than clubs/hotels. This may be especially true for an integrated resort development such as QWB, where a range of day and night time recreational activities will attract many non-regular gamblers for a day or night out (See Section 1.6 (a) (iv) below). Research into this area is currently

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lacking, however the SACES (2015) report found that 19.7% of casino gamblers engage in binge gambling sessions compared to only 7.5% of non-casino gamblers. Reasons for this can perhaps be found in the literature addressing venue characteristics that are associated with higher intensity gambling and problematic gambling, such as the higher spend per session culture at casinos (SACES, 2015), the high stimulation environment (Brevers, Noël, Bechara & Vanavermaete, 2015), 24hr availability (Productivity Commission, 2010), along with other factors such as the greater range of gambling activities on offer and higher maximum bet limits. Binge gambling is often not addressed when considering gambling harm and harm minimisation, with the focus instead being directed towards Problem Gamblers. In contrast, considerable research has been conducted in relation to alcohol consumption and binge drinking, despite several similarities with gambling. More research on binge gambling is needed.

1.6 (a) (iv) Findings from the Gambling Impacts Survey on the impact of QWB on participation and behaviour

The *Gambling Impacts Survey* asked participants several questions about their intentions and opinions regarding the new QWB Casino (see Q.9.2/Q.17.2 to Q.10.7/Q.18.4, Appendix M). The purpose of these questions was to gather data relating to the projected impact of the QWB development and Casino, and assess the intentions of Brisbane Gamblers in relation to the new precinct. It can be seen in the results that a significant proportion of current gamblers are likely to visit the new QWB Casino to gamble (Table 80). This likelihood increases as the risk group severity increases, with 64.71% of Problem Gamblers indicating that they are 'somewhat likely' or 'extremely likely' to gamble at QWB Casino, compared to only 31.06% of Recreational Gamblers.

Table 80 Gambling Impacts Survey - Answers to Q.9.2/Q.17.2 "Do you think you will be likely to gamble at QWB Casino once it has opened?" by N & % of gambling group

	Extremely Unlikely	Somewhat Unlikely	Neither Likely nor Unlikely	Somewhat Likely	Extremely Likely
Recreational Gamblers	178 (29.57%)	95 (15.78%)	142 (23.59 %)	144 (23.92%)	43 (7.14%)
Low-Risk Gamblers	51 (18.41%)	43 (15.52%)	76 (27.44%)	83 (29.96%)	24 (8.66%)
Moderate-Risk Gamblers	42 (16.54%)	28 (11.02%)	53 (20.87%)	89 (35.04%)	42 (16.54%)
Problems Gamblers	10 (7.35%)	13 (9.56%)	25 (18.38%)	40 (29.41%)	48 (35.29%)
All Gamblers	281 (22.14%)	179 (14.11%)	296 (22.33%)	356 (28.05%)	157 (12.37 %)
Non-Gamblers answering on behalf of the Gambler	76 (28.15%)	46 (17.04%)	64 (23.70%)	60 (22.22%)	24 (8.89%)

*Data sourced from the Gambling Impacts Survey, 2018

**Percentages may not equal to 100% due to rounding

The *Gambling Impacts Survey* also asked participants (who indicated that they were likely to gamble at the QWB Casino) if they anticipated they would spend more or less time at their current gambling venues once the Casino opens. While the majority of participants indicated that there would be no change in the amount of time they

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spend at their current gambling venues, approximately a quarter of participants anticipate that they will spend less time at their current venues (Table 81), suggesting that there will be a potential shift of gambling clientele away from clubs/hotels to the new Casino. A similar finding was found in a report (commissioned by Clubs QLD) released by Synergy Consulting Group (Synergies Economic Consulting, 2016). For patrons who will spend less time at their current venue, whether this will mean a complete swap in the venue type or just a change in the proportion of time being spent at the different venues is unclear at this stage, although other results indicating a preference for local venues (EGM players at clubs/hotels also gamble at casino) suggest that this change will most likely not be a complete venue swap.

Table 81 Gambling Impacts Survey - Anticipated change in venue visitation post QWB Casino opening, N (%)

	More time at current venues	Less time at current venues	No Change
Gamblers	16 (3.12%)	138 (26.90%)	359 (69.98%)
Non-Gamblers	5 (5.95%)	21 (25.00%)	58 (69.05%)
Total	21 (3.52%)	159 (26.63%)	417 (69.85%)

*Data sourced from the Gambling Impacts Survey, 2018

**Percentages may not equal to 100% due to rounding

In other studies, Welte, Barnes, Wieczorek, Tidwell & Hoffman (2007) found that casino gambling is responsible for more gambling problems per day of play than other forms of off-racetrack betting, but is less responsible overall due to the pattern of less frequent visitation to this venue type. It is worth noting that the majority of Recreational, Low-Risk and Moderate-Risk Gamblers in the *Gambling Impacts Survey* stated they are likely to visit the Casino only 1-2 times per year. Problem Gamblers were the only group who indicated that they would likely gamble at QWB more than twice per week (Figure 78). As noted above, higher frequency of gameplay and venue visitation is often associated with higher likelihood of harm. Thus, an increase in visitation to the venue and subsequent harm experienced will heavily depend on the type of patrons and their potential risk profile. If a majority of new clientele are Recreational or Low-Risk Gamblers, then any harm experienced will be relatively lower (compared to the other risk groups).

Of the Gamblers who intend to gamble at the QWB Casino, less than a quarter indicated that they will be more likely to visit the casino during the day (21.05%), with most gamblers intending to visit QWB Casino in the evening, and most of these participants anticipate that they will spend only 1-2 hours gambling per visit (57.89%) (Figure 78 & Figure 79). These results provide useful context about the future behaviour of Brisbane Gamblers and the types of gamblers who will be visiting QWB Casino. Previous research shows that Problem Gamblers are more likely to gamble in the evening, with the Recreational Gamblers being the group most likely to gamble during the daytime (Sproston, Hing & Palankay, 2012, p. 66; Productivity Commission, 2010). This is reflected in the findings of *The Gambling Impacts Survey,* which also found that Recreational Gamblers were the group who had the highest proportion of participants (25.1%) indicate that they were most likely to visit the QWB Casino during the daytime (Figure 79).

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Figure 78 Gambling Impacts Survey - Anticipated Frequency of Gambling at the QWB Casino, % of gambling group
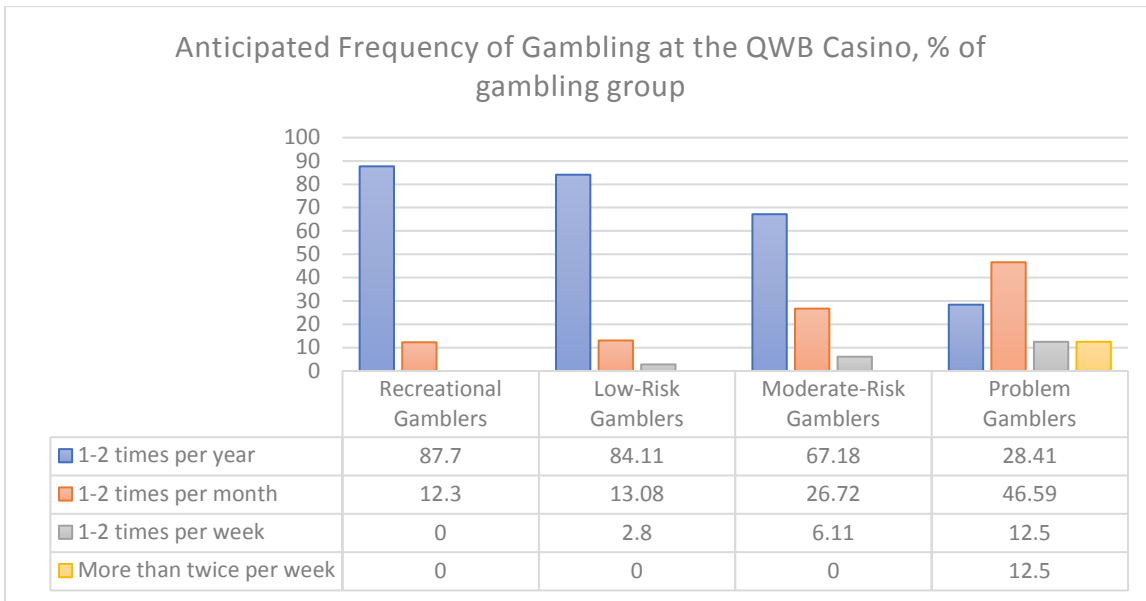
Anticipated Frequency of Gambling at the QWB Casino, % of gambling group

	Recreational Gamblers	Low-Risk Gamblers	Moderate-Risk Gamblers	Problem Gamblers
■ 1-2 times per year	87.7	84.11	67.18	28.41
■ 1-2 times per month	12.3	13.08	26.72	46.59
■ 1-2 times per week	0	2.8	6.11	12.5
■ More than twice per week	0	0	0	12.5

Data sourced from the Gambling Impacts Survey, 2018, Gamblers only

Percentages may not equal to 100% due to rounding

Figure 79 - Gambling Impacts Survey - Time of day that each of the gambling risk groups are more likely to visit QWB Casino (%)
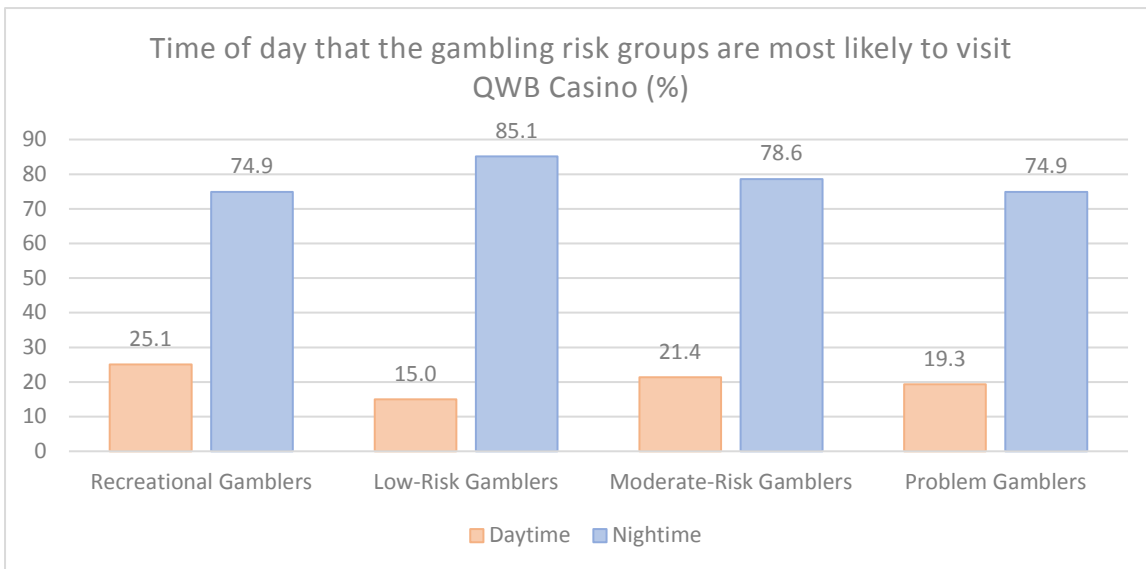
Time of day that the gambling risk groups are most likely to visit QWB Casino (%)

	Recreational Gamblers	Low-Risk Gamblers	Moderate-Risk Gamblers	Problem Gamblers
Daytime	25.1	15.0	21.4	19.3
Nightime	74.9	85.1	78.6	74.9

Data sourced from the Gambling Impacts Survey, 2018, Gamblers only

Percentages may not equal to 100% due to rounding

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Table 82 Gambling Impacts Survey - Anticipated QWB Casino visitation variables, Gamblers (N)

		On average, how much time do you predict you will spend gambling at the QWB Casino, per visit?				
		1-2 hours	Half a day/night	While day/night	Not sure Total	Total
Are you more likely to visit QWB Casino during the day or night?	Day	70	17	5	16	108
	Night	227	114	12	52	405
	Total	297	131	17	68	513

*Data sourced from the Gambling Impacts Survey 2018, Gamblers, those who intend to visit QWB for gambling, only

Gamblers are also attracted to the precinct for a wide range of the facilities that will be available, showing only a slight preference for the restaurants and gambling facilities (Figure 80).

*Figure 80 Gambling Impacts Survey - Attractiveness of Facilities at the new QWB Precinct for **the Gambler***
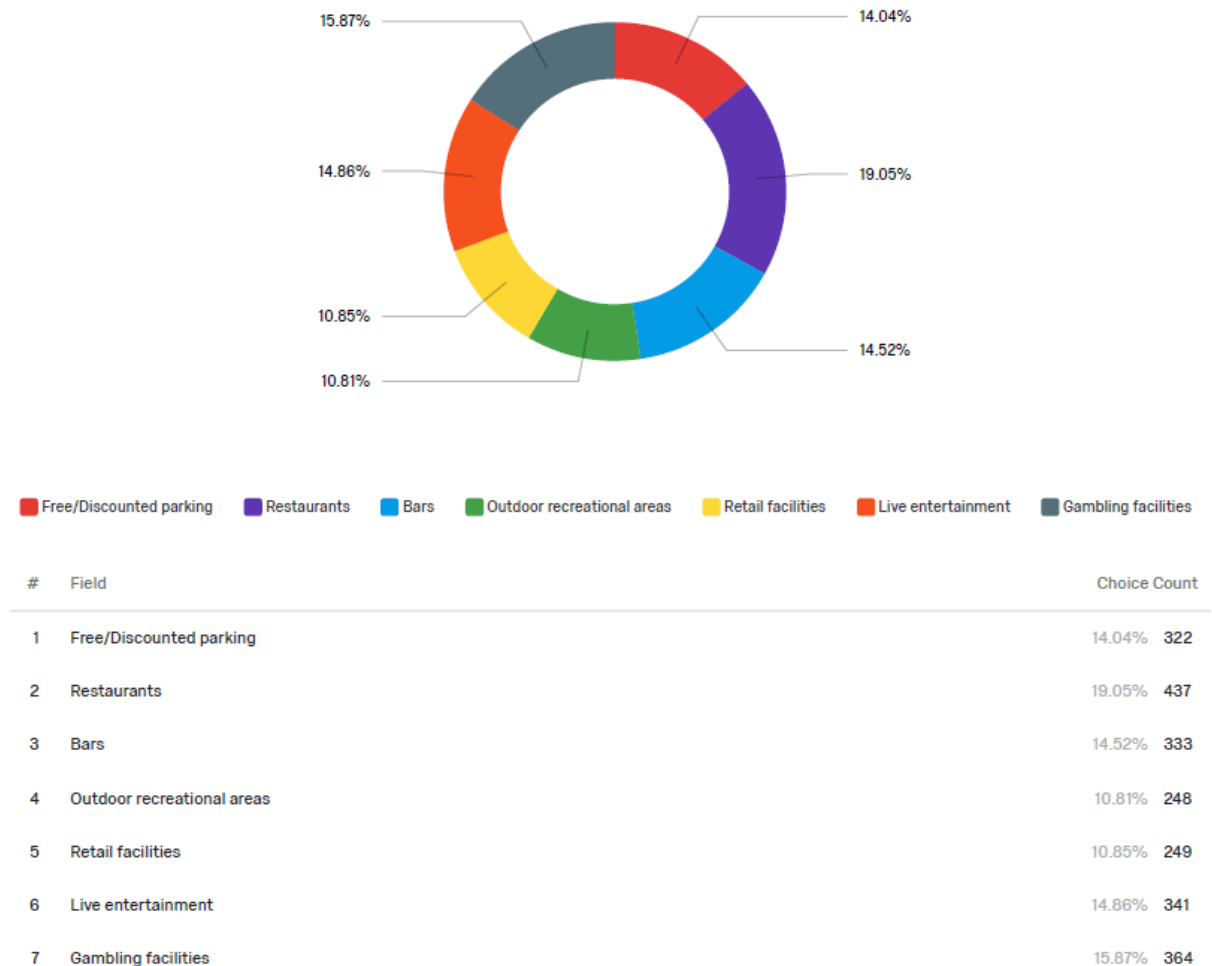
#	Field		Choice Count
1	Free/Discounted parking	14.04%	322
2	Restaurants	19.05%	437
3	Bars	14.52%	333
4	Outdoor recreational areas	10.81%	248
5	Retail facilities	10.85%	249
6	Live entertainment	14.86%	341
7	Gambling facilities	15.87%	364

*Data sourced from the Gambling Impacts Survey 2018, **Gamblers only***

**Participants were able to select more than on option

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The Non-Gamblers in the *Gambling Impacts Survey* were also asked which facilities made QWB an attractive place for them to visit (Figure 81). Almost 10% of **Non-Gamblers** indicated that the gambling facilities at QWB were an attractive play to visit. This suggests and supports previous evidence outlined that there is potentially a group of non-gamblers who will gamble as a result of the availability of the QWB Casino. Other facilities at QWB that are attractive to Non-Gamblers are the restaurants and live entertainment. This poses a potential issue when considering the effect of exposure. If non-gamblers are travelling to the precinct for a family friendly recreational activity, dining experience or to see live entertainment, the Casino and gambling environment will be easily accessible. This mere exposure effect may influence them to engage in gambling and normalise the experience of gambling in children and adolescents (gambling is associated with dining out, with family friendly recreational facilities, etc, see for example Bestman, Thomas, Randle, Pitt, Daube & Pettigrew, 2016; Thomas, Pitt, Bestman, Randle, McCarthy & Daube, 2018) thereby increasing the overall level of gambling in Brisbane. In contrast the current Treasury Casino is predominately a gambling facility and most of the patrons who visit the venue do so for that purpose. The Treasury Casino is also less accessible, has a limited range of other recreational facilities (compared to QWB Casino) and does not have residential apartments on-site (amongst other attractions for QWB).

*Figure 81 Gambling Impacts Survey - Attractiveness of Facilities at the new QWB Precinct for **Non-Gamblers***
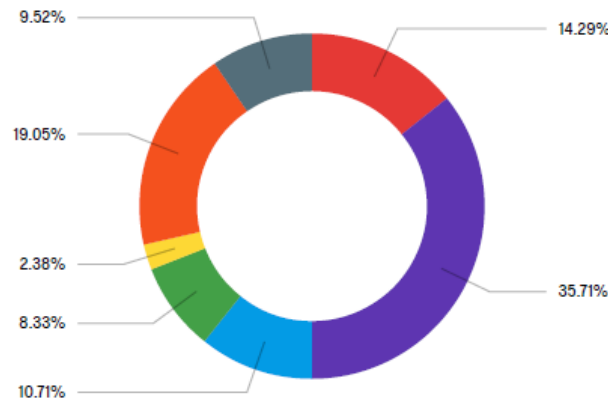
#	Field		Choice Count
1	Free/Discounted parking	14.29%	12
2	Restaurants	35.71%	30
3	Bars	10.71%	9
4	Outdoor recreational areas	8.33%	7
5	Retail facilities	2.38%	2
6	Live entertainment	19.05%	16
7	Gambling facilities	9.52%	8

*Data sourced from the Gambling Impacts Survey 2018, Non-Gamblers **answering on behalf of themselves** only*

**Participants were able to select more than on option*

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1.6 (b) Queensland

Some general information regarding the potential impact of the QWB Casino can be inferred from current data on the participation in certain gambling activities and venues at the Queensland level from the QHGS (2011/12) and QHGS (2016/17). For example, Table 56 & Table 58, above in Section 1.3, showed the participation in gambling activities from people who had gambled in the last 12 months, by gambling group, and shows that over a third of problem gamblers engaged in casino table games, implying current casino patronage.

Table 57 & Table 59 showed the frequency of participation in gambling activities in the last 12 months, by people who had participated in that activity in the last 12 months. As higher frequency of play can be an indicator of gambling problems (Productivity Commission, 2010) this is useful information, showing that 15.7% of those who play EGMs, play 13 or more times per year, compared to only 3.3% of those who play Casino Table Games. This indicates that EGMs are being played more frequently by QLD gamblers than many other types of gambling activities.

1.6 (c) Assessing change and future directions

Assessing the impacts of QWB Casino on gambling in Brisbane and QLD will require further research. This will include analysis of changes in prevalence rates, changes in expenditure, and changes in gambling activity participation and venue patronage, along with assessing changes in the harms that are being experienced. This is able to be achieved through the methods described in Sections 1.1 – 1.3, and include repeat waves of the Gambling Impacts Survey prior to the opening of QWB, and 1 or 2 years and 5 years post-opening. Repeating the survey 1 or 2 years and 5 years after the opening of the casino will capture both initial changes and show how these changes are sustained once novelty effects have dissipated.

Further analysis of help services data post-opening of QWB Casino may help identify changes occurring in those with more severe gambling problems (see Section 1.5), and any relationship to the casino, especially for those services which include data on main problematic venue type.

In order to understand the effect of QWB Casino on the Asian-born population, which is a key demographic for the casino, it is necessary to conduct further research in the form of focus groups and interviews with community leaders. Current data collection methods and prevalence surveys do not accurately reflect this group, and this further research would allow for insight into the harms being sustained and how QWB Casino impacts on this.

While there are some limitations associated with the QHGS (see *Section 1.1 (d)*) it provides a useful representation of gambling in QLD, and compliments the *Gambling Impacts Survey* which looks at the narrower Brisbane gambling population. Government allocation of funding to ensure that the QHGS is repeated in future iterations is vital to ensuring that gambling research in QLD is comprehensive and meets the same standards as other Australian States.

1.7 Catchment Area of QWB Casino

*Aligns with **Projected Impact** Questions 2 of the Study Plan-*

Question 2: How will QWB affect where people in Brisbane and Queensland gamble?

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Section Overview

Key Results and Data

- The current catchment area of Treasury Casino is approximately 20km in radius from the venue, predominantly consisting of the Brisbane metropolitan area.
- Over 60% of Brisbane Gamblers from the *GIS* who gamble at a Casino most frequently gamble at Treasury Casino.
- An estimated 37.83% of Brisbane Gamblers usually travel less than 5km to a gambling venue. This does not differ significantly across the gambling risk groups, except that Problem Gamblers are slightly more likely to usually visit a gambling venue that is less than 1km away.
- In general, casino patrons tend to be local residents, with over 85% residing in the same City or State as the casino.

Key Implications

- The destination-type nature of QWB Casino means that the likely catchment area is South-East Queensland.

Assessing Change and Future Directions

- A survey of casino patrons post-opening of QWB will provide a definitive catchment of the QWB Casino. This information may also be able to be gathered using membership information, although this would require the release of this information by Star Entertainment Group.

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1.7 (a) Brisbane

The *Gambling Impacts Survey* attempted to assess the Catchment Area of QWB by asking participants how far they normally travel to a gambling venue and at which Casino they most frequently play their specified gambling activities. Anecdotal information obtained from Star Entertainment Group in meetings with QUT approximate the catchment area of the current Treasury Casino to be a 20km radius (The Star Entertainment Group, personal communication, 2018). The Star Entertainment Group Investor Presentation (2018a, p. 36), makes note that for the new QWB Casino there will be an expected local catchment of 2.3 million people which predominantly includes Brisbane.

The Gambling Impacts Survey assessed the distance that Brisbane Gamblers usually travel to a gambling venue. Overall, most Gamblers tend to travel to local venues that are less than 5 km away (37.83%). There was a slightly higher proportion of Problem Gamblers that usually travel to a gambling venue less than 1 km away (16.91%), compared to the other risk groups such as Recreational Gamblers (10.13%) and Low-Risk Gamblers (9.75%) (Table 83). While this shows that Problem Gamblers are living very near to and visiting local gambling venues, it is difficult to imply causation. Whether the proximity to a gambling venue has increased the likelihood of

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developing a gambling problem, or the gambler prefers to visit local gambling venues is not able to be discerned from the currently available data.

Table 83 Gambling Impacts Survey - Responses to Q.3.2/Q14.2 "how far do you usually travel to a gambling venue?", by n & % of gambling risk group, and participant type

	Less than 1km	Less than 5km	Less than 10km	Less than 15km	More than 15km
Recreational Gamblers	61 (10.13%)	216 (35.88%)	28 (21.26%)	89 (14.78%)	108 (17.94%)
Low-Risk Gamblers	27 (9.75%)	113 (40.79%)	47 (16.97%)	45 (16.25%)	45 (16.25%)
Moderate-Risk Gamblers	28 (11.02%)	103 (40.55%)	53 (20.87%)	32 (12.60%)	38 (14.96%)
Problem Gamblers	23 (16.91%)	48 (35.29%)	22 (16.18%)	21 (15.44%)	22 (16.17%)
All Gamblers	**139 (10.95%)**	**480 (37.83%)**	**250 (19.70%)**	**187 (14.74%)**	**213 (16.78%)**
Non-Gamblers answering on behalf of the Gambler	34 (12.59%)	101 (37.41%)	67 (24.81%)	30 (11.11%)	38 (14.07%)

*Data sourced from the Gambling Impacts Survey 2018

Results from Table 84 show that the majority of Brisbane Gamblers are visiting their local Casino, Treasury Casino, rather than travelling to visit other Casinos.

Table 84 Gambling Impacts Survey - Number of Gamblers who play Table Games or EGMs at a Casino, by Casino they most frequently play at.

	Treasury Casino	Jupiter's Casino (Star Gold Coast)	Other
Gamblers	512 (63.44%)	162 (20.07%)	133 (16.48)
Non-Gamblers	91 (62.76%)	21 (14.48%)	33 (22.76%)

*Data sourced from the Gambling Impacts Survey 2018

Participants in *The Gambling Impacts Survey* were only recruited from the Brisbane Metropolitan area, and therefore the survey data that is able to be used to analyse visitation patterns to the current casino provides a partial picture of the total patronage. A full listing of the home locations of all Gambler participants (and Gamblers about which the Non-Gamblers were answering), is provided in Appendix O. Appendix O also shows the home locations of the participants that indicated that they/the Gambler in their household visit The Treasury Casino.

Markham, Doran and Young (2016a) conducted research into the catchment areas of various Australian casinos and noted that the catchment area depends on the 'type' of casino. They described the current Treasury Casino

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as a 'regional' casino, with the catchment area of this type of casino extending beyond the local market, but still mostly contained within the State that the casino is located in. Considering the characteristics of the new QWB Casino and Star Entertainment Groups desire to develop QWB into a tourist destination, the QWB Casino will likely fall into a different classification; as a 'national' casino, drawing visitors from other States as well as within-State. Given the high level of accessibility of QWB Casino, which has been compared to Crown Casino in Melbourne, Markham, Doran and Young's (2016a) description of this type of casino as having dual catchments is important to note. This means that not only will QWB Casino be competing with other large casinos nationally, but also with large clubs/hotels in the local market (Synergies Economic Consulting, 2016).

Previous research has found that, when considering catchment areas of Casinos, access and distance travelled for patrons is important, with patrons living relatively closer being more likely to visit the casino and/or frequent clubs and hotels nearby (competing venues) (Markham, Doran & Young, 2016a; Synergies Report (2016). Another example of this was illustrated by The Allen Consulting Group (2009), which stated that in 2007-08 only 2.4 million of the 49.6 million casino patrons in Australian were international patrons. Thus, a majority of the existing patrons for Treasury Casino and future patrons for QWB are likely to come from the surrounding suburbs.

There are two Casino venues in the South East Queensland region that Brisbane gamblers are likely to visit; Treasury Casino Brisbane and The Star Gold Coast (previously Jupiter's Casino, Gold Coast). It is likely that gamblers in Brisbane currently visit Treasury Casino, as both EGM players and Problem Gamblers are more likely to visit venues in close proximity to their household, as opposed to Non-Problem Gamblers (Markham, Doran and Young, 2016a). As noted in the Synergies Report (Synergies Economic Consulting, 2016, p. 22), approximately 85% of Casino visitors reside and come from the same state or city that the Casino is located in, as opposed to international gamblers who contribute to only a small percentage of the total expenditure and visits. Markham, Doran and Young (2016a) noted, the attraction of venues in the CBD increase when patrons are involved in the cities' night time economy and when Casinos are located near the ocean. Consequently, QWB is likely to attract more patrons, particularly with the increased number of EGMs and the large destination-like experience that will be on offer (Synergies Economic Consulting, 2016). The 2010 Productivity Commission Report also noted results from the National Visitors Survey (NVS), which found that 810 respondents reported visiting the Treasury Casino and 1,292 reported visiting Jupiter's Casino, for a day trip (travelling over 40km) (Productivity Commission Report 2010, as cited in Markham et.al, 2014).

1.7 (b) Assessing change and future directions

The most likely catchment area for QWB Casino, as more of a `destination' venue than the existing Treasury Casino, is the South East Queensland (SEQ) region. Confirmation of this using a broad survey of patrons can be undertaken after the casino opens but a more extensive survey prior to opening (at this stage) is outside the budget for this project. Membership information collected by Star Entertainment Group after opening of the new Casino would also provide an indication of the catchment area of QWB Casino, although this data would need to be provided by Star Entertainment Group.

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Gambling Related Harms

2.1 Financial Harm

*Aligns with **Baseline** Questions 2 & 6 of the Study Plan-*

> *Question 2: How are problem gambling and gambling related harm defined and currently measured in Queensland and Brisbane?*

> *Question 6: What is the current level of harm due to problem gambling and the associated costs to the community?*

<u>Section Overview</u>

<u>Key Results and Data</u>

- The *Gambling Impacts Survey* found very low prevalence of financial harm among the Recreational and Low-Risk Gamblers, with Problem Gamblers indicating high prevalence of financial harm.
- The results from the Gambling Impacts Survey reflect the findings of financial harm found in the QLD population (QHGS).
- At a Queensland level there appears to be a slight decrease in the prevalence of financial harms being experienced in the higher risk gambling groups, between the QHGS 2011/12 and 2016/17, except for selling things/borrowing money to gamble, which has increased significantly in the Problem Gambling group.
- At a National level, Problem Gamblers who earn a lower income report spending a greater proportion of their HDI on gambling, compared to the other gambling risk groups, and Problem Gamblers who earn higher incomes
- Households that contain Moderate-Risk Gamblers are almost twice as likely to experience two or more stressful financial events compared to Non-Problem Gamblers, with Problems Gamblers being almost three times as likely.

<u>Key Implications</u>

- While Problem Gamblers experience higher levels of financial harm than the other risk groups, stressful financial evets are being experienced by Moderate-Risk Gamblers, and in the case of some of the less severe harms, also by Low-Risk Gamblers.

<u>Assessing Change and Future Directions</u>

- Further research to distinguish between current harm indicators and dependence is needed, along with surveys on the extent of harm experienced by high rollers and VIPs for gambling venues.

2.1 (a) Brisbane

The *Gambling Impacts Survey* measured the degree of financial harms experienced by Gamblers in Brisbane. The questions that assessed this type of harm included three questions from the PGSI that relate to behaviour that may result in financial harm, as well as additional questions tailored to the financial harms that have been found to be reasonably prevalent among gamblers (Browne & Rockloff, 2018).

The three PGSI questions that measure financial harm show low prevalence of this type of harm among Recreational and Low-Risk Gamblers, overall. However, 27.95% of Moderate-Risk and 87.50% of Problem Gamblers indicate betting more than they can afford to lose 'sometimes', 'often' or 'always' (Table 85). Borrowing money or selling items to get money to gamble is less prevalent overall, with only 1.97% of Moderate-Risk Gamblers, but 49.26% of Problem Gamblers reporting this type of ham 'sometimes', 'often' or 'always' (Table 86).

Financial problems caused by gambling, for either the Gambler or their household, was reported to occur in Moderate-Risk Gamblers 'rarely' (18.5%) and 'sometimes' (5.12%), with 66.91% of Problem Gamblers experiencing this 'sometimes', 'often', or 'always'. This shows that financial problems, which can have a serious impact even if they occur rarely, are extremely prevalent among Problem Gamblers, as expected (Table 87).

Table 85 Gambling Impacts Survey - "Thinking about the last 12 months, how often have you bet more often than you could really afford to lose?" by gambling risk group

	Never	Rarely	Sometimes	Often	Always
Recreational Gamblers	602 (100.0%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Low-Risk Gamblers	185 (66.79%)	89 (32.13%)	3 (1.08%)	0 (0.00%)	0 (0.00%)
Moderate-Risk Gamblers	55 (21.65%)	128 (50.39%)	66 (25.98%)	4 (1.57%)	1 (0.39%)
Problem Gamblers	0 (0.00%)	17 (12.50%)	62 (45.59%)	38 (27.94%)	19 (13.97%)
All Gamblers	842 (66.35%)	234 (18.44%)	131 (10.32%)	42 (3.31%)	20 (1.58%)

*Data sourced from the Gambling Impacts Survey 2018, Gamblers only

Table 86 Gambling Impacts Survey – "Thinking about the last 12 months, how often have you borrowed money or sold anything to get money to gamble?", by gambling risk group

	Never	Rarely	Sometimes	Often	Always
Recreational Gamblers	602 (100.0%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Low-Risk Gamblers	271 (97.83%)	4 (1.44%)	2 (0.72%)	0 (0.00%)	0 (0.00%)
Moderate-Risk Gamblers	229 (90.16%)	20 (7.87%)	4 (1.57%)	1 (0.39%)	0 (0.00%)
Problem Gamblers	34 (25.00%)	35 (25.74%)	38 (27.94%)	19 (13.97%)	10 (7.35%)
All Gamblers	1136 (89.52%)	59 (4.65%)	44 (3.47%)	20 (1.58%)	10 (0.79%)

*Data sourced from the Gambling Impacts Survey 2018, Gamblers only

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Table 87 Gambling Impacts Survey – "Thinking about the last 12 months, how often has your gambling caused any financial problems for you or your household?", by gambling risk group

	Never	Rarely	Sometimes	Often	Always
Recreational Gamblers	602 (100.0%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Low-Risk Gamblers	274 (98.92%)	3 (1.08%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Moderate-Risk Gamblers	194 (76.38%)	47 (18.50%)	13 (5.12%)	0 (0.00%)	0 (0.00%)
Problem Gamblers	7 (5.15%)	38 (27.94%)	51 (37.50%)	27 (19.85%)	13 (9.56%)
All Gamblers	1077 (84.87%)	88 (6.93%)	64 (5.04%)	27 (2.13%)	13 (1.02%)

*Data sourced from the Gambling Impacts Survey 2018, Gamblers only

The *Gambling Impacts Survey* asked about whether gambling had caused the Gambler to spend less on either beneficial or essential expenses. Prevalence of these financial harm indicators once again showed a very low prevalence among the lower risk groups compared to the higher risk groups. It is interesting to note that Moderate-Risk and Problem Gamblers are slightly more likely to have difficulty meeting essential expenses rather than spending less on beneficial expenses (Table 88 and Table 89).

Table 88 Gambling Impacts Survey – "As a result of your gambling, have you spent less on beneficial expenses? (e.g. insurance, education etc.)"

	Never	Rarely	Sometimes	Often	Always
Recreational Gamblers	598 (99.34%)	4 (0.66%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Low-Risk Gamblers	255 (92.06%)	20 (7.22%)	2 (0.72%)	0 (0.00%)	0 (0.00%)
Moderate-Risk Gamblers	210 (2.68%)	36 (14.17%)	8 (3.15%)	0 (0.00%)	0 (0.00%)
Problem Gamblers	26 (19.12%)	30 (22.6%)	53 (38.97%)	11 (8.09%)	16 (11.76%)
All Gamblers	1089 (85.82%)	90 (7.09%)	63 (4.96%)	11 (0.87%)	16 (1.26%)
Non-Gamblers answering on behalf of the Gambler	184 (68.15%)	35 (12.96%)	37 (13.70%)	11 (4.07%)	3 (1.11%)

*Data sourced from the Gambling Impacts Survey 2018

Table 89 Gambling Impacts Survey – "Have you found it hard to pay for essential expenses as a result of your gambling? (e.g. utilities, medical expenses, food, rent etc.)", by gambling risk group

	Never	Rarely	Sometimes	Often	Always

Recreational Gamblers	600 (99.67%)	2 (0.33%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Low-Risk Gamblers	266 (96.03%)	11 (3.97%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Moderate-Risk Gamblers	195 (76.77%)	46 (18.11%)	12 (4.72%)	1 (0.39%)	0 (0.00%)
Problem Gamblers	22 (16.18%)	32 (23.53%)	52 (38.24%)	13 (9.56%)	17 (12.50%)
All Gamblers	1083 (85.53%)	91 (7.17%)	64 (5.04%)	14 (1.10%)	17 (1.34%)
Non-Gamblers answering on behalf of the Gambler	184 (68.15%)	41 (15.19%)	31 (11.48%)	10 (3.70%)	4 (1.48%)

Data sourced from the Gambling Impacts Survey 2018

Following the *Gambling Impacts Advisory Committee* Meeting (2018b), it was noted that there is a need to distinguish between harm and dependence in gambling, and this is an especially useful consideration when contemplating financial harm. For example, there are groups of gamblers with higher incomes whom have more disposable income and capacity for discretionary spending, and spending this on gambling is not necessarily causing them any financial harm. However, they show problematic gambling behaviours and may have developed a dependence on gambling. High rollers and VIP patrons for gambling venues often fit this description but are often not seen to be a group of patrons to be concerned about and are not typically captured in any publically funded surveys (e.g prevalence surveys) on gambling participation and behaviour. Further research to distinguish between current harm indicators and dependence is needed, along with surveys on the extent of harm experienced by high rollers and VIPs for gambling venues.

2.1 (b) Queensland

Data specific to the Queensland population was collected from the Queensland Household Gambling Survey 2011/12 and 2016/17. Examples of financial harm, ranging in severity, can be seen in the responses to questions about the use of credit cards to get cash advances, borrowing money or selling things to get money to gamble, and betting more than they can afford to lose. These questions are from the section of the survey that utilise the Problem Gambling Severity Index (PGSI). The answers to these questions are presented in Table 90 - Table 94 below, and show the proportion of the harm indicators experienced by the different gambling risk groups, and by the answer they could have given to the survey question.

Borrowing money and selling things to get money to gamble are not particularly prevalent among the lower risk groups. However, there has been a 24.3% decrease in Problem Gamblers who answered that they 'never' did this, between the 2011/12 QHGS and the 2016/17 QHGS, showing that this harm indicator is now more prevalent in this group. Using a credit card to get cash advances, occurred 'sometimes' in over 11% of Problem Gamblers in 2011/12 (Table 91 & Table 93).

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Table 90 QHGS 2011/12 - Responses to the statement 'You use your credit card to get cash advances' People who had played gaming machines, keno or casino tables games or who had placed bets in a club, hotel or TAB outlet, by gambling group (%)

	Never	Rarely	Sometimes	Often	Always	Don't Know	Refused
Recreational/Non-Problem Gamblers	97.0 (94.4, 99.6)	0.9** (0.0, 2.1)	1.3** (0.0, 3.1)	0.6** (0.0, 1.7)	0.3** (0.0, 0.8)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)
Low-Risk Gamblers	90.1 (85.5, 94.7)	5.7* (2.4, 9.0)	2.8* (1.2, 4.3)	0.1** (0.0, 0.3)	0.6** (0.0, 2.1)	0.0 (0.0, 0.0)	0.7** (0.0, 1.6)
Moderate-Risk Gamblers	81.7 (74.7, 88.7)	7.6* (2.4, 12.9)	7.6* (2.7, 12.5)	1.6* (0.1, 3.2)	1.4** (0.0, 4.4)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)
Problem Gamblers	75.8 (62.3, 89.3)	5.8* (1.2, 10.4)	11.5* (1.0, 21.9)	3.9** (0.0, 10.3)	3.1** (0.0, 7.3)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)

Relative standard error greater than 25 per cent

**Relative standard error greater than 50 per cent*

***Figures reported show 95% upper and lower confidence levels*

****Data sourced from the Queensland Household Gambling Survey 2011/12*

Table 91 QHGS 2011/12 - Responses to the statement 'In the last 12 months, have you borrowed money or sold anything to get money to gamble' would you say never, rarely, sometimes, often or always, by gambling group (%)

	Never	Rarely	Sometimes	Often	Always	Don't Know	Refused
Low-Risk Gamblers	98.5 (97.2, 99.8)	1.5* (0.2, 2.8)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)
Moderate-Risk Gamblers	92.8 (88.6, 97.0)	4.7* (1.1, 8.4)	2.5* (0.4, 4.6)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)
Problem Gamblers	75.9 (64.3, 87.5)	1.8** (0.0, 5.5)	12.0* (4.6, 19.4)	7.7* (1.3, 14.1)	2.5* (0.0, 7.6)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)

Relative standard error greater than 25 per cent

**Relative standard error greater than 50 per cent*

***Figures reported show 95% upper and lower confidence levels*

****Data sourced from the Queensland Household Gambling Survey 2011/12*

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Table 92 QHGS 2016/17 - Responses to the statement 'In the last 12 months, have you borrowed money or sold anything to get money to gamble' would you say never, rarely, sometimes, often or always, by gambling group (%)

	Never	Rarely	Sometimes	Often	Always
Low-Risk Gamblers	98.6 (97.0, 99.0)	1.0* (0.4, 2.2)	0.4** (0.1, 1.7)	0.0** (0.0, 0.9)	0.0** (0.0, 0.9)
Moderate-Risk Gamblers	95.9 (93.0, 98.0)	2.8* (1.4, 5.5)	1.2* (0.5, 2.9)	0.0** (0.0, 2.1)	0.0** (0.0, 2.1)
Problem Gamblers	51.6 (39.0, 64.0)	23.7* (13.0, 40.0)	15.7* (8.0, 29.0)	3.2** (1.0, 10.0)	3.2** (1.0, 10.0)

*Relative standard error greater than 25 per cent

**Relative standard error greater than 50 per cent

***Figures reported show 95% upper and lower confidence levels

****Data sourced from the Queensland Household Gambling Survey 2016/17

Further, a large proportion of both Problem Gamblers and Moderate-Risk Gamblers have bet more than they could afford to lose 'sometimes' in 2016/17 (41.7% (95% CI: 28.0, 57.0); 33.0% (95% CI: 27.0, 39.0)), with 24.2% (95% CI: 14.0, 39.0) of Problem Gamblers betting more than they can afford to lose 'often' (Table 94 & Table 93). The overall prevalence of this harm had decreased in all of the gambling risk groups between 2011/12 and 2016/17 (Table 93 & Table 94), however, the proportion of Problem Gamblers answering 'always' has increased slightly.

Table 93 QHGS 2011/12 - Responses to the statement 'In the last 12 months, have you bet more often than you could really afford to lose' would you say never, rarely, sometimes, often or always, by gambling group (%)

	Never	Rarely	Sometimes	Often	Always	Don't Know	Refused
Low-Risk Gamblers	56.1 (52.3, 59.9)	31.8 (27.7, 35.9)	11.3 (8.3, 14.3)	0.7** (0.0, 1.5)	0.0 (0.0, 0.0)	0.1** (0.0, 0.4)	0.0 (0.0, 0.0)
Moderate-Risk Gamblers	26.8 (21.2, 32.3)	32.9 (26.5, 39.3)	34.0 (27.7, 40.3)	4.0* (0.8, 7.1)	2.4** (0.0, 5.0)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)
Problem Gamblers	2.7** (0.0, 6.9)	7.2* (1.2, 13.2)	55.6 (39.1, 72.1)	25.8 (13.5, 38.1)	8.7* (2.6, 14.7)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)

*Relative standard error greater than 25 per cent

**Relative standard error greater than 50 per cent

***Figures reported show 95% upper and lower confidence levels

*Data sourced from the Queensland Household Gambling Survey 2011/12

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Table 94 QHGS 2016/17 - Responses to the statement 'In the last 12 months, have you bet more often than you could really afford to lose' would you say never, rarely, sometimes, often or always, by gambling group (%)

	Never	*Rarely*	*Sometimes*	*Often*	*Always*
Low-Risk Gamblers	65.2 (61.0, 69.0)	23.5 (20.0, 27.0)	11.0 (8.0, 15.0)	0.4** (0.1, 1.3)	0.0** (0.0, 0.9)
Moderate-Risk Gamblers	38.0 (32.0, 44.0)	26.5 (21.0, 33.0)	33.0 (27.0, 39.0)	0.9** (0.2, 2.7)	1.7** (0.4, 7.2)
Problem Gamblers	5.7* (2.3, 13.0)	16.9* (9.0, 30.0)	41.7 (28.0, 57.0)	24.2* (14.0, 39.0)	11.6* (7.0, 19.0)

*Relative standard error greater than 25 per cent

**Relative standard error greater than 50 per cent

***Figures reported show 95% upper and lower confidence levels

****Data sourced from the Queensland Household Gambling Survey 2016/17

An overall financial harm question was also asked in the QHGS, asking if gambling had caused any financial problems for the gambler or their household in the last 12 months, with approximately 7% of Problem Gamblers responding 'always' and 40% indicating 'sometimes'. Problem Gamblers were the only group to give a significant percent of responses of always or often (Table 96). There were no significant changes in the Low-Risk and Moderate-Risk groups between the two QHGS iterations, however, there was an overall decrease in the prevalence of this harm in Problem Gamblers between 2011/12 and 2016/17 (Table 95 & Table 96)

Table 95 QHGS 2011/12 - Responses to the statement 'In the last 12 months, has your gambling caused any financial problems for you or your household' would you say never, rarely, sometimes, often or always, by gambling group (%)

	Never	*Rarely*	*Sometimes*	*Often*	*Always*	*Don't Know*	*Refused*
Low-Risk Gamblers	99.0 (98.3, 99.7)	1.0* (0.3, 1.7)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)
Moderate-Risk Gamblers	82.7 (77.8, 87.6)	10.9 (6.8, 14.9)	6.2* (3.0, 9.5)	0.0 (0.0, 0.0)	0.2** (0.0, 0.6)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)
Problem Gamblers	16.7 (9.4, 24.0)	22.9* (8.9, 36.9)	41.2 (26.8, 55.6)	12.3* (2.8, 21.8)	7.0 (2.2, 11.7)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)

*Relative standard error greater than 25 per cent

**Relative standard error greater than 50 per cent

***Figures reported show 95% upper and lower confidence levels

****Data sourced from the Queensland Household Gambling Survey 2011/12

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Table 96 QHGS 2016/17 - Responses to the statement 'In the last 12 months, has your gambling caused any financial problems for you or your household' would you say never, rarely, sometimes, often or always, by gambling group (%)

	Never	*Rarely*	*Sometimes*	*Often*	*Always*	*Refused*
Low-Risk Gamblers	97.5 (95.0, 99.0)	1.3* (0.5, 3.8)	1.2* (0.5, 2.7)	0.0** (0.0, 0.9)	0.0** (0.0, 0.9)	0.0** (0.0, 0.4)
Moderate-Risk Gamblers	82.1 (77.0, 86.0)	12.7 (9.0, 17.0)	5.2 (3.4, 7.8)	0.0** (0.0, 2.1)	0.0** (0.0, 2.1)	0.0** (0.0, 2.1)
Problem Gamblers	24.8* (14.0, 41.0)	17.3* (10.0, 28.0)	40.3 (26.0, 56.0)	10.7* (6.0, 20.0)	6.9* (3.1, 15.0)	0.0** (0.0, 8.8)

Relative standard error greater than 25 per cent

**Relative standard error greater than 50 per cent*

***Figures reported show 95% upper and lower confidence levels*

****Data sourced from the Queensland Household Gambling Survey 2016/17*

2.1 (c) National

The current level of financial harm suffered by gamblers has been documented at a national level in the HILDA Survey Report and for Queensland from the Queensland Household Gambling Survey 2011/12 and 2016/17. As shown in Table 97, Problem Gamblers from the Australian population spend a much higher proportion of their households' disposable income on gambling than any of the other gambling risk groups. This is especially prevalent in lower income households, where Problem Gamblers are spending an average of 26.5% of their disposable household income.

Table 97 Proportion of Households' Disposable Income Spent on Gambling, by Risk Group and Income (% spent)

	Non-Problem Gamblers	**Low Risk Gamblers**	**Moderate Risk Gamblers**	**Problem Gamblers**
<$38,000	5.4	7.9	12.4	26.5
$38,000 - $63,749	1.7	4.1	6.6	13.7
$63,750 - $92,499	1.0	2.4	3.7	11.5
$92,500 - $131,999	0.8	3.2	2.8	3.8
$132,000+	0.5	1.1	3.1	3.4

Data sourced from Wave 15 of the Household, Income and Labour Dynamics in Australia (HILDA) Survey 2017

From this same population, The HILDA Survey Report (2017) identified a number of stressful financial events experienced in households that contain gamblers, and noted that all of these events were more prevalent in households that contain Problem Gamblers, as shown below in Table 98. Furthermore, as the risk group severity increases, so does experience of almost all these events. This is a clear indication that the households of Problem Gamblers are experiencing an increased level of financial harm. Further, Moderate-Risk Gamblers are

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almost twice as likely to experience two or more these events compared to Non-Problem Gamblers, with Problem Gamblers being almost three times as likely.

Table 98 Proportion of Australian Adults Whose Household Experienced a Stressful Financial Event, by Risk Group (% someone in the household reported)

	Non-Problem Gamblers	Low Risk Gamblers	Moderate Risk Gamblers	Problem Gamblers
Could not pay electricity, gas or telephone bills on time	17.1	23.0	30.7	33.8
Could not pay the mortgage or rent on time	8.6	10.0	16.3	26.7
Pawned or sold something	7.7	11.6	11.6	28.0
Went without meals	3.9	6.2	9.9	21.4
Was unable to heat home	4.2	7.1	8.3	17.4
Asked for financial help from friends or family	15.7	23.7	25.8	50.8
Asked for help from welfare/ community organisations	4.5	11.1	8.5	18.5
Experienced any event	27.2	37.2	44.8	60.9
Experienced two or more events	16.4	23.3	29.1	44.2

Data sourced from Wave 15 of the Household, Income and Labour Dynamics in Australia (HILDA) Survey 2017

Comparatively, financial harm was measured in the Victorian population in Browne et al (2016). The results of various indicators of financial harm that were identified in that study are presented below in Table 65, Figure 82 and Table 99. From this, reduction in spending money, reduction in savings and reduced expenditure on other recreational activities were the most common indicators identified in the Problem Gambler and Moderate Risk groups. A significant proportion of Low-Risk Gamblers also indicated experiencing reduction in spending money, reduction in savings and reduced recreational expenditure, showing that these types of financial harms are being experienced even by those who are not in the higher risk groups, with money being diverted into gambling instead of other activities/avenues.

Figure 82 Financial Harms, by PGSI Category (%)

Financial Harms (% of PGSI Category)

■ Non-problem ■ Low risk ■ Moderate Risk ■ Problem gambling
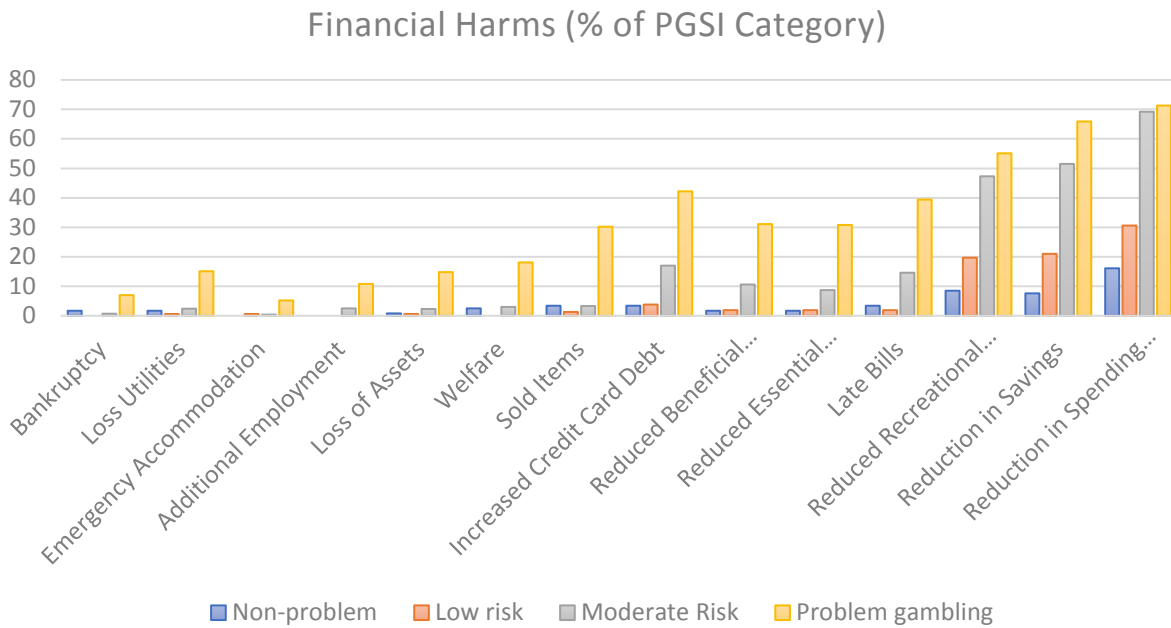
Data sourced from Browne et al (2016)

Table 99 Financial Harm Indicators, by risk Group (%)

	Non-Problem Gambler	Low Risk Gamblers	Moderate Risk Gamblers	Problem Gamblers
Bankruptcy	1.7	0.0	0.7	7.0
Loss Utilities	1.7	0.6	2.4	15.1
Emergency Accommodation	0.0	0.6	0.4	5.2
Additional Employment	0.0	0.0	2.5	10.8
Loss of Assets	0.8	0.6	2.3	14.8
Welfare	2.5	0.0	3.0	18.1
Sold Items	3.4	1.3	3.3	30.2
Increased Credit Card Debt	3.4	3.8	17.0	42.2
Reduced Beneficial Expenditure	1.7	1.9	10.6	31.1
Reduced Essential Expenditure	1.7	1.9	8.7	30.8
Late Bills	3.4	1.9	14.6	39.4
Reduced Recreational Expenditure	8.5	19.7	47.3	55.1
Reduction in Savings	7.6	21.0	51.5	65.9

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Reduction in Spending Money	16.1	30.6	69.2	71.3

Data sourced from Browne et al (2016)

2.2 Emotional/Psychological Harm

*Aligns with **Baseline** Questions 2 & 6 of the Study Plan-*

Question 2: How are Problem Gambling and gambling related harm defined and currently measured in Queensland and Brisbane?

*Question 6: What is the current level of harm due to Problem Gambling and the associated cost*s *to the community?*

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Section Overview

Key Results and Data

- The *Gambling Impacts Survey* found that overall, 35.5% of Brisbane Gamblers experience feelings of guilt as a result of their gambling and 27.4% experience feelings of distress.
- *GIS* results for experiencing feelings of guilt as a result of gambling (sometimes, often or always):
    - Low-Risk: 2.52%
    - Moderate-Risk: 25.59%
    - Problem Gambler: 88.24%
- *GIS* results for experiencing feelings of distress as a result of gambling (sometimes, often or always):
    - Low-Risk: 0.0%
    - Moderate-Risk: 12.60%
    - Problem Gambler: 78.86%
- Moderate-Risk and Problem Gamblers experience feeling of guilt and distress more frequently than Low-Risk Gamblers.
- The *Gambling Impacts Survey* measured the duration of these feelings of guilt and distress, and found that those in the higher risk gambling groups are spending longer amounts of time experiencing these emotions (see below for exact figures).

Cont. below

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2.2 (a) Brisbane

The Productivity Commission (2010) made note that, while some parties have expressed scepticism about the validity of certain emotional harms due to their subjective nature, emotional harms are conceptually legitimate and are an important factor to consider when assessing the cost of gambling.

The *Gambling Impacts Survey* asked four questions separate to the PGSI to measure the level of emotional harm experienced by Brisbane Gamblers. Additionally, one of the nine PGSI questions asked in the survey also gives insight into emotional harms. Overall, 12.61% of participants responded that they/the Gambler experience feelings of distress as a result of their gambling 'sometimes', 'often' or 'always', and 16.17% responded to experiencing feelings of guilt, 'sometimes', 'often' or 'always' (Table 104 & Table 100).

As can be seen in Table 101, the majority of Recreational and Low Risk Gamblers stated that they 'never' experience feelings of guilt about their gambling (100%; 67.87%). However, the frequency of this this type of harm starts to increase in Moderate Risk Gamblers, with 50% selecting that they experience guilt 'rarely' and 24.02% selecting 'sometimes'. Problem Gamblers are more likely to experience feelings of guilt more frequently, with 88.23% of the Problem Gamblers from the Survey experiencing this type of harm sometimes (44.52%), often (25.74%), or always (13.97%).

Table 100 Gambling Impacts Survey: Responses to the questions 7.7/16.9 'How often have you felt guilty about the way you gamble or what happens when you gamble?'

	Never	*Rarely*	*Sometimes*	*Often*	*Always*	*Don't Know*	*Total*
N Gambler (%)	854 (67.30%)	223 (17.57%)	133 (10.48%)	40 (3.15)	19 (1.50)	-	*1269*
N Non-Gambler (%)	139 (51.48%)	66 (24.44%)	39 (13.44%)	12 (4.44%)	6 (2.22%)	8 (2.96%)	*270*

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N Overall (%)	993 (62.34%)	289 (18.14%)	172 (10.80)	52 (3.26%)	25 (1.57%)	8 (0.50%)	*1539*

*Data sourced from the Gambling Impacts Survey 2018, Gamblers and Non-Gamblers

**Percentages may not total to 100% due to rounding

Table 101 Gambling Impacts Survey: Responses to the question 7.7/16.9 'How often have you felt guilty about the way you gamble or what happens when you gamble?', by gambling group (% of gambling group)

	Never	*Rarely*	*Sometimes*	*Often*	*Always*	*Don't Know*	*Total*
Recreational Gamblers	602 (100%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	-	602 (100%)
Low-Risk Gamblers	188 (67.87%)	82 (29.60%)	6 (2.17%)	1 (0.36%)	0 (0.00%)	-	277 (100%)
Moderate-Risk Gamblers	62 (24.41%)	127 (50.00%)	61 (24.02%)	4 (1.57%)	0 (0.00%)	-	254 (100%)
Problem Gamblers	2 (1.47%)	14 (10.29%)	66 (48.52%)	35 (25.74%)	19 (13.97%)	-	136 (100%)

*Data sourced from the Gambling Impacts Survey 2018, only. Non-Gamblers did not answer PGSI for the Gamblers.

**Percentages may not total to 100% due to rounding

The *Gambling Impacts Survey* asked participants to specify the length of time this feeling of distress lasts for (Table 102). To our knowledge, this has not been previously examined in the gambling research literature but provides a useful indicator or insight into the severity of this harm in terms of duration. This information is also important to determine any impact and subsequent valuations in terms of gambling related harm and decrements to quality of life (e.g. length of time spent in this health state, See Section 1.4 - Social Costs). From the results in Table 103, it can be seen that the majority of participants who answered that they experienced feelings of guilt 'sometimes', or where the Non-Gambler answered in a similar fashion, (*N*=242) reported this feeling as lasting for either less than three days (29.94%) or less than one day (40.12%). Further, for the majority of participants who answered that they experienced feelings of guilt 'often' also answered that these feelings lasted for less than three days, but more than one day (37.25%). Those who felt guilty 'always' tended to have the feeling last for a longer duration, with the majority of these participants reporting the feeling as lasting longer than one week (62.5%), though this data should be considered in light of the small number of results. These results show that even those experiencing emotional harm less frequently are still suffering the effects of this harm for a significant portion of time, with this length of time increasing as the frequency of the guilty feeling increases.

When assessing the duration of the experience of guilt in terms of gambling risk groups (Table 102), the *Gambling Impacts Survey* found that very few Low-Risk Gamblers answered either sometimes, often or always, and so did not meet the criteria to answer the duration question. However, of these, 71.42% of these Low-Risk Gamblers who did meet the criteria answered that the feeling of guilt lasted less than an hour. It should be noted though that this should be considered with caution due to the very small number of respondents.

The majority of Moderate-Risk Gamblers who answered about the duration of their experiences of guilt stated that the experience lasts less than one day but more than 1 hour (51.56%). Further, of the Problem Gamblers who met the criteria to answer the duration question, the majority answered that the experience of guilt lasted less than three days (36.44%) or less than one day (22.88%). However, it is interesting to note that a significant proportion of the Problem Gamblers are experiencing the feeling of guilt for more than one week (21.19%).

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This further shows that Gamblers who are part of the higher level risk groups are experiencing this type of emotional harm for a longer duration, which, combined with the higher frequency of this harm occurring, is likely to indicate they are spending a significant amount of time suffering feelings of guilt.

Table 102 Gambling Impacts Survey: Responses to the question 'How long does the feeling of guilt usually last for', by gambling group and overall (%)

	Less than 1 hour	Less than 1 day	Less than 3 days	Less than 1 week	More than 1 week	Don't Know
Non-problem/Recreational Gamblers, *N=0*	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	-
Low Risk Gamblers, *N=7*	5 (71.42%)	2 (28.57%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	-
Moderate Risk Gamblers, *N=64*	13 (20.31%)	33 (51.56%)	15 (23.44%)	1 (1.56%)	2 (3.13%)	-
Problem Gamblers, *N=114*	8 (6.78%)	27 (22.88%)	43 (36.44%)	11 (9.32%)	25 (21.19%)	-
Overall (Gamblers only), *N= 185*	26 (14.05%)	62 (33.51%)	58 (31.35%)	12 (6.49%)	27 (14.59%)	-
Non-Gamblers answering on behalf of gambler in the household), *N= 57*	9 (15.79%)	15 (26.32%)	14 (24.56%)	6 (10.53%)	6 (10.53%)	7 (12.28%)

*Data sourced from the Gambling Impacts Survey 2018, Gamblers and Non-Gamblers answering on behalf of a Gambler in their household. Participants were asked to answer this question only if they responded 'sometimes' 'often' or 'always' to the previous question. Non-Gamblers did not answer PGSI for the Gamblers.

**Percentages may not total to 100% due to rounding

Table 103 Gambling Impacts Survey: Responses to the question 'How long does the feeling of guilt usually last for', response to Q7.7/Q16.9 of the Gambling Impacts Survey (N, (% frequency category))

	Less than 1 hour	Less than 1 day	Less than 3 days	Less than 1 week	More than 1 week	Don't Know
Sometimes	31 (18.56%)	67 (40.12%)	50 (29.94%)	8 (4.79%)	7 (4.19%)	4 (2.40%)
Often	3 (5.88%)	10 (19.61%)	19 (37.25%)	6 (11.76%)	11 (21.57%)	2 (3.92%)
Always	1 (4.17%)	0 (0.00%)	3 (12.50%)	4 (16.67%)	15 (62.50%)	1 (4.17%)
Don't Know***	-	-	-	-	-	-
Total = 242						

*Data sourced from the Gambling Impacts Survey 2018, Gamblers and Non-Gamblers answering on behalf of a Gambler in their household

**Participants only answered this question if they responded Sometimes, Often, or Always, for the previous question (Q7.7/Q16.9)

***Only available as an answer option for Non-Gamblers answering on behalf of a Gambler in their household

****8 Participants were excluded from this analysis due to responding to an earlier version of the survey that did not ask this question.

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A similar question was asked relating to feelings of distress, where the participant was also asked to indicate the duration that the feeling of distress usually lasts for. The results of the initial distress question are presented in Table 104, and show that 12.61% of participants indicated feeling distress as a result of their gambling either 'rarely', 'sometimes', 'often', or 'always'.

Table 104 Gambling Impacts Survey: Responses to the question 7.5/16.6 'Have you experienced feelings of distress as result of your gambling?

	Never	Rarely	Sometimes	Often	Always	Don't Know	Total
N Gambler (%)	953 (75.09%)	177 (13.95%)	92 (2.25%)	31 (2.44%)	16 (1.26%)	-	1269
N Non-Gambler (%)	165 (61.11%)	42 (15.56%)	36 (13.33%)	17 (6.30%)	2 (0.74%)	8 (2.96%)	270
N Overall (%)	1118 (72.64%)	219 (14.23%)	128 (8.32%)	48 (3.12%)	18 (1.17%)	8 (0.52%)	1539

Data sourced from the Gambling Impacts Survey 2018, Gamblers and Non-Gamblers

**Percentages may not total to 100% due to rounding.*

Of the Gamblers and Non-Gamblers answering on behalf of the Gambler, 192 participants responded that they/the Gambler experienced feelings of distress sometimes, often or always (Table 105). Of these, the majority of participants who answered that they experienced feelings of distress 'sometimes' reported a duration of either less than one day (34.65%) or less than three days (31.50%). For those answering that they experience distress 'often', a slight majority indicated a duration of less than one week, but more than three days (27.66%). Only a small number of participants indicated that they experience distress 'always', but most of these participants also reported the feeling as lasting for more than one week (50.00%). Therefore, as the frequency of this emotional harm increases, so does the duration of each experience of distress.

Table 105 Gambling Impacts Survey: Responses to the question 'How long does the feeling of distress usually last for', response to Q7.5/Q16.6 of the Gambling Impacts Survey, N (% answer category)

	Less than 1 hour	Less than 1 day	Less than 3 days	Less than 1 week	More than 1 week	Don't Know
Sometimes	18 (14.17%)	44 (34.65%)	40 (31.50%)	13 (10.24%)	3 (2.36%)	9 (7.09%)
Often	2 (4.26%)	12 (25.53%)	12 (25.53%)	13 (27.66%)	8 (17.02%)	0 (0.00%)
Always	1 (5.56%)	1 (5.56%)	4 (22.22%)	3 (16.67%)	9 (50.00%)	0 (0.00%)
Don't Know***	-	-	-	-	-	-
Total = 192						

Data sourced from the Gambling Impacts Survey 2018, Gamblers and Non-Gamblers answering on behalf of a Gambler in their household

**Participants only answered this question if they responded Sometimes, Often, or Always, for the previous question (Q7.7/Q16.6)*

***Only available as an answer option for Non-Gamblers answering on behalf of a Gambler in their household*

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When assessing experiences of distress in terms of the gambling risk groups (Table 106), the majority of Recreational and Low-Risk Gamblers responded that they 'never' experience this indicator of emotional harm from their gambling (98.84%; 85.92%). 44.88% of Moderate-Risk Gamblers also answered 'never' to this question, however, a further 42.52% responded that they experience feelings of distress 'rarely', and 12.20% selected 'sometimes'. Problem Gamblers were more likely to experience feelings of distress more frequently, with the largest number indicating that they suffered distress 'sometimes' (44.85%), followed by 'often' (22.06%). A further 11.76% of Problem Gamblers also responded that they experience distress 'always'.

Table 106 Gambling Impacts Survey: Responses to the question 7.5/16.6 'Have you experienced feelings of distress as a result of your gambling?', by gambling group (%)

	Never	Rarely	Sometimes	Often	Always	Don't Know
Non-problem/Recreational Gamblers, *N= 602*	595 (98.84%)	7 (1.16%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	-
Low Risk Gamblers, *N=277*	238 (85.92%)	39 (14.07%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	-
Moderate Risk Gamblers, *N=254*	114 (44.88%)	108 (42.52%)	31 (12.20%)	1 (0.39%)	0 (0.00%)	-
Problem Gamblers, *N=136*	6 (4.41%)	23 (16.91%)	61 (44.85%)	30 (22.06%)	16 (11.76%)	-

Data sourced from the Gambling Impacts Survey 2018, Gamblers only. Non-Gambler did not answer PGSI for the Gamblers.

**Percentages may not total to 100% due to rounding.*

No Recreational or Low-Risk gamblers met the criteria for answering the question asking about the duration of the feeling of distress (did not answer sometimes, often or always). The majority of Moderate-Risk Gamblers responded that they experience feelings of distress for less than one day but longer than one hour (37.5%), followed by less than one hour (28.13%). Problem Gamblers experienced these feelings of distress for a longer duration, with most Problem Gamblers indicating a duration of either less than 3 days (35.51%), or less than 1 day (25.23%) (Table 107).

Table 107 Gambling Impacts Survey: Responses to questions 7.5/16.6 'How long does the feeling of distress usually last for?', by gambling group (%)

	Less than 1 hour	Less than 1 day	Less than 3 days	Less than 1 week	More than 1 week	Don't Know
Non-problem/Recreational Gamblers, *N= 0*	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	-
Low Risk Gamblers, *N= 0*	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	-

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Moderate Risk Gamblers, *N= 32*	9 (28.13%)	12 (37.5%)	6 (18.75%)	4 (12.5%)	1 (3.13%)	-
Problem Gamblers, *N= 107*	8 (7.48%)	27 (25.23%)	38 (35.51%)	19 (17.76%)	15 (14.02%)	-
Overall (Gamblers only) , *N= 132*	17 (12.88%)	39 (29.55%)	44 (33.33%)	23 (17.42%)	16 (12.12%)	-
Non-Gamblers answering on behalf of gambler in the household, *N= 53*	4 (7.55%)	18 (33.96%)	12 (22.64%)	6 (11.32%)	4 (7.55%)	9 (16.98%)

Data sourced from the Gambling Impacts Survey 2018, Gamblers and Non-Gamblers answering on behalf of a Gambler in their household. Participants were asked to answer this question only if they responded 'sometimes' 'often' or 'always' to the previous question. Non-Gambler did not answer PGSI for the Gamblers.

**Percentages may not total to 100% due to rounding*

2.2 (b) Queensland

The data collected from the *Gambling Impacts Survey* can be compared to Queensland level data about the emotional/psychological harms being experienced by Gamblers, as sourced from the Queensland Household Gambling Survey 2011/12 and 2016/17. The QHGS asked various questions relating to emotional/psychological harm indicators such as feeling guilt over gambling (PGSI question), feeling seriously depressed, being under a doctors' care in the last 12 months due to depression or stress related issues, or thinking about/attempting suicide as a result of their gambling. The results of these questions for both the 2011/12 and 2016/17 iterations of the QHGS are presented below in Table 108 - Table 110, along with Figure 83 - Figure 85, although it should be noted that the question relating to suicide was removed from the 2016/17 questionnaire.

Table 108 QHGS 2011/12 Responses to the statement 'In the last 12 months, have you felt guilty about the way you gamble or what happens when you gamble' would you say never, rarely, sometimes, often or always, by gambling group (%)

	Never	*Rarely*	*Sometimes*	*Often*	*Always*	*Don't Know*	*Refused*
Low-Risk Gamblers	76.2 (73.0, 79.3)	13.0 (10.6, 15.4)	10.7 (8.2, 13.2)	0.1** (0.0, 0.4)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)
Moderate-Risk Gamblers	19.5 (14.8, 24.3)	26.2 (19.4, 32.9)	43.5 (35.7, 51.3)	6.4* (2.5, 10.2)	4.4* (1.1, 7.7)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)
Problem Gamblers	3.3** (0.0, 8.0)	2.7** (0.0, 8.1)	20.0* (8.6, 31.5)	41.5 (25.1, 57.9)	32.4 (19.3, 45.5)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)

Relative standard error greater than 25 per cent

**Relative standard error greater than 50 per cent*

***Figures reported show 95% upper and lower confidence levels*

****Data sourced from the Queensland Household Gambling Survey 2011/12*

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Table 109 QHGS 2016/17 Responses to the statement 'In the last 12 months, have you felt guilty about the way you gamble or what happens when you gamble' would you say never, rarely, sometimes, often or always, by gambling group (%)

	Never	Rarely	Sometimes	Often	Always
Low-Risk Gamblers	71.9 (68.0, 76.0)	15.7 (13.0, 19.0)	11.8 (9.0, 15.0)	0.5** (0.1, 2.2)	0.0** (0.0, 0.9)
Moderate-Risk Gamblers	21.6 (17.0, 28.0)	33.6 (27.0, 41.0)	36.9 (30.0, 44.0)	5.0* (3.0, 8.1)	3.0* (1.5, 5.7)
Problem Gamblers	3.6** (1.1, 11.0)	13.1** (4.0, 34.0)	31.3* (19.0, 47.0)	26.0 (17.0, 37.0)	26.0 (15.0, 41.0)

Relative standard error greater than 25 per cent

**Relative standard error greater than 50 per cent*

***Figures reported show 95% upper and lower confidence levels*

****Data sourced from the Queensland Household Gambling Survey 2016/17*

Figure 83 QHGS 2011/12 & 2016/17 Responses to the statement 'have you felt guilty about the way you gamble or what happens when you gamble' would you say never, rarely, sometimes, often or always, by gambling group (%)

'Have you felt guilty about the way you gamble or what happens when you gamble' would you say never, rarely, sometimes, often or always, by gambling group (%)

	Never	Rarely	Sometimes	Often	Always
QHGS 2011/12 Low Risk Gamblers	76.2	13.0	10.7	0.1	0.0
QHGS 2011/12 Moderate Risk Gamblers	19.5	26.2	43.5	6.4	4.4
QHGS 2011/12 Problem Gamblers	3.3	2.7	20.0	41.5	32.4
QHGS 2016/17 Low Risk Gamblers	71.9	15.7	11.8	0.5	0.0
QHGS 2016/17 Moderate Risk Gamblers	21.6	33.6	36.9	5.0	3.0
QHGS 2016/17 Problem Gamblers	3.6	13.1	31.3	26.0	26.0
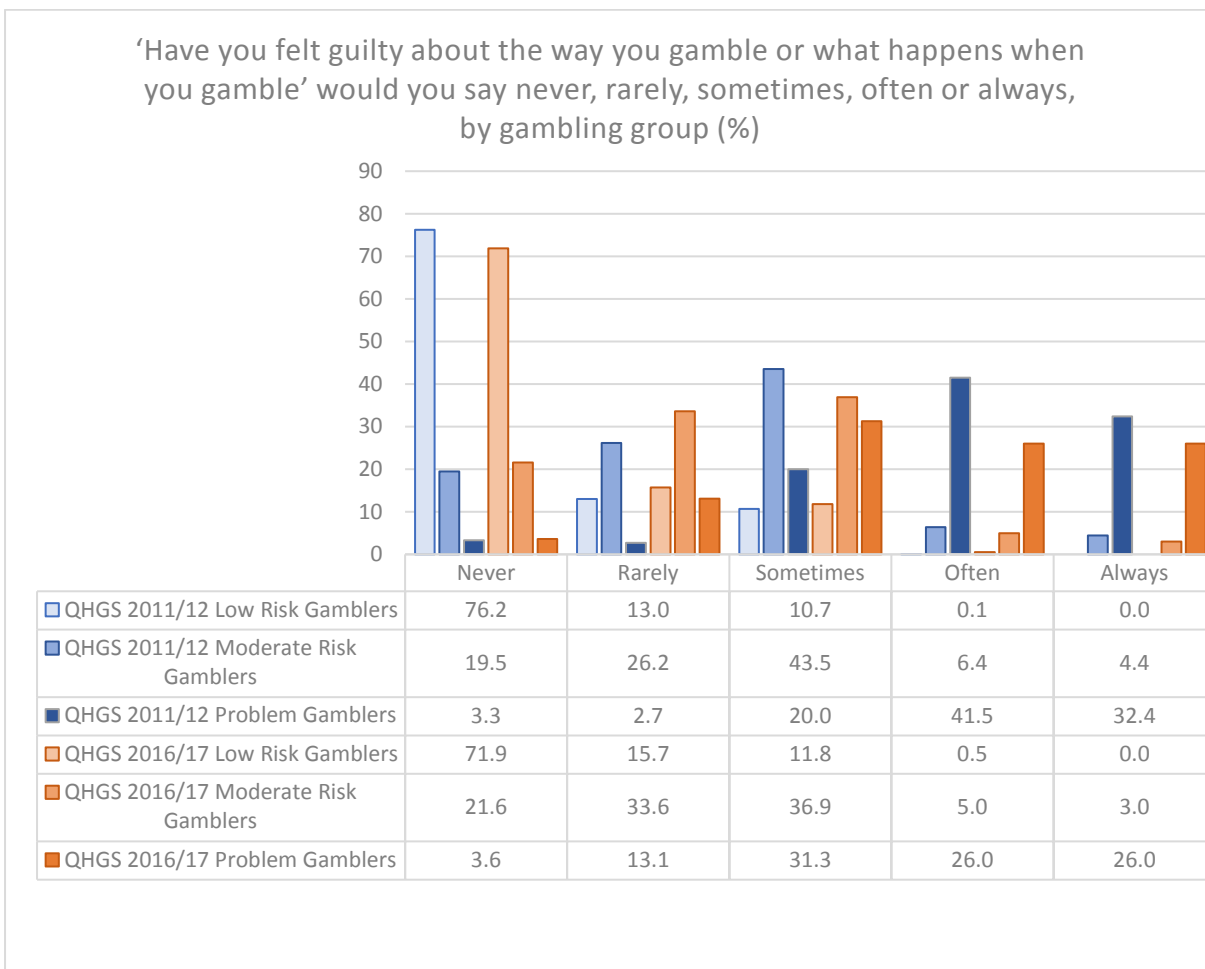
Data sourced from the Queensland Household Gambling Survey 2011/12 & 2016/17

**Note, responses 'Don't Know' and "Refused" were excluded due to no participant responses in these categories.*

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Almost a quarter of all Gamblers in the combined risk groups had felt seriously depressed in the last 12 months, with this figure raising to almost half for just the Problem Gambler group in 2011/12, and over half in the 2016/17 survey. It is interesting to note that there was a 9.7% decrease in the percentage of Moderate-Risk Gamblers who had felt seriously depressed in the previous 12 months between the 2011/12 and 2016/17 iterations of the QHGS (Figure 84). Further, there was a 10.1% increase in Problem Gamblers who had been under the care of a doctor for depression or stress related issues in the previous 12 months (Figure 85), between the two QHGS's.

Figure 84 QHGS 2011/12 and 2016/17: Percentage who responded 'yes' to the question 'In the last 12 months, have you felt seriously depressed?', by gambling group (%)

'In the last 12 months, have you felt seriously depressed?', by gambling group (%)

	Low Risk Gamblers	Moderate Risk Gamblers	Problem Gamblers	All Gambling Groups
QHGS 2011/12 (%)	19.5	32.0	46.7	24.4
QHGS 2016/17 (%)	18.5	22.3	51.7	21.4

*Data sourced from the Queensland Household Gambling Survey 2011/12 & 2016/17

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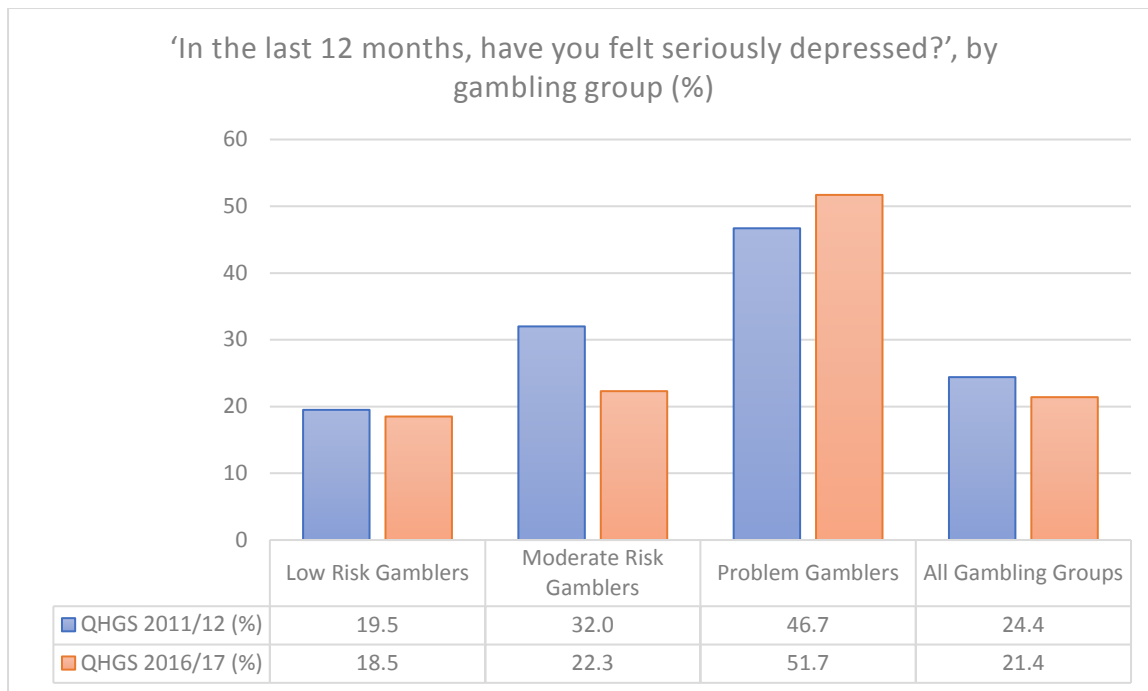
Figure 85 QHGS 2011/12 & 2016/17 Percentage who responded 'yes' to the question 'In the last 12 months, have you been under a doctor's care because of depression or stress-related issues?', by gambling group (%)

'In the last 12 months, have you been under a doctor's care because of depression or stress-related issues?', by gambling group (%)

	Low Risk Gamblers	Moderate Risk Gamblers	Problem Gamblers	All Gambling Groups
QHGS 2011/12	13.7	19.1	23.7	15.7
QHGS 2016/17	14.3	20.1	33.8	16.9
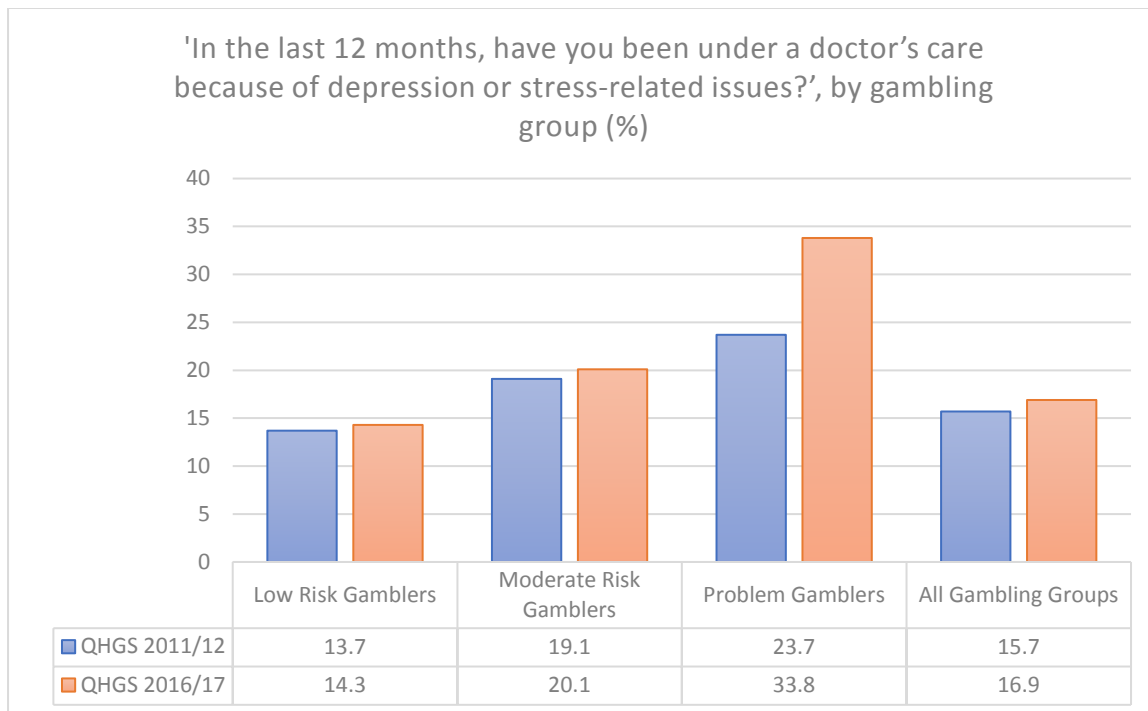
*Data sourced from the Queensland Household Gambling Survey 2011/12 & 2016/1

Table 110 QHGS 2011/12 Responses to the question ''Have you ever seriously thought about or attempted suicide as a result of your gambling?'', by gambling group (%)

	% who responded yes
Low Risk Gamblers	0.1** (0.0, 0.2)
Moderate Risk Gamblers	1.9* (0.2, 3.6)
Problem Gamblers	14.3* (4.4, 24.1)

*Relative standard error greater than 25 per cent

**Relative standard error greater than 50 per cent

***Figures reported show 95% upper and lower confidence levels

****Data sourced from the Queensland Household Gambling Survey 2011/12

2.2 (c) National

Browne et al (2016) measured the presence of various indicators of emotional/psychological harm in the Victorian population. For comparative purposes, the results of this are presented in Figure 86, below.

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Emotional/Psychological Harm Indicators, by risk Group (%), Victorian Population

	Thoughts of Running Away/ Escape	Felt Worthless	Felt Insecure/ Vulnerable	Feelings Of Extreme Distress	Felt Like A Failure	Feelings Of Hopelessn- ess	Felt Distressed	Felt Angry
Non-problem gamblers	4.2	3.4	4.2	4.2	3.4	3.4	6.8	2.5
Low Risk Gamblers	3.2	1.3	4.5	3.2	3.2	1.3	3.8	3.8
Moderate Risk Gamblers	7.2	5.2	11.1	9.0	14.1	17.5	34.1	34.1
Problem Gamblers	32.2	32.3	37.4	46.3	49.0	50.2	58.2	58.2
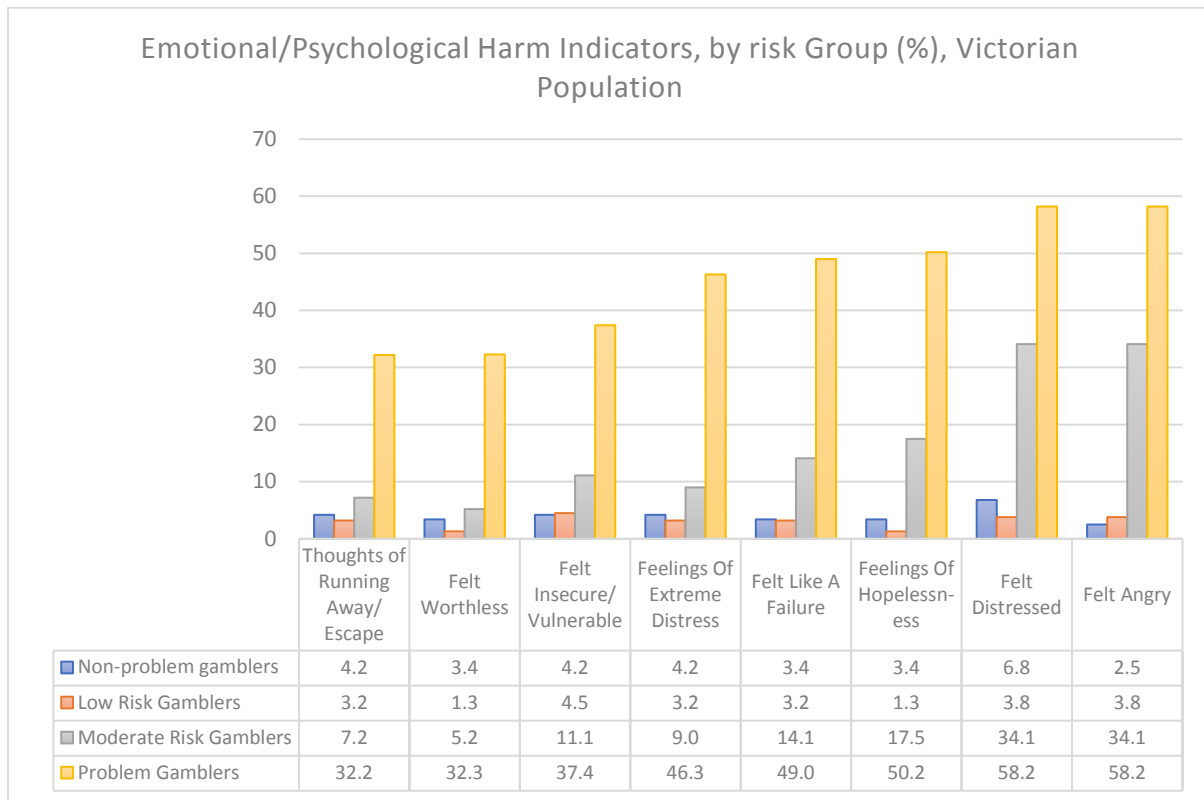
*Data sourced from Browne et al (2016)

2.3 Relationship Harm

*Aligns with **Baseline** Questions 2 & 6 of the Study Plan-*

Question 2: How are problem gambling and gambling related harm defined and currently measured in Queensland and Brisbane?

Question 6: What is the current level of harm due to problem gambling and the associated costs to the community?

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Section Overview

Key Results and Data

- The *Gambling Impacts Survey* found low levels of Relationship Harms in Recreational and Low-Risk Gamblers.
- 5.12% of Moderate-Risk Gamblers reported that gambling had contributed to conflict in their relationships 'sometimes', compared to 55.88% of Problem Gamblers (sometimes, often or always).
- In the *GIS* 4.72% of Moderate-Risk Gamblers reported that gambling had resulted in them spending significantly less time on family responsibilities, compared to 55.15% of Problem Gamblers who experienced this 'sometimes', 'often' or 'always'.
- At the QLD level, approximately 14% of Problem Gamblers had experienced the break-up of an important relationship, divorce or separation due to their gambling, in the previous 12 months (QHGS, 2011/12), and approximately half of Problem Gamblers had experienced family or relationship problems due to their gambling (QHGS, 2016/17).

Key Implications

- Family and relationship harm is prevalent among both Moderate-Risk and Problem Gamblers.
- Family and Relationship harms are associated with the highest proportion of social costs resulting from gambling (see Section 1.4 – Social Costs of Gambling), yet there is little Brisbane/QLD data available on this type of harm from current sources. The QHGS does collect some data on this type of harm, however, the results are only briefly summarised in the QHGS report and no technical tables providing the prevalence of this harm for non-Problem Gamblers is provided.

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2.3 (a) Brisbane

The *Gambling Impacts Survey* measured the degree of relationship harms experienced by Gamblers in Brisbane. In particular, the Survey measures whether gambling has contributed to conflict in relationships, as well as whether gambling has resulted in participants spending significantly less time on family responsibilities.

Significant levels of relationship harm can be seen in the Moderate-Risk and Problem Gambler groups, with very little of this reported by the lower risk groups. Moderate-Risk Gamblers reported this indicator of harm occurs 'rarely' 21.26% of the time. An estimated 55.88% of Problem Gamblers indicate that gambling has contributed to conflict in their relationships 'sometimes', 'often', or 'always' (Table 111). Similar prevalence levels were found when asking Gamblers if their gambling had resulted in them spending significantly less time on family responsibilities (Table 112).

Table 111 Gambling Impacts Survey - "Has gambling contributed to conflict in your relationships?", by gambling group

	Never	*Rarely*	*Sometimes*	*Often*	*Always*	*Don't Know*
Recreational Gamblers	595 (98.84.00%)	6 (1.00%)	1 (0.17%)	0 (0.00%)	0 (0.00%)	-
Low-Risk Gamblers	259 (93.50%)	18 (6.50%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	-

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		Never	Rarely	Sometimes	Often	Always	
Moderate-Risk Gamblers	187 (73.62%)	54 (21.26%)	13 (5.12%)	0 (0.00%)	0 (0.00%)	-	
Problem Gamblers	28 (20.59%)	32 (23.53%)	50 (36.76%)	10 (7.35%)	16 (11.76%)	-	
All Gamblers	1069 (84.24%)	110 (8.67%)	64 (5.04%)	10 (0.79%)	165 (1.26%)	-	
Non-Gamblers answering on behalf of Gambler	165 (61.11%)	38 (14.07%)	44 (16.30%)	12 (4.44%)	10 (3.70%)	1 (0.37%)	

Data sourced from the Gambling Impacts Survey 2018

Table 112 Gambling Impacts Survey – "Has your gambling resulted in you spending significantly less time on family responsibilities?", by gambling group

	Never	Rarely	Sometimes	Often	Always	
Recreational Gamblers	602 (100.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	-
Low-Risk Gamblers	263 (94.95%)	12 (4.33%)	2 (0.72%)	0 (0.00%)	0 (0.00%)	-
Moderate-Risk Gamblers	200 (78.74%)	42 (16.54%)	12 (4.72%)	0 (0.00%)	0 (0.00%)	-
Problem Gamblers	30 (22.06%)	31 (22.79%)	51 (37.50%)	10 (7.35%)	14 (10.29%)	-
All Gamblers	1095 (86.29%)	85 (6.70%)	65 (5.12%)	10 (0.79%)	14 (1.10%)	-
Non-Gamblers answering on behalf of Gambler	169 (62.59%)	48 (17.78%)	35 (12.96%)	10 (3.70%)	6 (2.22%)	2 (0.74%)

Data sourced from the Gambling Impacts Survey 2018

2.3 (b) Queensland

There is little data relating to relationship harm for Gamblers in the general Queensland population. Some data would have been collected via Q.77 and Q. 82 of the QHGS 2011/12 and Q.6 and Q.71 of the QHGS 2016/17, however the detailed results were not presented in the QHGS report and attempts to request the Unit Record Files from the Queensland Government were unsuccessful. Briefly, the 2011/12 QHGS stated that approximately 14% of Problem Gamblers had experienced the break-up of an important relationship, divorce or separation due to their gambling, in the last 12 months, and the 2016/17 QHGS makes mention that approximately half of Problem Gamblers had experienced family or relationship problems due to their gambling (although these results were associated with high relative standard error).

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2.3 (c) National

Given the lack of data available for Queensland on this type of harm, insight can be given using comparative data from the Victorian population in Browne et al (2016). This study measured a range of relationship harms, the results of which are presented below in Figure 87 and Table 113, and which show that all of these harms indicators were being experienced by Problem Gamblers to a relatively high degree, and also significantly by the Moderate-Risk group.

Figure 87 Relationship Harm Indicators, by % of PGSI Category

Relationship Harms (% of PGSI Category)
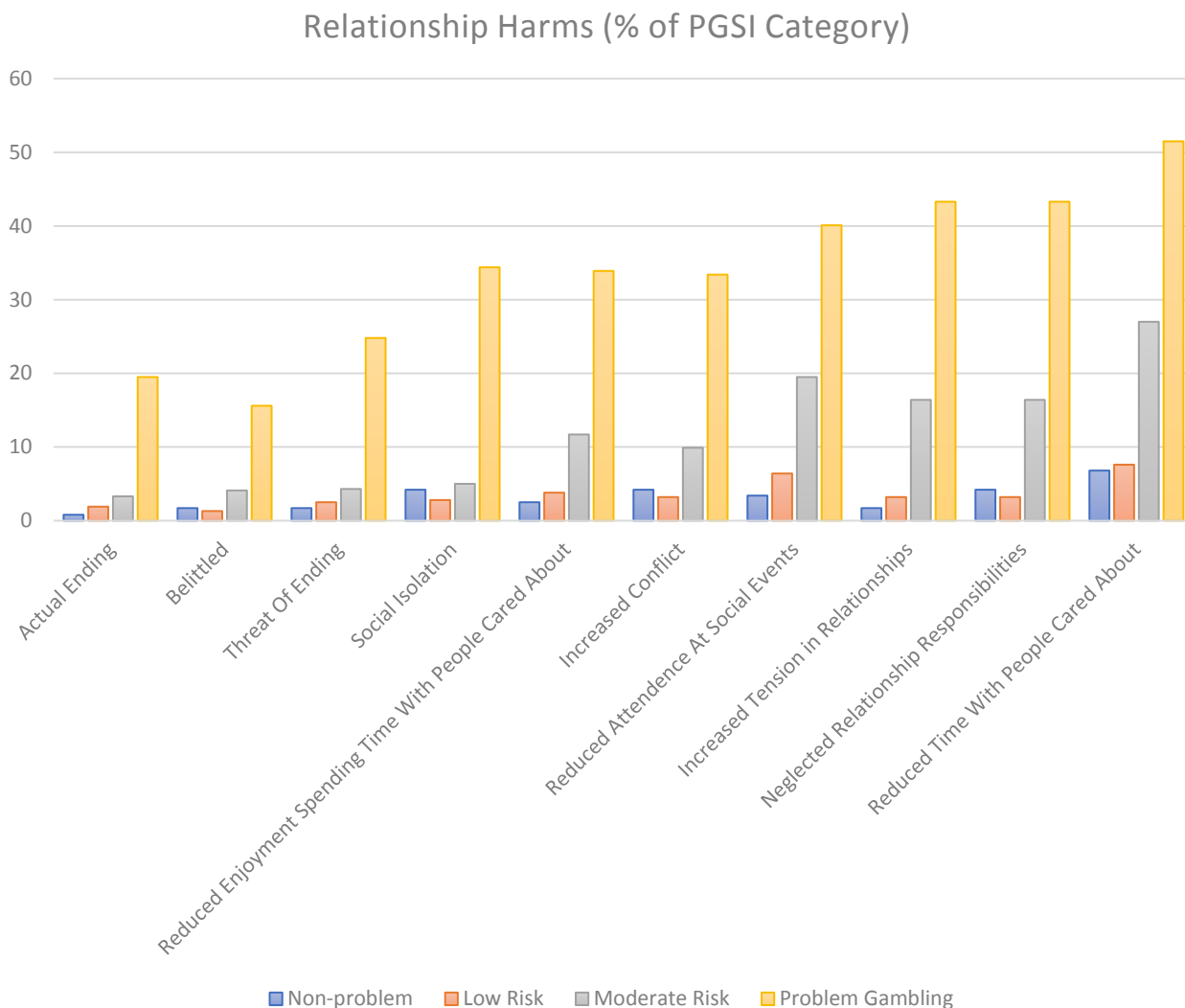
Data sourced from Browne et al (2016)

Table 113 Relationship Harm Indicators, by % of PGSI Category

	Non-problem Gamblers	Low Risk Gamblers	Moderate Risk Gamblers	Problem Gamblers
Actual Ending	0.8	1.9	3.3	19.5
Belittled	1.7	1.3	4.1	15.6

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Threat Of Ending	1.7	2.5	4.3	24.8
Social Isolation	4.2	2.8	5	34.4
Reduced Enjoyment Spending Time With People Cared About	2.5	3.8	11.7	33.9
Increased Conflict	4.2	3.2	9.9	33.4
Reduced Attendance At Social Events	3.4	6.4	19.5	40.1
Increased Tension in Relationships	1.7	3.2	16.4	43.3
Neglected Relationship Responsibilities	4.2	3.2	16.4	43.3
Reduced Time With People Cared About	6.8	7.6	27	51.5

Data sourced from Browne et al (2016)

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2.4 Decrements to Health

*Aligns with **Baseline** Questions 2 & 6 of the Study Plan-*

      Question 2: How are problem gambling and gambling related harm defined and currently measured in Queensland and Brisbane?

      Question 6: What is the current level of harm due to problem gambling and the associated costs to the community?

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Section Overview

Key Results and Data

- The *Gambling Impacts Survey* asked participants if they experienced loss of sleep due to worrying about their gambling. This was not found to be prevalent in Recreational or Low-Risk Gamblers. 5.91% of Moderate-Risk reported experiencing this 'sometimes' and 55.15% of Problem Gamblers reported experiencing this 'sometimes', 'often', or 'always'.
- Approximately 68.48% of Brisbane Gamblers smoke tobacco, and 93.31% of Brisbane Gamblers drink alcohol. Of the Moderate-Risk Gamblers, 14.17% of those who smoke tobacco reported an increase in their tobacco consumption due to gambling. Approximately 44.12% of Problem Gamblers who smoke tobacco reported an increase in their tobacco consumption due to gambling.
- A small proportion of Low-Risk Gamblers who drink alcohol reported a small level of increase in their consumption due to gambling (14.62%). Moderate-Risk Gamblers who drink alcohol reported both small (25.10%) and moderate (6.28%) levels of increase in their consumption. Problem Gamblers reported higher levels of increase in their consumption due to gambling, with 28.57% reporting a small increase, 20.30% reporting a moderate increase, and a substantial 9.02% of this group reporting a significant increase
- At a QLD population level (QHGS, 2016/17), over 27% of Moderate-Risk Gamblers and 95% of Problem Gamblers had experienced health problems due to gambling in the previous 12 months. There has been an increase in the proportion of QLD Gamblers who had experienced health problems due to gambling over the previous 12 months, between 2011/12 and 2016/17. The reason for this is unclear at this stage.

Key Implications

- There is evidence that gamblers in the higher risk groups are more likely to engage in the consumption of other harmful substances, such as tobacco and alcohol, than those in the lower risk gambling groups. While not investigated in this study, reasons for this might include factors such as increased reliance on coping substances, and increased exposure to environments in which smoking and drinking are commonplace (i.e. gambling venues).
- *GIS* participants in the higher risk gambling groups, especially Problem Gamblers, indicated that their consumption of these harmful substances had increased due to gambling, showing that gambling is having a negative effect on the health of Brisbane Gamblers.

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2.4 (a) Brisbane

Data was gathered relating to the decrements to health being experience by Brisbane Gamblers in the *Gambling Impacts Survey*. The Survey asked participants about loss of sleep due to worrying about their gambling, and about increases in their tobacco or alcohol consumption, due to gambling (Table 114 - Table 116). The Survey also included a PGSI question which asks about health problems as a result of gambling (Table 117).

As can be seen in Table 114, loss of sleep is not prevalent among Recreational and Low-Risk Gamblers, with 99.8% of Recreational Gamblers, and 97.5% of Low-Risk Gamblers reporting that they never experience loss of sleep due to worrying about their gambling. This harm indicator was more frequently reported by Moderate Risk Gamblers (25.6%), although most of these positive responses indicated that this was experienced rarely (19.67%). As expected, Problem Gamblers indicated a high occurrence of losing sleep due to worrying about gambling, with this occurring in 83.1% of Problem Gambler participants. Over half of this group reported experiencing this indicator of harm either 'sometimes', 'often', or 'always'.

Table 114 Gambling Impacts Survey - Responses to Q.7.9/Q.16.8 'Have you experienced loss of sleep due to worrying about your gambling?', by gambling group (%)

	Never	*Rarely*	*Sometimes*	*Often*	*Always*	*Don't Know** *
Recreational Gamblers	601 (99.83%)	1 (0.17%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	-
Low-Risk Gamblers	270 (97.47%)	5 (1.81%)	2 (0.72%)	0 (0.00%)	0 (0.00%)	-
Moderate-Risk Gamblers	189 (74.41%)	50 (19.67%)	13 (5.12%)	2 (0.78%)	0 (0.00%)	-
Problem Gamblers	23 (16.91%)	38 (27.94%)	44 (32.35%)	18 (13.24%)	13 (9.56%)	-
Overall (Gamblers only)	1083 (85.34%)	94 (7.41%)	59 (4.65%)	20 (1.58%)	13 (1.02%)	-
Non-Gambler answering on behalf of the Gambler in their household	198 (73.33%)	26 (9.63%)	21 (7.78%)	6 (2.22%)	3 (1.11%)	16 (5.93%)

*Data sourced from the Gambling Impacts Survey 2018

**This response option was only provided to the Non-Gamblers

***Percentages may not total to 100% due to rounding

Overall, when including the Gamblers whom the Non-Gamblers were answering questions about, 68.48% of Gamblers smoke tobacco (Table 115). Comparing this overall figure to the prevalence of smoking across the gambling risk groups, it can be seen that those who are classified in the higher risk groups are more likely to be a tobacco smoker. This is especially true of the Problem Gamblers, with 81.62% of the gamblers in this group being smokers.

Also overall, 93.31% of Gamblers drink alcohol (Table 116). Similar to the results for tobacco, the prevalence of those who consume alcohol rises in the higher risk gambling groups, with 94.01% of Moderate-Risk Gamblers being alcohol consumers, and 97.79% of Problem Gamblers consuming alcohol. However, differences between the gambling groups are not large, with 92.85% of Recreational Gamblers also reporting that they drink alcohol.

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These high proportions of participation in alcohol consumption across the gambling groups likely reflect current cultural acceptance of drinking alcohol as a recreational activity.

When assessing the detriments to health that result from gambling, it is important to consider that even small increases in tobacco and alcohol consumption can have serious negative long-term health consequences. Engaging in gambling activities often places individuals in venues where alcohol and tobacco consumption is prevalent. This exposure can lead to increases in consumption, especially in the higher risk gambling groups, where gamblers are spending larger amounts of time at these venues, and therefore have higher levels of exposure.

The majority of Recreational and Low-Risk Gamblers do not report any increases in tobacco or alcohol consumption, with only 1.83% of Recreational Gamblers and 4.69% of Low-Risk Gamblers who smoke reporting any level of increase in their tobacco consumption due to gambling. In the Moderate-Risk group this figure jumps significantly to 14.17% of the smokers in this group reporting an increase in their tobacco consumption. The highest level of increase can be found in Problem Gamblers. An estimated 44.12% of Problem Gamblers who smoke tobacco reported an increase in their tobacco consumption due to gambling, with 18.92% of these individuals stating that the increase was a moderate amount and 14.41% stating that gambling increased their tobacco consumption a significant amount.

Table 115 Gambling Impacts Survey - Responses to Q.7.10/Q.16.16 'Has gambling increased your consumption of tobacco?', by gambling group (%)

	No	*A small amount*	*A moderate amount*	*A significant amount*	*Don't smoke tobacco*
Recreational Gamblers	369 (61.30%)	9 (1.50%)	2 (0.33%)	0 (0.00%)	222 (36.88%)
Low-Risk Gamblers	174 (62.82)	8 (2.89%)	5 (1.81%)	0 (0.00%)	90 (32.50%)
Moderate-Risk Gamblers	140 (55.12%)	24 (9.45%)	10 (3.94%)	2 (0.78%)	78 (30.71%)
Problem Gamblers	51 (37.5%)	23 (16.91%)	21 (15.44%)	16 (11.76%)	25 (18.38%)
Overall (Gamblers only)	734 (57.84%)	64 (5.04%)	38 (2.99%)	18 (1.42%)	415 (32.70%)
Non-Gambler answering on behalf of the Gambler in their household	168 (62.22%)	18 (6.67%)	9 (3.33%)	5 (1.85%)	70 (25.93%)

*Data sourced from the Gambling Impacts Survey 2018

**Percentages may not total to 100% due to rounding

Most Recreational and Low-Risk Gamblers also reported no increase in their alcohol consumption due to gambling. It is interesting to note that there is a higher percentage of participants in these two groups who drink alcohol and also reported any level of increase, compared to those who smoke tobacco and reported an increase in consumption. An estimated 13.85% of Low-Risk Gamblers who drink alcohol reported a small level of increase in their consumption due to gambling. Moderate-Risk Gamblers who drink alcohol reported both small (25.10%) and moderate (6.28%) levels of increase in their consumption, with only 0.84% reporting a significant increase. More Problem Gamblers reported higher levels of increase in their consumption due to gambling, with 28.57% reporting a small increase, 20.30% reporting a moderate increase, and a substantial 9.02% of this group reporting a significant increase in their consumption.

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Table 116 Gambling Impacts Survey: Responses to the question 'Has gambling increased your consumption of alcohol?', by gambling group (%)

	No	A small amount	A moderate amount	A significant amount	Don't drink alcohol
Recreational Gamblers	517 (85.88%)	40 (6.64%)	2 (0.33%)	0 (0.00%)	43 (7.14%)
Low-Risk Gamblers	222 (80.14%)	36 (13.00%)	2 (0.72%)	0 (0.00%)	17 (6.14%)
Moderate-Risk Gamblers	162 (63.78%)	60 (23.62%)	15 (5.91%)	2 (0.79%)	15 (5.91%)
Problem Gamblers	56 (41.18%)	38 (27.94%)	27 (19.85%)	12 (8.82%)	3 (2.21%)
Overall (Gamblers only)	957 (75.41%)	174 (13.71%)	46 (3.62%)	14 (1.10%)	78 (6.15%)
Non-Gambler answering on behalf of the Gambler in their household	189 (70.00%)	25 (9.26%)	23 (8.52%)	8 (2.96%)	25 (9.26%)

*Data sourced from the Gambling Impacts Survey 2018

**Percentages may not total to 100% due to rounding

These figures show that those classified into the higher risk gambling groups are engaging in higher levels of harmful substance consumption, and that their participation in gambling has caused an increase in this consumption. As noted above, consumption of these harmful substances has long-term negative health consequences for the gambler, and also potentially diverts financial resources away from more beneficial outlets, and can cause conflict in personal relationships, compounding the harm that is being caused.

Table 117 shows that most Recreational and Low-Risk gamblers are had not experienced health problems due to gambling, in the previous 12 months. 33.07% of Moderate-Risk gamblers had experienced this harm 'rarely', but health problems were most prevalent in Problem Gamblers, with 74.26% of Problem Gamblers experiencing this harm 'sometimes', 'often', or 'always', and almost half experiencing health problems 'sometimes'.

Table 117 Gambling Impacts Survey: Responses to the PGSI question 'In the last 12 months, how often has gambling caused you any health problems, including stress or anxiety?', by gambling group (%)

	Never	Rarely	Sometimes	Often	Always
Recreational Gamblers	602 (100.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Low-Risk Gamblers	270 (97.47%)	7 (2.53%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Moderate-Risk Gamblers	151 (59.45%)	84 (33.07%)	17 (6.69%)	2 (0.79%)	0 (0.00%)
Problem Gamblers	4 (2.94%)	31 (22.79%)	63 (46.32%)	26 (19.12%	12 (8.81%)

Overall (Gamblers only)	1027 (80.93%)	122 (9.61%)	80 (6.30%)	28 (2.21%)	12 (0.95%)

Data sourced from the Gambling Impacts Survey 2018

2.4 (b) Queensland

The Queensland Household Gambling Survey provides some insight into harm relating to decrements to health. A general health related question is included in the section of the survey utilising the PGSI (Q.12), asking participants if they have experienced any health problems, including stress or anxiety, in the last 12 months, due to gambling. Responses, by gambling risk group are shown below in Table 118 & Table 119. As can be seen from these results, while most Low-Risk Gamblers are not experiencing health problems due to gambling, over 27% of Moderate-Risk Gamblers had experienced this type of harm (QHGS, 2016/17). There was a substantial increase in the amount of Problem Gamblers who had experienced health problems in the previous 12 months due to gambling, rising from just over 75% in 2011/12 to over 95% in 2016/17, although over 12% of this increase was in the 'rarely' category. There were increases found in all risk groups, although Problem Gamblers exhibited the largest change. At this point the reason for this increase is unclear, but bears investigating given the large difference in this harm found between the last two iterations of the survey.

Table 118 QHGS 2011/12 - Responses to the question 'In the last 12 months, has gambling caused you any health problems, including stress or anxiety', would you say never, rarely, sometimes, often or always, by gambling group (%)

	Never	*Rarely*	*Sometimes*	*Often*	*Always*
Low-Risk Gamblers	97.5 (96.2, 98.8)	1.7* (0.6, 2.8)	0.8** (0.0, 1.6)	0.0 (0.0, 0.0)	0.0 (0.0, 0.0)
Moderate-Risk Gamblers	79.0 (73.1, 84.9)	11.3 (6.9, 15.7)	8.9* (4.0, 13.9)	0.8** (0.0, 2.0)	0.0 (0.0, 0.0)
Problem Gamblers	24.9 (15.2, 34.6)	19.4* (8.2, 30.7)	31.0 (17.0, 45.1)	17.7* (8.3, 27.0)	7.0* (1.3, 12.7)

*Relative standard error greater than 25 per cent

**Relative standard error greater than 50 per cent

***Figures reported show 95% upper and lower confidence levels. Figures for the answers 'Don't know' and 'Refused' were excluded due to no responses in these categories)

****Data sourced from the Queensland Household Gambling Survey 2011/12

Table 119 QHGS 2016/17 - Responses to the question 'In the last 12 months, has gambling caused you any health problems, including stress or anxiety', would you say never, rarely, sometimes, often or always, by gambling group (%)

	Never	*Rarely*	*Sometimes*	*Often*	*Always*	*Don't Know*
Low-Risk Gamblers	96.1 (94.0, 97.0)	1.8 (1.1, 2.8)	1.8* (0.9, 3.7)	0.4** (0.1, 1.3)	0.0** (0.0, 0.9)	0.0** (0.0, 0.9)
Moderate-Risk Gamblers	72.3 (66.0, 78.0)	14.9 (11.0, 20.0)	11.1 (8.0, 16.0)	0.4** (0.1, 1.8)	0.9** (0.1, 3.7)	0.4** (0.1, 2.0)
Problem Gamblers	4.4** (1.2, 16.0)	31.9* (19.0, 48.0)	38.0* (24.0, 55.0)	15.8* (9.0, 28.0)	9.3 (4.6, 18.0)	0.5** (0.1, 3.9)

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*Relative standard error greater than 25 per cent

**Relative standard error greater than 50 per cent

***Figures reported show 95% upper and lower confidence levels.

****Data sourced from the Queensland Household Gambling Survey 2016/17

Other questions that relate to decrements to health in the QHGS 2011/12 largely ask about drug or alcohol use. Decrements to health can also be inferred from some of the questions relating to emotional health, such about being under a doctor's care due to depression or stress related issues, and thinking or attempting suicide as a result of gambling. While not specifically related to physical health, answering positively to these questions would imply a certain degree of physical health related effect from gambling, as a consequence of the emotional harms.

2.5 Work/Productivity Harm

*Aligns with **Baseline** Questions 2 & 6 of the Study Plan-*

Question 2: How are problem gambling and gambling related harm defined and currently measured in Queensland and Brisbane?

Question 6: What is the current level of harm due to problem gambling and the associated costs to the community?

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Section Overview

Key Results and Data

- The Gambling Impacts Survey assessed whether gambling had negatively affected the work or study performance of Brisbane Gamblers. 2.76% of Moderate-Risk Gamblers had experienced this 'sometimes' and over 57% of Problem Gamblers had experienced this harm 'sometimes', 'often', or 'always'.
- Brisbane Problem Gamblers were significantly more likely to experience reduced work or study performance than Gamblers in the lower risk groups: 36.0% of Problem Gamblers indicated that they experience this 'sometimes', 14.71% stating 'often' and 6.62% stating 'always'.
- Lower prevalence rates of this type of harm were noted at a Queensland population level (QHGS), with 18% of Problem Gamblers in 2011/12 and 14% in 21016/17 experiencing reduced work performance in the previous 12 months, due to gambling.

Key Implications

- Work/productivity harms have long-term as well as immediate impacts, potentially affecting future employment options.
- This type of harm can also impact the gamblers place of employment, with decreased productivity potentially affecting economic outcomes. This is reflected in the social costs associated with work/productivity harm, which in Victoria accounted 8.6% of the total social cost of gambling (see *Section 1.4*).

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2.5 (a) Brisbane

The *Gambling Impacts Survey* assessed the work and productivity related harms for Gamblers in Brisbane. Participants were asked whether their work or study performance has been negatively affected by their gambling. This is a useful indicator for measuring the work/productivity related harms (Browne et al., 2018). While most Gamblers did not indicate that their work or study performance had been negatively affected by their gambling (Table 120), over 12% of Moderate-Risk Gamblers and over 77% of Problem Gamblers had experienced this harm at least 'rarely'. Problem Gamblers are more likely to have their work or study performance affected more frequently, with 36.0% stating they experience this 'sometimes', 14.71% stating 'often' and 6.62% stating 'always'. This type of harm has the potential to have far reaching consequences, affecting future job opportunities and career progression, and may impact the economic outcomes of the gamblers place of employment.

Table 120 Gambling Impacts Survey – "Has gambling negatively affected your work or study performance?"

	Never	**Rarely**	**Sometimes**	**Often**	**Always**
Gamblers	1,123 (88.49%)	59 (4.65%)	58 (4.57%)	20 (1.58%)	9 (0.71%)
Non-Gamblers	218 (80.74%)	25 (9.26%)	17 (6.30%)	6 (2.22%)	4 (1.48%)

*Data sourced from the Gambling Impacts Survey 2018

Table 121 Gambling Impacts Survey – "Has gambling negatively affected your work or study performance?", by gambling group

	Never	*Rarely*	*Sometimes*	*Often*	*Always*
Recreational Gamblers	601 (9.83%)	1 (0.17%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Low-Risk Gamblers	270 (97.47%)	5 (1.81%)	2 (0.72%)	0 (0.00%)	0 (0.00%)
Moderate-Risk Gamblers	221 (87.01%)	26 (10.24%)	7 (2.76%)	0 (0.00%)	0 (0.00%)
Problem Gamblers	31 (22.79%)	27 (19.85%)	49 (36.03%)	20 (14.71%)	9 (6.62%)
Overall (Gamblers only)	1123 (88.49%)	59 (4.65%)	58 (4.57%)	20 (1.58%)	9 (0.71%)

*Data sourced from the Gambling Impacts Survey 2018, Gamblers only

2.5 (b) Queensland

The QHGS 2011/12 & 2016/17 both asked Low-Risk, Moderate Risk and Problem Gambler participants if their work performance had been affected by their gambling (QHGS, 2011/12 p. 75; QHGS, 2016/17, p. 65). Most Low-Risk and Moderate-Risk Gamblers did not report experiencing this type of harm in the previous 12 months, in either iteration of the survey. However, approximately 18% of Problem Gamblers in 2011/12 and 14% in 2016/17 did indicate reduced job performance in the previous 12 months due to gambling.

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2.5 (c) National

Browne et al (2016) measured the presence of various indicators of employment/productivity harm in the Victorian population. For comparative purposes the results of this are presented in Figure 88 and Table 122, below.

Figure 88 Work/Study Harm Indicators, by % of PGSI Category

Work/Study Harms (% of PGSI Category)
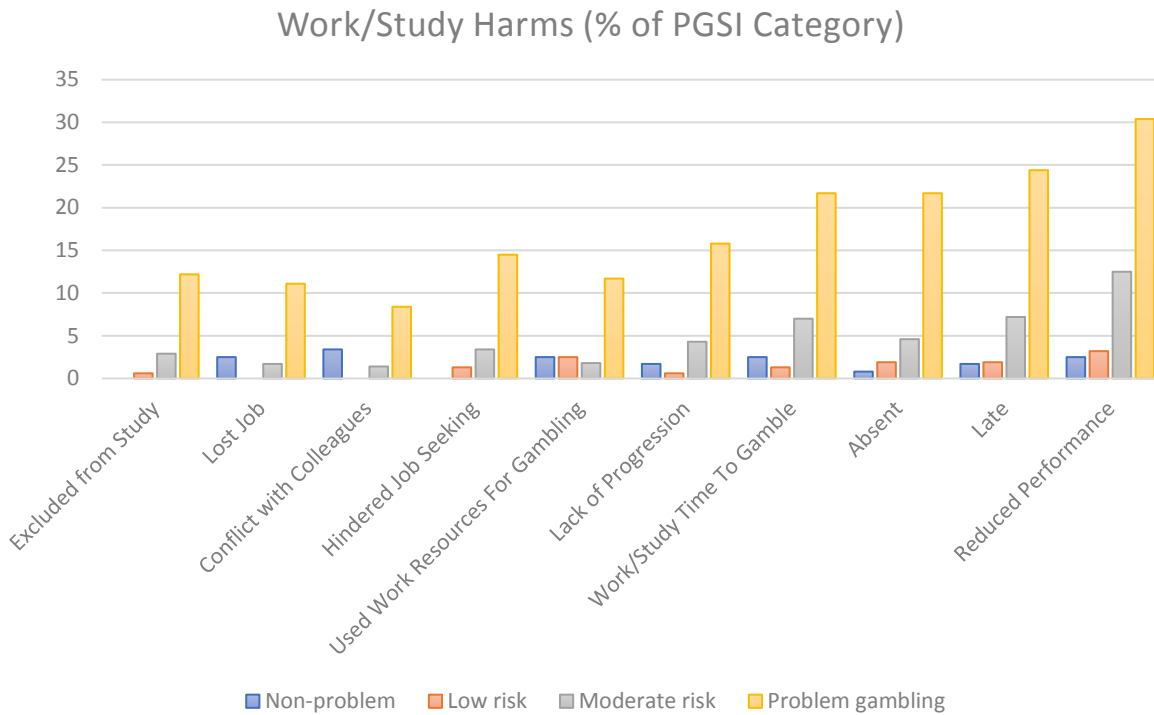
Data sourced from Browne et al (2016)

Table 122 Work/Study Harm Indicators, by risk Group (%), Victorian Population

	Non-problem Gamblers	Low Risk Gamblers	Moderate Risk Gamblers	Problem Gamblers
Excluded from Study	0	0.6	2.9	12.2
Lost Job	2.5	0	1.7	11.1
Conflict with Colleagues	3.4	0	1.4	8.4
Hindered Job Seeking	0	1.3	3.4	14.5
Used Work Resources For Gambling	2.5	2.5	1.8	11.7
Lack of Progression	1.7	0.6	4.3	15.8
Work/Study Time To Gamble	2.5	1.3	7	21.7
Absent	0.8	1.9	4.6	21.7
Late	1.7	1.9	7.2	24.4

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Reduced Performance	2.5	3.2	12.5	30.4

*Data sourced from Browne et al (2016)

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2.6 Crime

*Aligns with **Baseline** Questions 2 & 6 of the Study Plan-*

> *Question 2: How are problem gambling and gambling related harm defined and currently measured in Queensland and Brisbane?*

Question 6: What is the current level of harm due to problem gambling and the associated costs to the community?

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Section Overview

__Key Results and Data__

- Non-gambler participants of the *GIS* were asked if they or anyone else in their household have been the victim of domestic violence due to gambling. Nineteen of the 270 Non-Gambler participants responded "yes" to this question (7.04%).
- To assess the level of crimes related to the Treasury Casino, data was sourced from the Queensland Police Service. The types of offences committed at the Treasury Casino include reported Assaults (15%), Good Order Offences (34%), Other Unlawful Thefts (excl. unlawful entry) (38%), Other Property Damage (6%) and Fraud (7%).
- The Queensland Police Service provided evidence that a reasonable proportion of crimes committed between 3am and 6am in the Brisbane CBD may be attributed to the Treasury Casino, as it is one of the only venues still operating at that time.
- Reported Assaults are twice as prevalent at the Treasury Casino than in the rest of the CBD when considering the overall timeframe, but are of a similar proportion during the 3am-6am timeframe. A greater proportion of the reported Assaults that occur at the Treasury Casino are more serious in nature, compared to those that occur in the rest of the Brisbane CBD.
- Good Order Offences that occur at the Treasury Casino are more likely to be categorised as Public Nuisance-Violent (21%) and Public Nuisance - Disorderly (34%), compared to the rest of the Brisbane CBD. Good Order Offences in the 3am-6am timeframe in the Brisbane CBD are most likely to be either Public Nuisance – Disorderly (33%) or Public Urination (26%).
- At a State level, the greatest number of gambling related Frauds between 2011-2016 occurred in Victoria, followed by Queensland and then New South Wales. Overall, gambling related Frauds in this timeframe amassed a dollar value of $104,143,790, nationwide (Warfield and Associates, 2017).
- The main gambling activity on which Australian Gamblers bet the proceeds of their gambling related Frauds, was overwhelmingly EGMs, followed by Casino Table Games (Warfield and Associates, 2017).

Cont. below

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2.6 (a) Brisbane

The *Gambling Impacts Survey* asked only one question relating to crime, as previous research has found it to be one of the less prevalent types of harm that is experienced by Gamblers (Browne & Rockloff, 2018). The Survey asked the Non-Gambler participants if they or anyone else in their household have been the victim of domestic violence due to gambling. Nineteen of the 270 Non-Gambler participants responded "yes" to this question (7.04%). Previous research has found domestic violence to be more prevalent among Recreational Gamblers than in higher risk gambling groups (Browne & Rockloff, 2018). Current police reporting procedures are not able to adequately capture domestic violence incidents that are related to gambling, as this is not a question that is regularly asked by police officers attending such incidents. As such, there is the potential for underreporting of the prevalence of this type of harm and its connection to gambling. Family and domestic violence are further discussed in *Section 2.9 – Harm to Affected Others*.

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In Brisbane, The Casino Crime Squad, a division of the QLD Police Service, is dedicated to responding to crimes committed at Treasury Casino. This Squad works in conjunction with the on-site inspectorate, OLGR and other police divisions. However, there is minimal publicly available data relating specifically to the actions of this Squad and the types of crimes they are picking up. It has been noted from other sources that the incidence of crimes at Casinos is not always a reliable indicator of the true amount of crime occurring, as venues have a vested interest in not reporting the crimes to the police (Branley, 2016).

Data was provided from the QLD Police Service however, giving a full account of all crimes that were attended by police both in the Brisbane CBD, and at/on the boundary of the Treasury Casino itself, for the 2008-2017 period. In the Brisbane CBD area this exceeded 60,000 individual criminal incidents. Within this overall CBD data, 2111 criminal incidents occurred during the 2008-2017 period at the Treasury Casino. Data referring specifically to criminal incidents at the Treasury Casino include incidents that occur inside the venue and within the 'boundary' of the venue, i.e. in the streets directly surrounding the Casino. In a meeting with the QLD Police Service, anecdotal evidence was provided, stating that overall, it would be reasonable to attribute some of the crimes in the CBD during the 3am-6am period as also being related to the Treasury Casino and its patrons (Queensland Police Service [Personal Communication], 2017). This is due to other venues available for drinking and gambling being closed during this time period, and the associated migration of patrons to the Casino for the purpose of continuing their recreational activities. Therefore, from the full list of crimes, incidents committed between the hours 3am-6am were extracted and categorised, resulting in 4463 individual incidents. Not all of these incidents can be attributed to the Casino, rather they are presented to identify trends and provide an indication of the impact of the casino on crime in the CBD during this timeframe. The proportion of crimes, by type of offence, are shown in Figure 89. Comparing this to the types of offences being committed in the same area, the Brisbane CBD, without the 3am-6am caveat (Figure 90), there is a significant difference in the types of crimes being committed. Reported Assaults are twice as common during the 3am-6am timeframe, and it is of interest to note that instead of Other Thefts (excl. unlawful entry) being the most common type of incident committed, the most common type of crime between 3am-6am are Good Order Offences. These include offences such as Public Nuisance offences, Public Urination, Fare Evasion and Disobeying Move on Directions, among others.

A breakdown of common criminal incidents committed in the Brisbane CBD both overall, and between 3am-6am, has been provided in the figures below (Figure 89 - Figure 91). Visualisations containing exact figures and showing how these incidents have changed over time are presented in Appendix G. It is interesting to note that Fare Evasion is much less likely to occur during the 3am-6am timeslot than overall (3% vs 11%), and similarly there is a lesser prevalence of Resisting Arrest, Inciting, Hindering, or Obstructing Police (17% vs 31%) during this time. Public Nuisance offences are slightly more likely to be violent rather than just disorderly during the 3am-6am timeslot (21% vs 14%), and Public Urination is also more prevalent during this time (26% vs 16%).

Offence prevalence rates committed at the Treasury Casino (Figure 91) are relatively similar to those committed in the CBD in general, except for the prevalence of reported Assaults, which is twice as prevalent at the Casino than in the CBD in general. This reflects the data from the CBD 3am-6am timeslot.

Types of offences committed in the Brisbane CBD: **all time frames**, 2008-2017

Fraud
10%

Assaults
7%

Good Order Offences
31%

Other Theft (excl. Unlawful Entry)
45%

Other Property Damage
7%

- Assaults
- Fraud
- Good Order Offences
- Other Property Damage
- Other Theft (excl. Unlawful Entry)

*Data sourced from the Queensland Police Service

Figure 90 Criminal Incidents occurring in the Brisbane CBD 2007-2017, 3am-6am

Types of offences committed in the Brisbane CBD: **3am-6am**, 2008-2017

Fraud
2%

Assaults
14%

Other Theft (excl. Unlawful Entry)
12%

Other Property Damage
7%

Good Order Offences
65%

- Assaults
- Fraud
- Good Order Offences
- Other Property Damage
- Other Theft (excl. Unlawful Entry)

*Data sourced from the Queensland Police Service

502
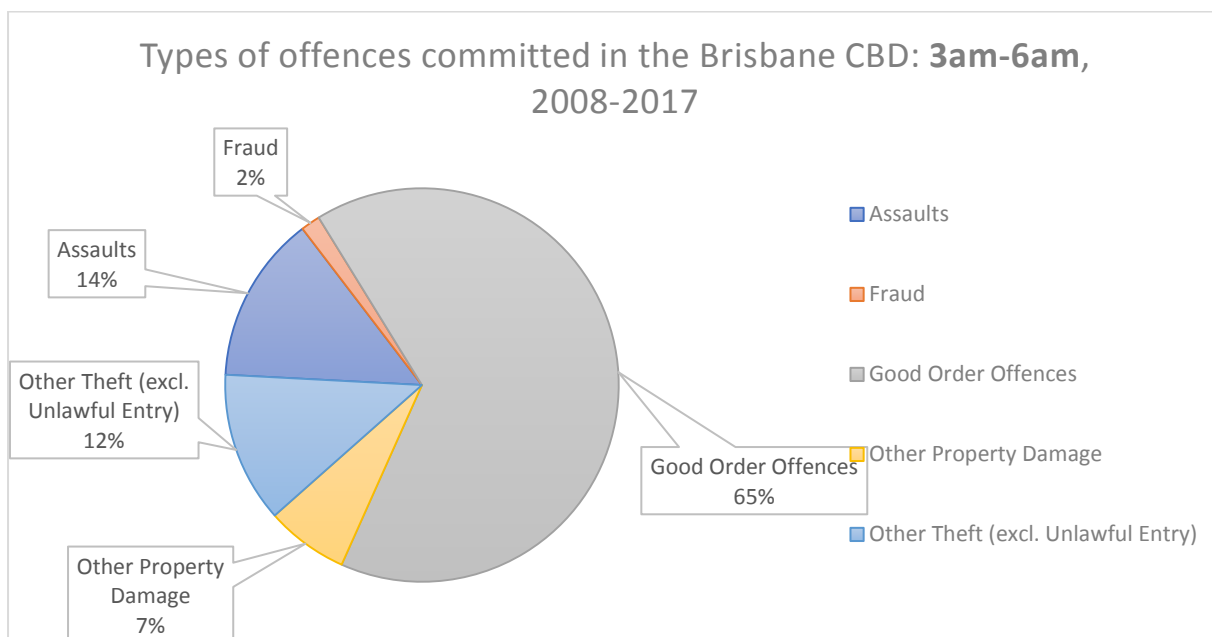
Figure 91 Types of offences committed at the Treasury Casino: all time frames, 2008-2017

Types of offences committed at the **Treasury Casino**: all time frames, 2008-2017

Fraud
7%

Assaults
15%

Good Order Offences
34%

Other Theft (excl. Unlawful Entry)
38%

Other Property Damage
6%

Legend:
- Assaults
- Fraud
- Good Order Offences
- Other Property Damage
- Other Theft (excl. Unlawful Entry)

Data sourced from the Queensland Police Service

503
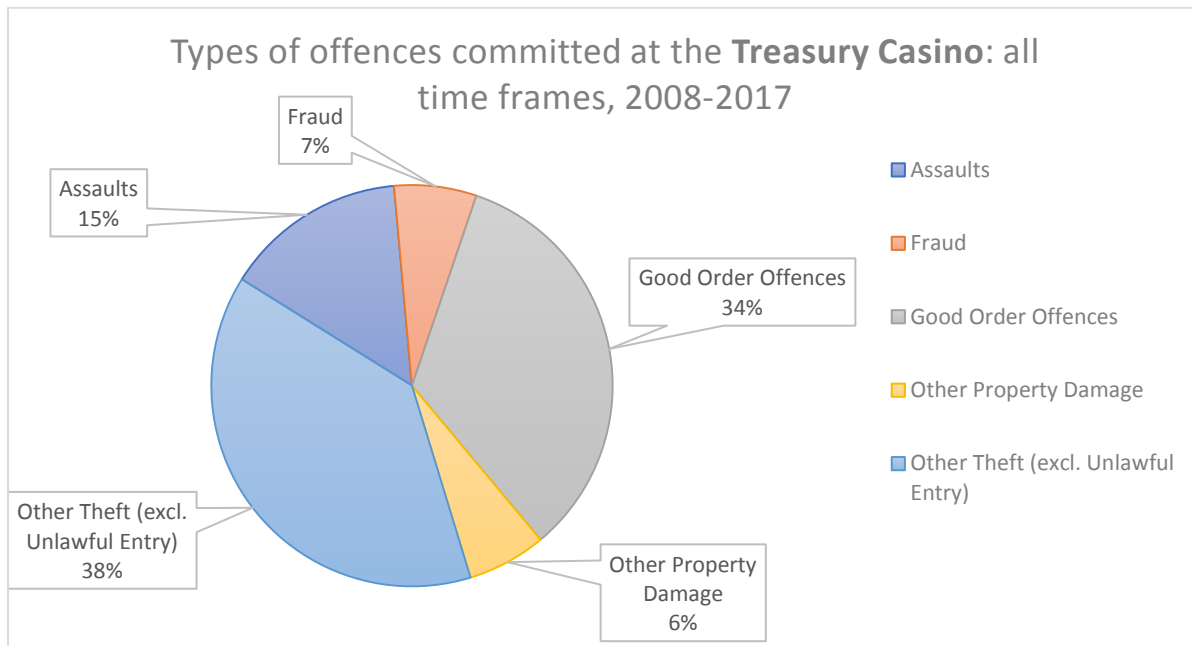
Figure 92 Assaults - Brisbane CBD (all timeframes & 3am-6am), and Treasury casino (all timeframes), frequency of the 5 most common Assaults, 2008-2017

Brisbane CBD Assaults, **all timeframes**

- 96, 2%
- 2073, 48%
- 479, 11%
- 395, 9%
- 1314, 30%

Legend:
- ■ Assault occasioning bodily harm
- ■ Assault, Common
- ■ Assault, police (PPRA)
- ■ Assault, serious (other)
- ■ Grievous Bodily Harm

Brisbane CBD - Assaults, **3am-6am**, 2018-2017

- 14, 2%
- 43, 7%
- 62, 10%
- 317, 53%
- 166, 28%

Treasury Casino - Assaults, 2008-2017

- 9, 3%
- 26, 8%
- 141, 46%
- 24, 8%
- 108, 35%
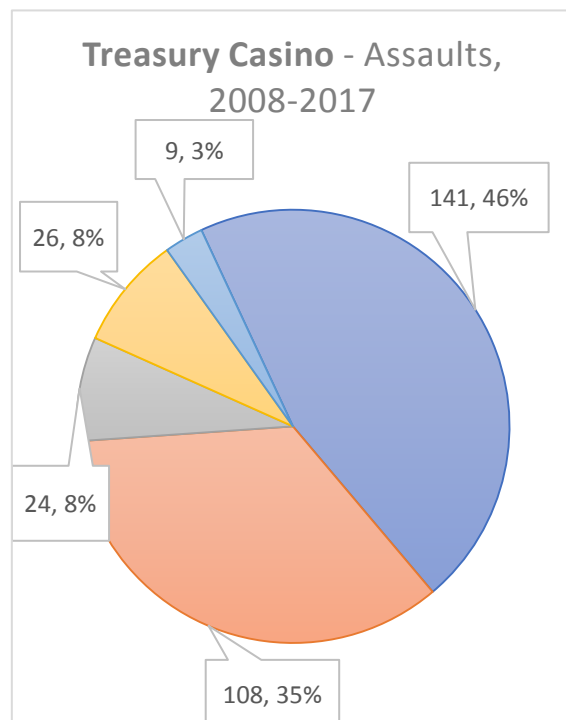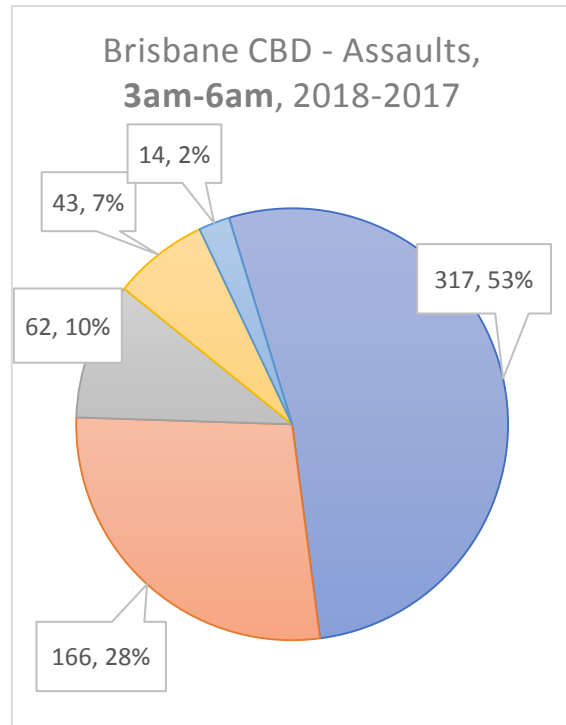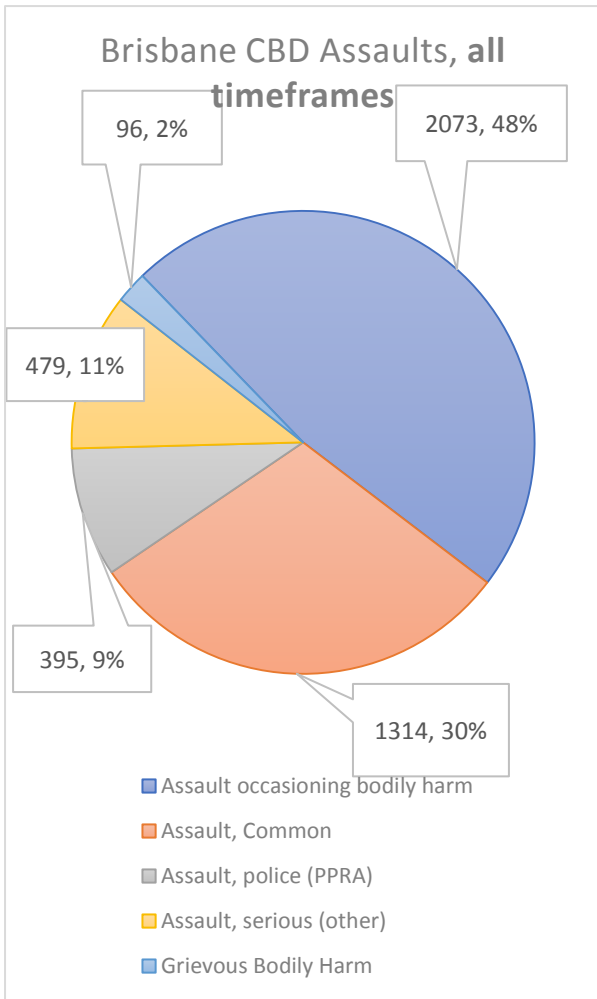
*Data sourced from Queensland Police Service

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Figure 93 Good Order Offences - Brisbane CBD (all timeframes & 3am-6am), and Treasury casino (all timeframes), frequency of the 5 most common Good Order Offences, 2008-2017

Good Order Offences - Brisbane CBD - **all timeframes**, 2008-2017

4582, 31%
1652, 11%
4003, 28%
2089, 14%
2291, 16%

- Fare Evasion – Refuse to Pay
- Public Nuisance - Disorderly
- Public Nuisance- Violent
- Public Urination
- Resist Arrest, Incite, Hinder, Obstruct Police

Good Order Offences - Brisbane CBD - **3am-6am**, 2008-2017

400, 17%
57, 3%
605, 26%
759, 33%
492, 21%

Good Order Offences - **Treasury Casino**, 2008-2017

118, 22%
34, 6%
95, 17%
187, 34%
116, 21%

Data sourced from the Queensland Police Service

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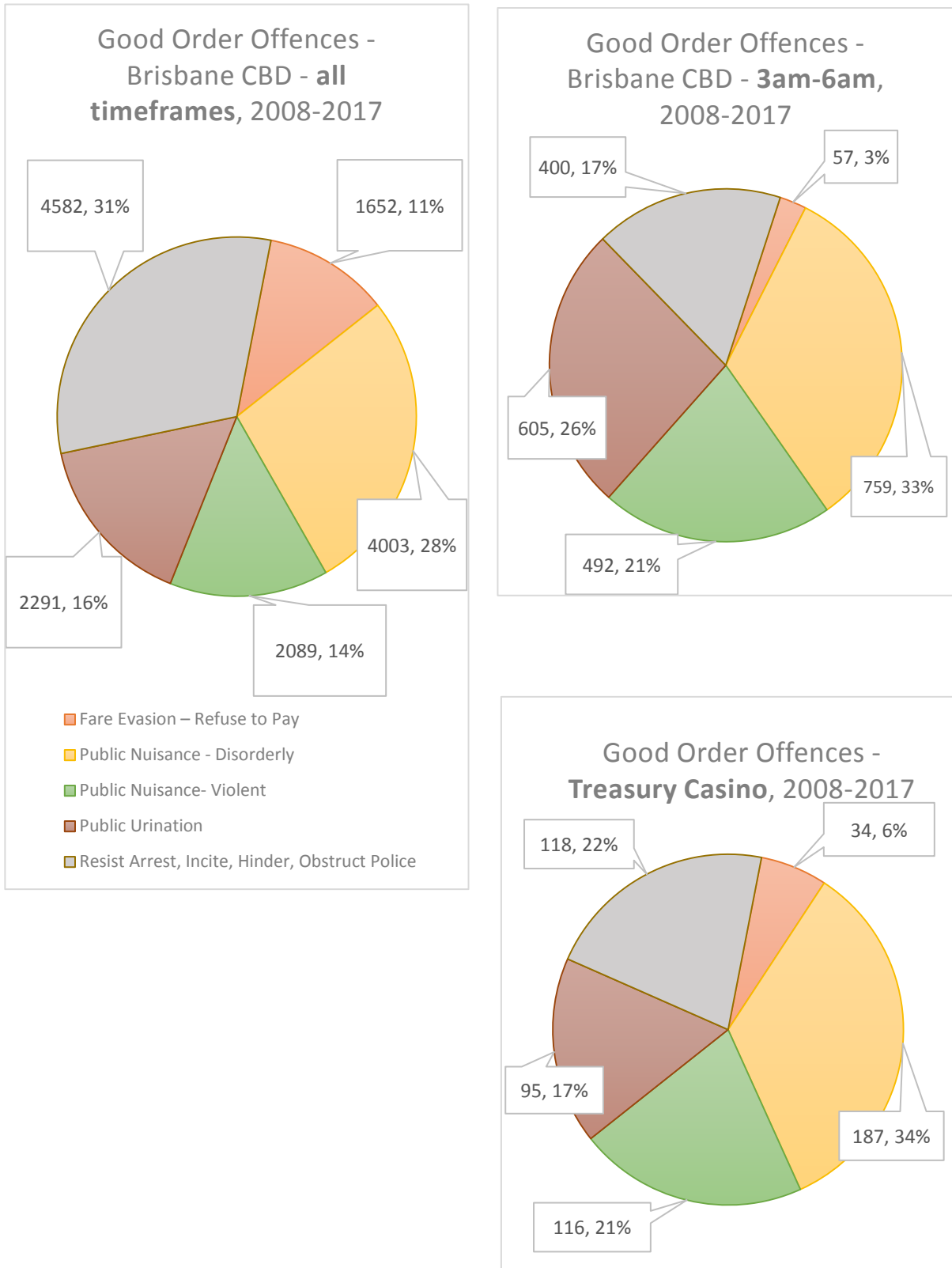
Figure 94 Other Theft (excl. Unlawful Entry), Brisbane CBD - all timeframes, frequency of the 5 most common Thefts, 2008-2017

Other Theft (excl. Unlawful Entry) - Brisbane CBD - all timeframes, 2008-2017

- Shop stealing, unlawfully take away goods
- Steal from the person
- Stealing (other)
- Stealing from other specified buildings (including ATM transactions)
- Vehicles - Stealing from/enter with intent

Stealing from other specified buildings (including ATM transactions) 27%

Vehicles - Stealing from/enter with intent 5%

Stealing (other) 13%

Steal from the person 4%

Shop stealing, unlawfully take away goods 51%
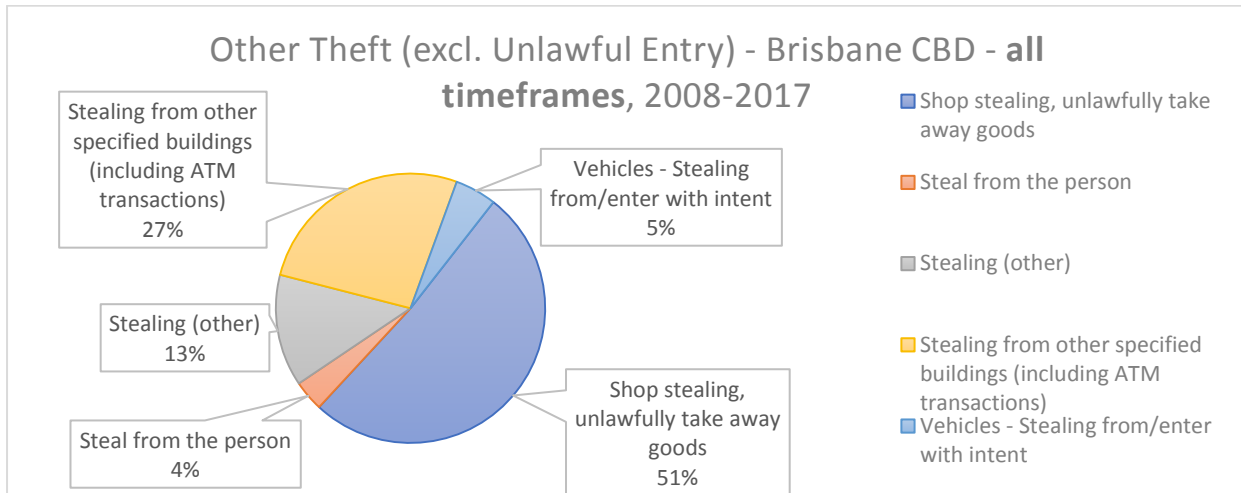
*Data sourced from the Queensland Police Service

Figure 95 Other Theft (excl. Unlawful Entry), Brisbane CBD – 3am-6am, frequency of the 5 most common Thefts, 2008-2017

Other Theft (excl. Unlawful Entry), Brisbane CBD - 3am-6am, 2008-2017

- Shop stealing, unlawfully take away goods
- Steal from the person
- Stealing (other)
- Stealing from other specified buildings (including ATM transactions)

Steal from the person 11%

Shop stealing, unlawfully take away goods 2%

Stealing (other) 15%

Vehicles - Stealing from/enter with intent 28%

Stealing from other specified buildings (including ATM transactions) 44%
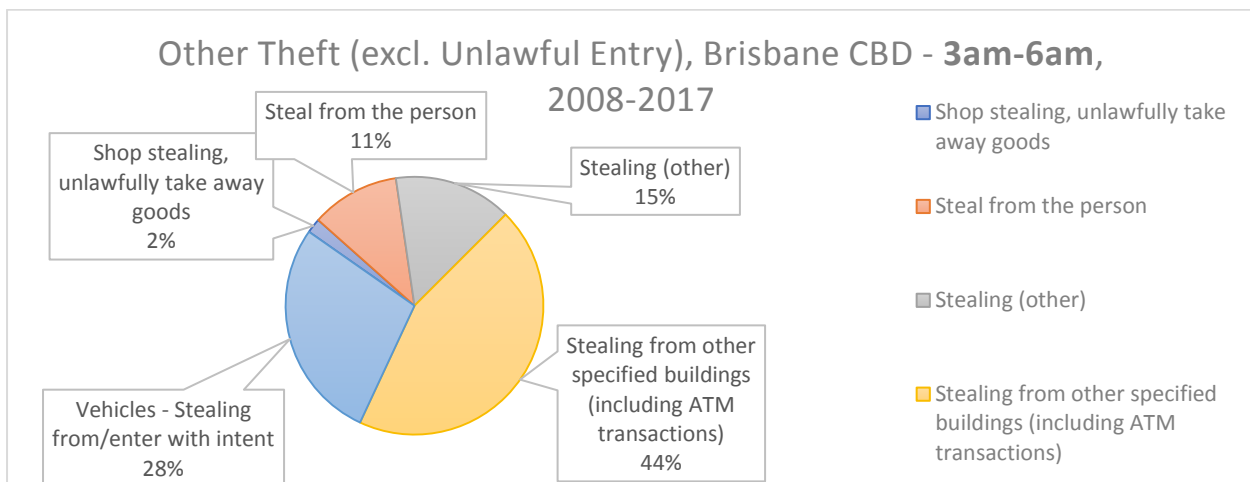
*Data sourced from the Queensland Police Service

Figure 96 Other Theft (excl. Unlawful Entry), Treasury Casino, frequency of the 5 most common Thefts, 2008-2017

Other Theft (excl. Unlawful Entry) - Treasury Casino, 2008-2017

- Stealing by a conversion or by a trick
- Steal from the person
- Stealing (other)
- Stealing from other specified buildings (including ATM transactions)
- Vehicles - Stealing from/enter with intent

Stealing (other) 18%

Steal from the person 7%

Stealing by a conversion or by a trick 2%

Stealing from other specified buildings (including ATM transactions) 67%

Vehicles - Stealing from/enter with intent 6%

*Data sourced from the Queensland Police Service

506
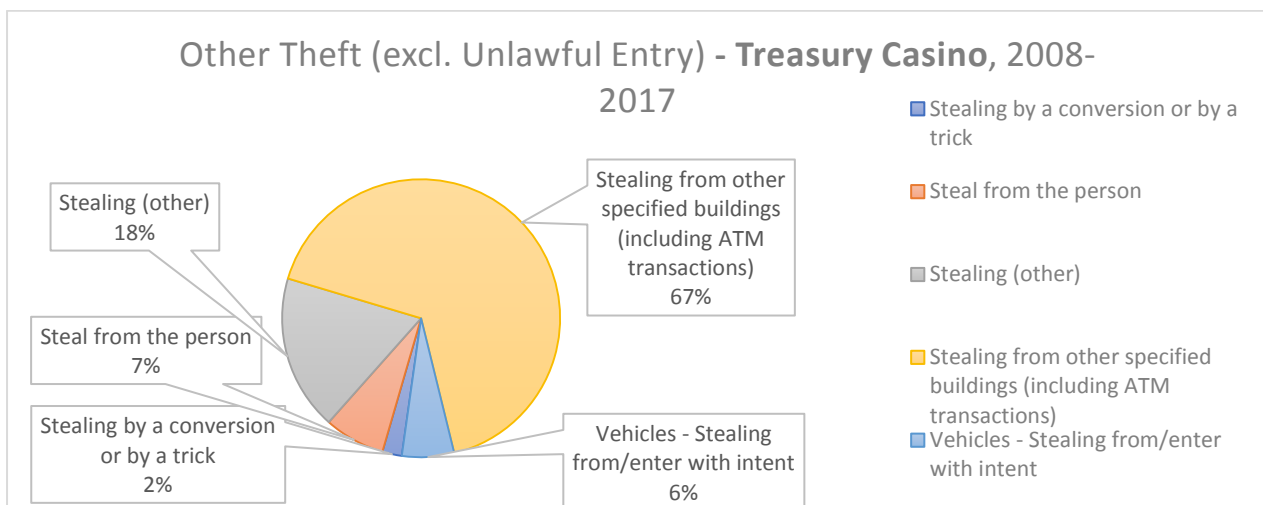
The QLD Police Service also provided a full list of the 3660 incidents that have occurred in the area being defined as the Queen's Wharf Precinct (see red outlined area in Figure 97, below), for the years 2008-2017. This provides some evidence as to the types of crimes currently being committed in the area that will, in the future, contain the QWB Casino, so that changes can be measured post-opening (Table 123).

Figure 97 QLD Police Service Incidents, Queen's Wharf Precinct
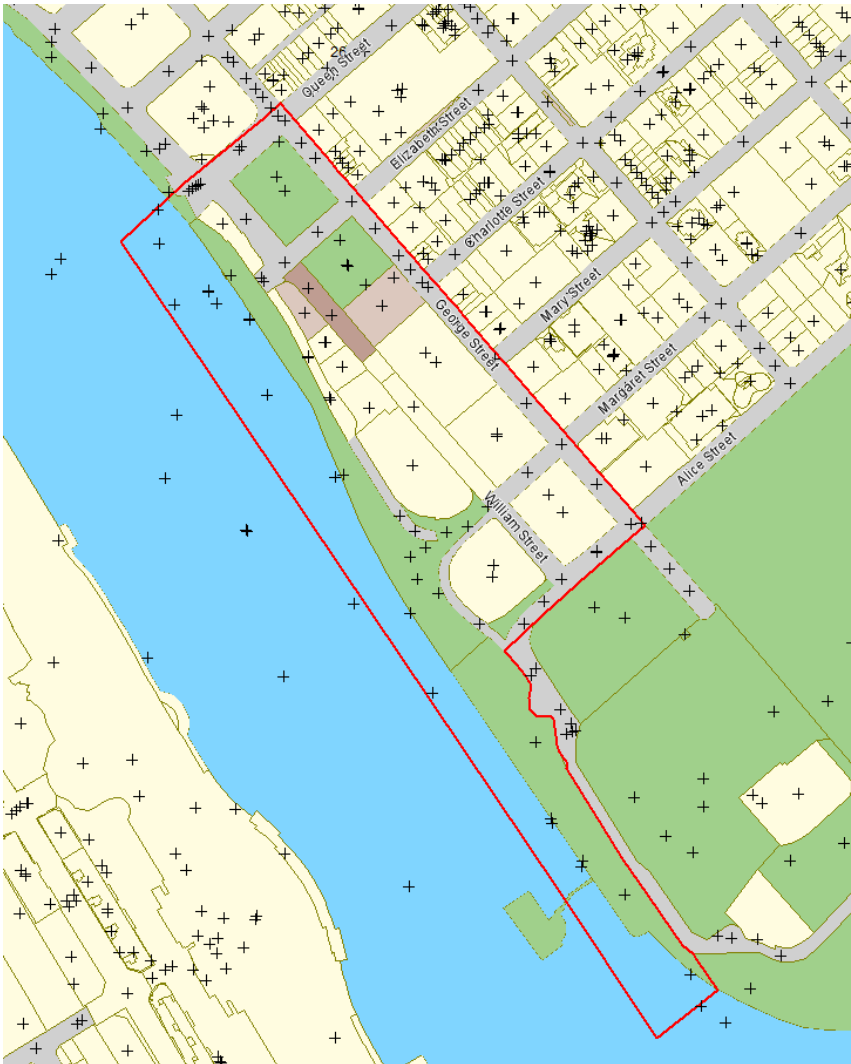
Data sourced from the Queensland Police Service

**Crosses indicate offence locations*

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Table 123 Brisbane – Total Recorded Criminal Offences between 2008-2017 in the precinct bordered by George, Alice and Queen Street and the Brisbane River

Total Recorded Criminal Offences between 2008-2017 in the precinct bordered by George, Alice and Queen Street and the Brisbane River

	Assault	Fraud	Good Order Offences	Other Property Damage	Other Theft (excl. Unlawful Entry)
2008	57	15	154	34	146
2009	52	29	168	56	140
2010	60	18	187	29	136
2011	62	15	176	18	144
2012	41	17	109	30	120
2013	33	15	100	22	96
2014	53	7	119	16	145
2015	36	20	149	12	121
2016	43	33	125	19	137
2017	47	30	129	20	119
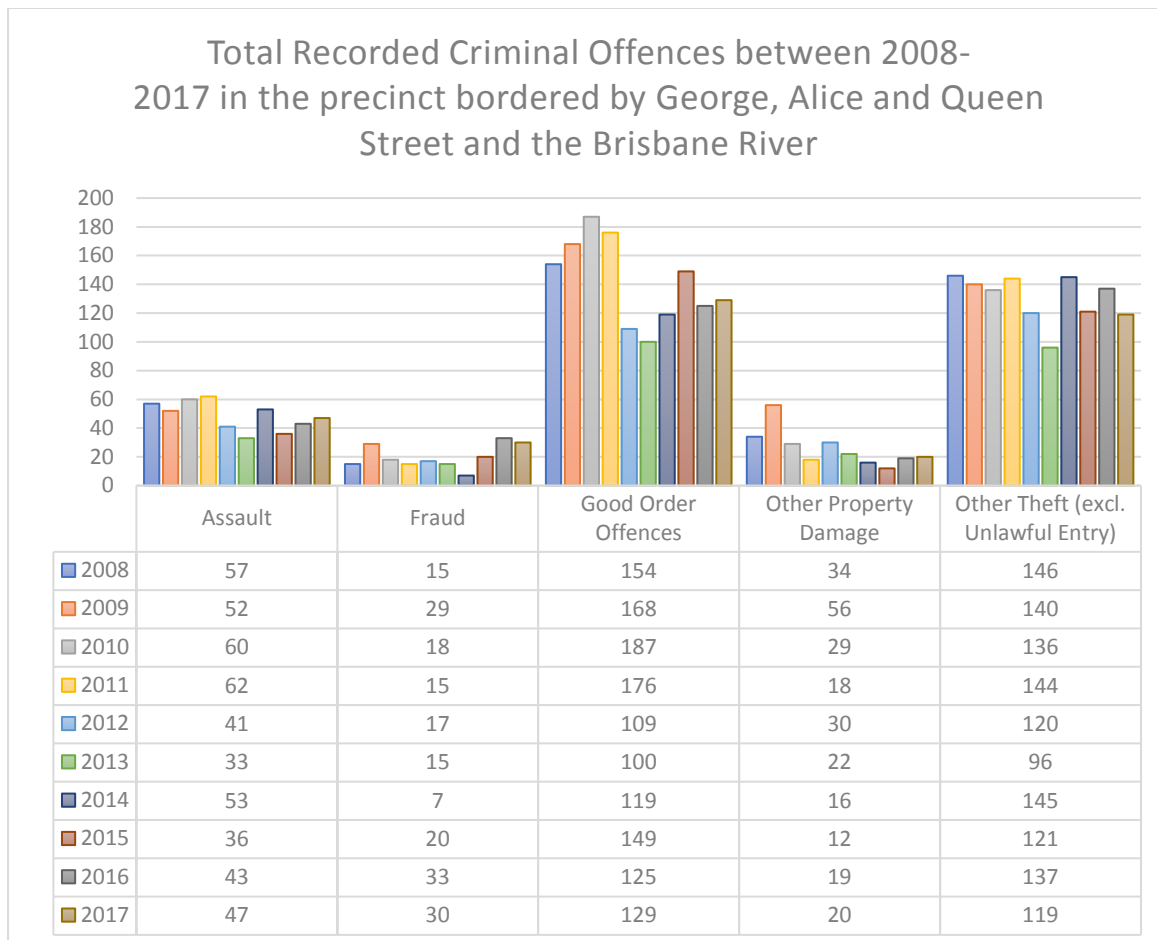
*Data sourced from the Queensland Police Service

** Data relates to the future QWB Precinct boundary as defined in red in Figure 97 (the precinct bordered by George, Alice and Queen Street and Brisbane River)

2.6 (b) Queensland and National

At the Queensland level, the QHGS 2011/12 asks two questions about crime related harm from gambling, however results of these questions have not been included in the report. The QHGS 2017/17 does not ask any questions relating to crime. Some data is available from the Warfield and Associates papers on Gambling Related Fraud (2008-2010) and (2011-2016). The latest of these papers provide various data around fraud convictions where gambling has been identified as the motivating factor, including the number of frauds committed in the State, and the main gambling activity on which perpetrators bet the proceeds of the fraud. This data is presented in Table 124 and Table 125, below. While it can be seen that there are a relatively low number of incidents being identified in these Warfield and Associates reports, the dollar value attached to these crimes is significant.

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Table 124 Gambling Related Frauds by State/Territory

State	Number of Cases	Amount
Australian Capital Territory	14	$4,089,531
New South Wales	63	$25,302,156
Northern Territory	7	$1,436,490
Queensland	69	$21,166,292
South Australia	11	$3,724,401
Tasmania	15	$1,869,039
Victoria	76	$42,894,103
Western Australia	10	$3,661,778
Total	265	$104,143,790

* Data sourced from Gambling Motivated Fraud 2011-2016 Warfield and Associates

Table 125 Main Gambling Activity on Which Perpetrator Bet

Mode of gambling	Number of Cases	Amount
Poker machines	91	$28,155,400
Casinos**	22	$11,786,325
Horseracing	13	$6,733,919
Internet Sports Betting	10	$6,308,365
TAB	9	$2,646,088
Keno	2	$478,334
Other (Lotto, Cards, Greyhounds, Harness Racing, Poker, Online Poker Machines, Scratch Lottery Tickets, and multiples of any of the above modes)	12	$12,140,260

* Data sourced from Gambling Motivated Fraud 2011-2016 Warfield and Associates

**Excludes reference to poker machines played at a casino, which is included in the poker machine figures

For comparative purposes Victorian population data can be drawn from Browne et al. (2016) regarding some gambling related criminal actions, and are presented in Table 126. As can be seen, most of these criminal harm indicators are only relatively prevalent in Problem Gamblers.

Table 126 Criminal Harm Indicators, by % of PGSI Category, Victorian Population (2008-2017)

	Non-problem Gambler	Low Risk Gambler	Moderate Risk Gambler	Problem Gambler
Arrested For Unsafe Driving	0.0	0.6	0.8	6.5
Violence	0.8	0.6	0.8	6.5
Petty Theft/Dishonesty (not incl. towards family/friends)	2.5	0.6	3.0	12.3
Children Neglected	0.8	0.6	1.0	5.6
Crime	0.8	0.6	2.1	13.9
Took Money From Family/Friends Without Asking	1.7	0.6	2.9	17.7

*Data sourced from Browne et al (2016)

Further sources of information on gambling related crime can be found in reports by the VCGLR as part of five yearly reviews of the license for Crown Casino in Melbourne. It was noted by the VCGLR (2013) that Crown Casino in Melbourne, which is comparable in size and nature to QWB Casino, is a target for criminal activity, and that this is true of most casinos. Figure 98 shows the types of crimes that had been committed between 2009 and 2012 at Crown Casino Melbourne, and Figure 99 shows the same information for the years 2013-2017. As can be seen, these offences mirror those occurring at the Treasury Casino, mainly being, Thefts, Assaults, Deception and Good Order Offences.

Figure 98 Criminal offences at the Melbourne Casino Complex – November 2009 to October 2012

*Chart sourced from VCGLR (2013)

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Figure 99 Recorded offences at the Melbourne Crown Casino Complex, 2013-17
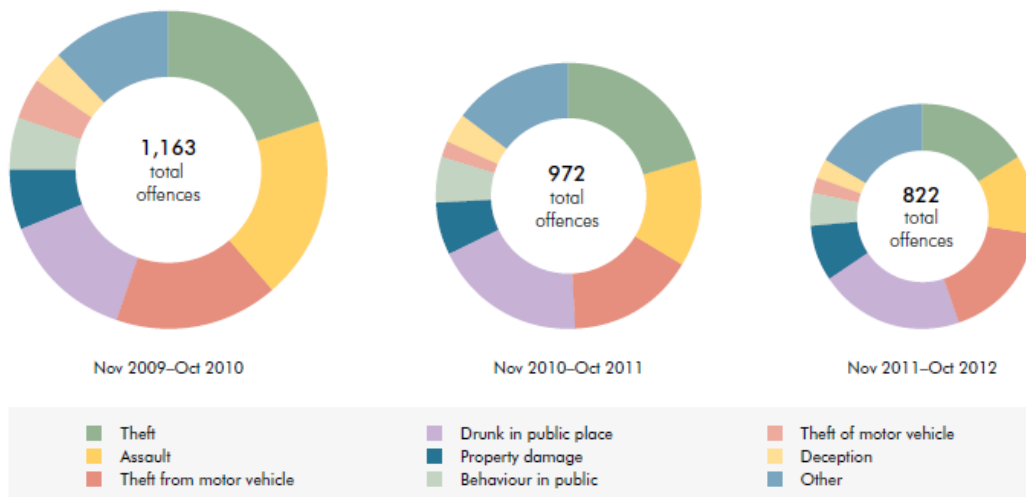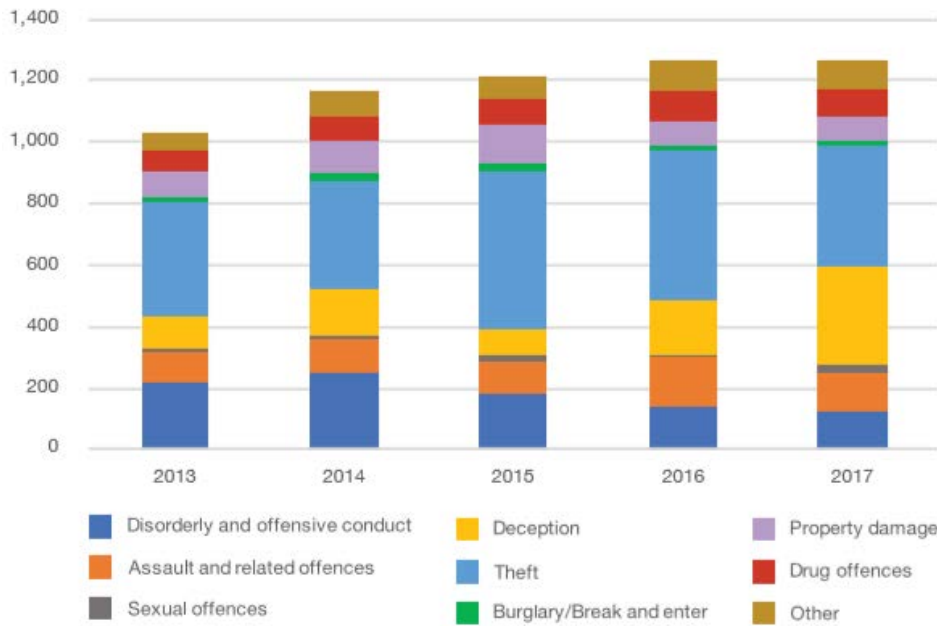
Source: Victoria Police

Chart sourced from VCGLR (2018)

Research into the relationship between casino gambling and crime has provided varied results. Some research has been unable to establish a consistent significant link between the presence of a casino and an increase in the amount of crime (for example see Stitt, Nichols & Giacopassi, 2003), although it was noted in Wheeler, Round and Wilson (2011) that there have been methodological limitations with many of these studies. A seminal study by Grinols and Mustard (2006) assessed how crime was influenced by the opening of casinos in the United States and found that casinos were significantly associated with higher levels of crime, other than murder, with much of the increase occurring in the several years post-opening. Australian research has found significant links between higher EGM expenditure per local adult and higher rates of income generating crimes in that area (Wheeler, Round, Sarre & O'Neil, 2008). Similar finding of a significant relationship between crime and gaming expenditure was also found by SACES (2008), particularly for income generating fraud crimes.

While it is difficult to definitively assess the likely effect of the QWB Casino on crime, it appears from the literature that gambling, casinos, and particularly higher EGM expenditure, are all associated with higher levels of crime.

2.6 (c) Assessing change and future directions

Queensland Police Service reporting procedures currently attempt to record where an intoxicated perpetrator had their last drink. However, recording this information requires the cooperation of often non-compliant individuals, and so this is not reliably documented. A review of police reporting protocols, to perhaps include follow-up questioning when the perpetrators/victims are in a more compliant state, in order to determine high risk venue types will be beneficial for understanding the impact of gambling venues on crime.

Although there is good evidence of a relationship between gambling problems and domestic violence (see Section 2.9), there is very little routine data currently available to assess the severity of this issue. QPS protocols could also be improved to capture what proportion of incidents are predominantly gambling related.

In general, the proportion of criminal harm that arises from gambling in the QLD population is difficult to assess. Looking at the long-term impact of the QWB Casino on crime, analysis of court documentation, along with

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changes to police reporting procedures in order to capture gambling related crimes, would help to shed light on the prevalence of this harm and its relationship to the casino. Further research is therefore necessary to examine the full extent of crime and safety issues associated with the QWB development, and a proposal to examine this as part of a Phase 2 to the current project is currently being considered by DITID.

2.7 Life Course/Intergenerational Harm

*Aligns with **Baseline** Questions 2 & 6 of the Study Plan-*

Question 2: How are problem gambling and gambling related harm defined and currently measured in Queensland and Brisbane?

Question 6: What is the current level of harm due to problem gambling and the associated costs to the community?

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Section Overview

Key Results and Data

- The Gambling Impacts Survey showed that 22.55% of Brisbane Gamblers have an immediate family member who has a gambling problem.
- The percentage of the gambling risk groups who have an immediate family member who has a gambling problem:
  - Recreational Gamblers – 19.10%
  - Low-Risk Gamblers – 20.58%
  - Moderate-Risk Gamblers – 29.13%
  - Problem Gamblers – 46.32%
- At a National level, those who have a family member that is a Problem Gambler are far more likely to also be classified as a Problem Gambler (9.6 times more likely).

Key Implications

- Having a family member who is a Problem Gambler is associated with a higher risk of also being a Problem Gambler.

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2.7 (a) Brisbane

Life Course/Intergenerational harm includes harm that has carry on effects across generations. Examples of this harm include intergenerational gambling addiction issues, financial problems/debts being passed from a Gambler parent to their child, and intergenerational effects of family breakdown. The *Gambling Impacts Survey* collected data relating to this type of harm by asking participants if anyone in their immediate family had ever had a gambling problem. This intended to capture those whose own gambling habits may have been affected by the gambling of others in their family line. The Non-Gamblers were also asked this question, but in regard to anyone in their immediate family *other than* the Gambler they were already answering questions about.

Overall, almost a quarter of participants (22.55%) indicated that someone in their immediate family had had a gambling problem (Table 127). Approximately 20% participants in the lower risk groups have someone in their family that has a gambling problem, but this figure raises to almost half for the Problem Gamblers (Table 128).

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This shows that in the Brisbane population you are far more likely to be categorised as a Problem Gambler if there is someone in your immediate family that also has a gambling problem.

Table 127 Gambling Impacts Survey - Responses to Q.7.14/Q.16.14 "Has anyone in your immediate family ever had a gambling problem", N (%)

	Yes	No
Gamblers	309 (24.35%)	960 (75.65%)
Non-Gamblers	38 (14.07%)	232 (85.93%)
Total	347 (22.55%)	1192 (77.45%)

*Data sourced from the Gambling Impacts Survey 2018

Table 128 Gambling Impacts Survey - Responses to Q.7.14/Q.16.14 "Has anyone in your immediate family ever had a gambling problem", by gambling risk group

	Yes	No
Recreational Gamblers	115 (19.10%)	487 (80.90%)
Low-Risk Gamblers	57 (20.58%)	220 (79.42%)
Moderate-Risk Gamblers	74 (29.13%)	180 (70.87%)
Problem Gamblers	63 (46.32%)	73 (53.68%)
Moderate-Risk Gamblers & Problem Gamblers	137 (35.13%)	253 (64.87%)

*Data sourced from the Gambling Impacts Survey 2018

2.7 (b) Queensland

There is a small amount of data that is able to be sourced on this type of harm for the Queensland population. The QHGS 2011/12 and 2016/17 asked if anyone in the participants' immediate family has ever had a gambling problem, the results of which are presented below in Table 129. As can be seen, over a third of Problem Gamblers reported having someone in their immediate family who has had a gambling problem, compared to 11.3% for Non-Gamblers and 14.2% for Recreational Gamblers. These results, similar to results from the *Gambling Impacts Survey*, show that people in the higher risk gambling groups are more likely to have someone else in their family who has a gambling problem.

Table 129 QHGS - Responses to the question 'Has anyone in your immediate family ever had a gambling problem?', by gambling group

	% who responded yes	
	2011/12	**2016/17**
Non-Gambling	11.3 (7.1, 15.4)	8.9 (5.9, 13.0)
Recreational Gamblers	14.2 (11.9, 16.5)	12.4 (10.0, 15.0)
Low Risk Gamblers	14.0 (10.3, 17.7)	14.2 (11.0, 18.0)
Moderate Risk Gamblers	25.9 (18.5, 33.4)	19.5 (15.0, 25.0)
Problem Gamblers	32.9 (6.4, 59.4)	33.9* (20.0, 51.0)
All	13.7 (12.0, 15.5)	11.8 (10.0, 14.0)

*Relative standard error greater than 25 per cent

**Data reported with 95% Upper and Lower Confidence Levels

*** Data sourced from the Queensland Household Gambling Survey 2011/12 & 2016/17

2.7 (c) National

Some comparative data at the Australia-wide level for life course/intergenerational harm can be sourced from Dowling, Jackson, Thomas, & Frydenberg (2010), which assessed intergenerational transmission of gambling problems. In that report many cross-tabulations were presented relating to the correlation of various familial relationship problem gambling (paternal, maternal etc.), and participant problem gambling. Data relating to the correlation between family member problem gambling and participant problem gambling is presented below in Table 130, and shows that participants who have a family member that is a Problem Gambler are far more likely to also be classified as a Problem Gambler (9.6 times more likely).

Table 130 Family Member Problem Gambling and Participant Problem Gambling

	No Family Member Problem Gambling	**Family Member Problem Gambling**
Non-Problem Gamblers	3404 (92.9%)	254 (87.6%)
Low Risk Gamblers	184 (5.0%)	9 (3.1%)
Moderate Risk Gamblers	55 (1.5%)	13 (4.5%)
Problem Gamblers	20 (0.5%)	14 (4.8%)

*Data sourced from Dowling, N. A., Jackson, A. C., Thomas, S. A., & Frydenberg, E. (2010). Children at risk of developing problem gambling

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2.8 Cultural Harm

*Aligns with **Baseline** Questions 2 & 6 of the Study Plan-*

> *Question 2: How are problem gambling and gambling related harm defined and currently measured in Queensland and Brisbane?*

> *Question 6: What is the current level of harm due to problem gambling and the associated costs to the community?*

<u>Section Overview</u>

<u>Key Results and Data</u>
- The Gambling Impacts Survey did not assess cultural harm, and there is relatively little information available about this type of harm for the QLD population.
- In the Victorian population, prevalence rates for cultural harms are very small across the gambling risk groups, except in Problem Gamblers (7-11% prevalence rates for various cultural harm indicators in Problem Gamblers).

<u>Key Implications</u>
- Cultural harm does not appear to be a prevalent harm experienced by gamblers. However, the extent of cultural harm may be underreported in current research as some cultural groups are underrepresented in the traditional prevalence surveys that measure harms.
- Current QLD prevalence surveys and gambling data collection methods do not collect information on cultural harms.

2.8 (a) Brisbane

The *Gambling Impacts Survey* did not ask any questions relating to cultural harms being experienced by Brisbane Gamblers. The reasoning behind excluding this type of harm from the survey was due to prior research noting that this particular form of harm was not prevalent amongst the gambling groups (Browne & Rockloff, 2018) and a need to prioritise our questions due to time constraints for the survey. However, as noted in the beginning of this report, further research has informed the Gambling Impacts team that there are potentially underrepresented cultural groups that are not being picked up in current gambling prevalence surveys. These groups, such as those of Asian ethnicity, Aboriginal and Torres Strait Islanders, and Pacific Islanders, are far less represented in prevalence surveys and may be experiencing more cultural harms than are being noted in the literature. It was recommended by the *Gambling Impacts Advisory Committee* (2018b), that this is an important avenue for future research, and suggested the use of a range of community engagement methods and focus groups in order to better capture the effect that gambling currently has on these groups, and that QWB will have in the future.

2.8 (b) Queensland and National

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Neither the QHGS 2011/12 nor the QHGS 2016/17 have any questions relating to cultural harms. Therefore, a significant source of data for this type of harm has been obtained from the Browne et al. (2016) study, which measured some cultural harms being experienced by the Victorian gambling population. These results are presented below in Table 131, and show that prevalence rates for this type of harm are relatively small, although this harm is generally more common in Problem Gamblers than the other risk groups.

Table 131 Cultural Harm Indicators, by % of PGSI Category

	Non-problem Gamblers	Low Risk Gamblers	Moderate Risk Gamblers	Problem Gamblers
Shamed Within Religious or Cultural Community	3.4	0.6	1.7	7.1
Reduction in Connection to Religious/Cultural Community	1.7	1.9	2.9	10.8
Outcast from Religious/Cultural Community	0.8	0.6	1.1	10.0
Reduced Contribution to Religious/Cultural Community	0.8	0.6	3.0	11.3

*Data sourced from Browne et al (2016)

2.9 Harm to Affected Others

*Aligns with **Baseline** Questions 2 & 6 of the Study Plan-*

Question 2: How are problem gambling and gambling related harm defined and currently measured in Queensland and Brisbane?

Question 6: What is the current level of harm due to problem gambling and the associated costs to the community?

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2.9 (a) Brisbane

Various sources state that each Problem Gambler affects 5 to 10 other individuals around them (Productivity Commission, 1999; Goodwin, Browne, Rockloff & Rose, 2017). The *Gambling Impacts Survey* asked only one question that directly addressed harm that occurs to someone other than the Gambler, due to gambling (excluding intergenerational harm). Question 16.13 asked the Non-Gambler if they or anyone else in their household had been the victim of domestic/family violence due to gambling in their household (Table 132). This question, while prominently seen as an indicator of family/relationship harm or crime related harm can also be an indicator of harm occurring to the people around Gamblers. Seven percent of the Non-Gamblers in the *Gambling Impacts Survey* indicated that family/domestic violence was present in their household, and that this violence was due to gambling. This can be compared to the overall National prevalence of 'partner violence', which is approximately 17% for women and 6% for men (ABS, 2016), though it should be noted that the *Gambling Impacts Survey* asked about domestic/family violence which would include relationships other than just a partner.

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Table 132 Gambling Impacts Study – The prevalence of domestic/family violence in the households of the Non-Gamblers answering on behalf of the Gambler

	Non-Gamblers
Yes	19 (7.04%)
No	251 (92.96%)
Total = *270*	

*Data sourced from the Gambling Impacts Study 2018, Non-Gamblers only

During the *Gambling Impacts Advisory Committee* Meeting (2018b), it was noted that many people have difficulty properly identifying domestic violence, and do not always identify acts of aggression and coercive control without a physically violent component to be 'domestic violence'. It is possible then, that the domestic violence figures reported in the *Gambling Impacts Survey* may be lower than the actual prevalence rate. Upon future repeat of the *Gambling Impacts Survey*, it would be beneficial to modify the wording of this question to capture the definitional nuances of 'domestic violence', and to also ask the domestic violence question(s) of all participants, not only the Non-Gamblers.

Research conducted by Markham, Doran and Young (2016b) found that both venue density and EGM density were significantly associated with higher levels of police reported family incidents and domestic violence. Postcodes with no EGMs were associated with 20% fewer family incidents, and 30% fewer domestic violence assaults, per 10,000 adults, than postcodes that had 75 EGMs per 10,000 adults. These results were significant even once other contextual factors such as disadvantage were accounted for. Research has also shown links between severe gambling problems (i.e. being classified as a pathological gambler) and increased perpetration of dating violence, marital violence and child abuse (Afifi, Brownridge, Macmillan, & Sareen, 2010). It is important to consider that there is some difficulty attributing causation completely to gambling in these instances, as pathological gamblers are more likely to have a mental disorder (Desai & Potenza, 2008), which would also influence the prevalence of family violence crimes. Regardless, these findings indicate that the association of gambling with domestic violence reveals a large and policy relevant harm, although it should be noted that the relationship is likely a two-way street, with gambling being both a cause and an effect of domestic violence.

Much of the harm that occurs to affected others can be inferred by the presence of other harm indicators that are being experienced by the gambler. For example, it is likely that the people around a Gambler who is experiencing financial problems would also be affected by this, especially spouses and children. Similarly, Gamblers experiencing relationship harms would find associated levels of harm and distress in the people that they are experiencing these harms with. Additionally, a portion of people who contact the various gambling help services are family members, friends, and even co-workers of Gamblers who are concerned enough about the Gambler to be seeking information and support, whether for themselves or on behalf of the Gambler (see Section 1.5 Gambling Help Services). This also indicates a level of psychological distress or concern being experienced by these people in order to prompt this action.

2.9 (b) Queensland

Data on harm to affected others for the Queensland population can be found in the QHGS 2011/12 & 2016/17, which asks about various harms that have been experienced as a result of someone else's gambling. This data is presented in Table 133 and

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Table 134 below and shows that while a majority of Non-gamblers and Recreational Gamblers are not experiencing harm as a result of someone else's gambling, a significant proportion of Moderate-Risk and Problem Gamblers have experienced harm from someone else's gambling.

Table 133 QHGS 2011/12 - Responses to the question 'Have you experienced any of the following problems because of someone else's gambling?', by gambling group (%)

	Emotional	Financial	Relationship	Other	Have not experienced any problems	Don't know	Refused
Non-gambling	8.9 (5.5, 12.4)	8.7 (5.7, 11.6)	7.3 (4.2, 10.5)	0.9** (0.0, 1.9)	85.5 (81.5, 89.4)	0.3** (0.0, 0.9)	0.6** (0.0, 1.3)
Recreational Gamblers	8.7 (6.3, 11.0)	6.8 (5.2, 8.4)	6.9 (4.8, 9.0)	0.8** (0.0, 1.6)	86.6 (84.0, 89.1)	1.1* (0.4, 1.7)	0.0 (0.0, 0.0)
Low-Risk Gamblers	7.6 (4.7, 10.6)	8.3 (5.2, 11.4)	6.9 (3.9, 9.9)	0.0 (0.0, 0.0)	86.4 (82.2, 90.5)	0.6* (0.1, 1.2)	0.0 (0.0, 0.0)
Moderate-Risk Gamblers	22.0 (14.1, 30.0)	16.0 (9.9, 22.0)	19.3 (12.5, 26.2)	0.8** (0.0, 2.0)	70.6 (63.4, 77.9)	0.6** (0.0, 1.4)	0.0 (0.0, 0.0)
Problem gamblers	20.7* (5.9, 35.5)	28.0* (12.8, 43.2)	25.0* (12.2, 37.8)	1.0** (0.0, 2.9)	57.1 (39.8, 74.4)	0.9** (0.0, 2.7)	0.0 (0.0, 0.0)
All	9.0 (7.2, 10.8)	7.6 (6.4, 8.8)	7.3 (5.7, 9.0)	0.8* (0.0, 1.5)	85.5 (83.8, 87.9)	0.8* (0.4, 1.3)	0.2** (0.0, 0.4)

*Relative standard error greater than 25 per cent

**Relative standard error greater than 50 per cent

***Figures reported show 95% upper and lower confidence levels

****Data sourced from the Queensland Household Gambling Survey 2011/12

Table 134 QHGS 2016/17 - Responses to the question 'Have you experienced any of the following problems because of someone else's gambling?', by gambling group (%)

	Emotional	Financial	Relationship	Other	Have not experienced any problems	Don't know	Refused
Non-gambling	4.0* (2.2, 7.1)	5.1* (3.0, 8.6)	3.6* (2.1, 6.1)	0.1** (0.0, 1.1)	91.7 (87.0, 95.0)	0.5** (0.2, 1.7)	0.2** (0.0, 0.9)
Recreational Gamblers	7.2 (5.3, 9.8)	6.4 (5.1, 8.1)	5.4 (4.1, 7.1)	0.1** (0.0, 0.2)	88.4 (86.0, 91.0)	0.6* (0.3, 1.5)	0.1** (0.0, 0.4)
Low-Risk Gamblers	10.5 (8.0, 14.0)	8.2 (5.4, 12.0)	9.3 (6.3, 13.0)	0.1** (0.0, 0.8)	84.8 (80.0, 89.0)	0.4* (0.1, 1.0)	0.2** (0.0, 0.9)

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Moderate-Risk Gamblers	9.1 (5.9, 14.0)	8.4 (5.2, 13.0)	7.1 (4.8, 11.0)	0.8** (0.1, 3.1)	83.1 (78.0, 87.0)	0.4** (0.1, 1.7)	0.2** (0.0, 1.1)
Problem gamblers	16.4* (9.0, 29.0)	13.7* (7.0, 26.0)	14.5* (8.0, 24.0)	0.0** (0.0, 8.8)	77.7 (67.0, 86.0)	0.7** (0.1, 8.4)	0.5** (0.1, 4.0)
All	6.6 (5.1, 8.6)	6.2 (5.0, 7.7)	5.2 (4.1, 6.6)	0.1* (0.0, 0.3)	88.9 (87.0, 91.0)	0.6* (0.1, 1.1)	0.1* (0.0, 0.3)

*Relative standard error greater than 25 per cent

**Relative standard error greater than 50 per cent

***Figures reported show 95% upper and lower confidence levels

****Data sourced from the Queensland Household Gambling Survey 2016/17

Responsible Gambling Practices

3.1 Overview of Responsible Gambling

*Aligns to **Baseline** Questions 7 & 8 of the Study Plan-*

Question 7: What are the current policies and procedures in place in Queensland relating to problem gambling and its impacts and how might we best monitor any changes due to QWB?

Question 8: What is considered to be best practice (nationally and in QLD) in terms of responsible gambling practices/policies for gambling venues? How does the existing casino at Queen's Wharf currently achieve this and how is this monitored or enforced?

*Aligns to **Projected Impact** Question 4 of the Study Plan-*

Question 4: What are the most impactful methods of managing or reducing problem and binge gambling?

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Key Implications

- Queensland relies heavily on the voluntary Responsible Gambling Code of Practice. Many of the provisions in this code are mandatory in other Australian States. While the QLD COP is voluntary, the regulator does provide some soft enforcement (warnings, increased inspections etc.) when venues are found to be operating in a way that is not in the spirit of the Code.
- There are numerous regulatory differences between Queensland and other States, including differences in bet limits, return-to-player percentages and service of alcohol restrictions.
- The availability of different types of games (e.g. unrestricted machines) and differences in regulatory requirements (e.g. no bet limits) for casinos may also increase the likelihood of problems developing.
- While playing EGMs in clubs/hotels appears to be a greater predictor of problem gambling than playing EGMs in a casino, the impact of a gambling venue is dependent upon a range of factors such as accessibility of the venue, size of the venue, and proximity to other community areas.
- Although casinos are often seen as `destination venues' and less accessible for problem gamblers, QWB Casino will be extremely accessible for the local domestic market, being in close proximity to community recreational areas, high volumes of CBD workers, and incorporating residential apartments on-site. This may result in a higher prevalence of Moderate-Risk and Problem Gamblers than purely 'destination' casinos.
- The regulatory procedures in place, along with responsible gambling practices at other Casinos are useful to compare to the current arrangements in place for QWB and could be used to inform future gambling policy for Brisbane/QLD.
- Instituting legislative backing to those provisions in the Responsible Gambling Code of Practice that are more regularly breached, or that have greater impact on problematic gambling prevention, could provide more power to the regulator when issuing penalties and ensuring compliance with best practice.
- The relationship between larger venues, such as casinos, and an increased likelihood of harm is unclear and further research is needed.

3.1 (a) Queensland Responsible Gambling Regulation

In Queensland, gambling in Casinos and Club/Hotels is regulated under a number of Acts and Regulations, which include the following:

- Gaming Machine Act 1991
- Gaming Machine Regulation 2002
- Casino Control Act 1982
- Casino Control Regulation 1999
- Casino Gaming Rule 2010.
- Charitable and Non-Profit Gaming Act 1999
- Interactive Gambling (Player Protection) Act 1998
- Keno Act 1996

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- Lotteries Act 1997
- *Wagering Act 1998*
- *QWB Act 2016*
- Breakwater Island Casino Agreement Act 1984,
- Brisbane Casino Agreement Act 1992
- Cairns Casino Agreement Act 1993,
- Jupiter's Casino Agreement Act 1983.

The Queensland gambling sector also relies heavily on The Queensland Responsible Gambling Code of Practice (COP) and associated resource manuals for guidance in responsible gambling practices and harm minimisation. Examples of some practices in this code include responsible gambling signage, responsible gambling staff training, and the limited use of pre-commitment schemes. Adherence to this code is voluntary in Queensland, although certain sections have legislative backing, for example, provisions relating to minors in gaming areas. It should be noted that while the Code is voluntary, enforcement of the Code falls into a somewhat 'grey area' where the regulator still provides a soft level of enforcement if a venue is seen to be engaging in practices that are not in the spirit of the COP. In this case the venue may receive warnings, increased inspections or other non-penalty based reprimands.

There remains some inconsistency in the gambling industry regarding the way that a 'voluntary' code of conduct should be implemented. Questions relating to the efficacy of a voluntary code rather than a mandatory code are highlighted by these variations. In 2002 The Responsible Gambling Advisory Committee described the COP as a 'voluntary whole of industry commitment to best practice relating to responsible gambling' (Queensland Parliamentary Library, 2002). However, in practice the implementation of the provisions in the COP varies across venues (Rintoul, Deblaquiere & Thomas, 2017), and this affects the level at which responsible gambling is being applied across the State. As the QLD COP is only voluntary, there appears to be leeway for smaller venues that have limited resources to adhere to the COP only to the extent in which it is beneficial to their business, or manageable with the resources they have available. This is an area in which casino venues, with greater resources to draw upon, are superior in their ability to institute the provisions of the Code, and also go beyond by utilising more sophisticated harm minimisation tools and strategies (i.e player data analytics software). As such, they are able to maintain a high level of responsible gambling practices that exceed those of many smaller clubs/hotels.

In some respects, a voluntary Code provides venues with the flexibility to adapt responsible gambling practices to suit their particular environment. It can be argued that mandatory Codes provide the regulator with greater power to issue official infringements and penalties to venues that are not adhering to effective responsible gambling practices. In effect, the efficacy of either type of Code largely relies on the level of enforcement being applied, and the actual value of the penalties issued by regulators is likely to have a significant bearing on a venues' incentive to adhere to best practice. Legislating sections of the QLD Responsible Gambling COP that are frequently breached, or that have the potential to significantly minimise harm could be a useful policy consideration and allow the regulator to provide stronger incentives for following the COP and provide a greater deterrent for breaches.

Casinos, such as the Treasury Casino, have staff members whose sole role is to deal with responsible gambling issues and manage the gambling environment to align with best practice. In smaller clubs/hotels the staff members that are responsible for identifying Problem Gamblers, monitoring the gaming areas, and providing assistance to people experiencing problems with their gambling are also undertaking other duties such as, for example, working at the bar. This clearly influences how effective these staff members can be at discharging their responsible gambling duties when they are undertaking multiple roles simultaneously (Delfabbro et al. 2008). Further, in smaller venues where there may be more causal staff with a higher turnover, the staff may have less experience in identifying problematic gambling and enforcing responsible gambling practices. These factors could lead to less staff engagement and intervention with Problem Gamblers in the venue, and for breaches of responsible gambling provisions to occur.

Responsible gambling practices can also be in conflict with the business interests of smaller venues, where close adherence to the COP would mean sacrificing a significant portion of gaming revenue from Problem Gamblers

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(often called `high-value' players), which is vital to the sustainability of some of the smaller clubs/hotels. As highlighted by the Synergy Consulting Report (2016) (commissioned by Clubs QLD) some clubs/hotels are predicted to experience financial problems from a relatively small number of current club/hotel patrons utilising QWB Casino. Appeals to the financial plight of clubs/hotels in the media and from Clubs QLD from the introduction of another casino on the Gold Coast provide further examples (Clubs QLD, 2018a). Other areas where there appear to differences in responsible gambling practices between casinos and clubs/hotels are highlighted in Table 136 below.

3.1 (b) Comparison of State Responsible Gambling Practices, Regulation and Legislation

A comprehensive review of the regulatory environment of gambling in every Australian State is beyond the scope of this report. However, it is pertinent to highlight some key differences that exist between Queensland and the other States where these differences have a direct effect on the provision of responsible gambling services or the practices that are expected of gambling venues in relation to harm minimisation. Some of these key differences are as follows:

Bet limits and unrestricted play vary between clubs/hotels and casinos

- Bet limits are imposed on EGMs in clubs/hotels but in NSW and Victoria this excludes up to a maximum of 250 machines in VIP/private gaming areas in NSW, and 1,000 EGMs in unrestricted mode at Crown. There are no exceptions available in other States and Territories, except Queensland. **In Queensland, there is a maximum bet of $5 for gaming machines imposed on clubs and hotels, whilst there is no limit for casinos.**

- At Crown Casino in Victoria, patrons who would like to play gaming machines in unrestricted mode in the specified areas are required to set either a time or spending limit on their play (VCGLR, 2013). Once a patron reaches their time or spending limit, the gaming machine emits an audible tone and displays a written message, explaining that the patron can no longer accrue membership points for the Signature club (loyalty program). Patrons using Play Safe Limits have significantly increased since it was introduced, however the reasons for this are unclear (See p.91 of VCGLR, 2013 for further details).

Figure 100 Signature Club members using Play Safe Limits (as at 1 January each year)
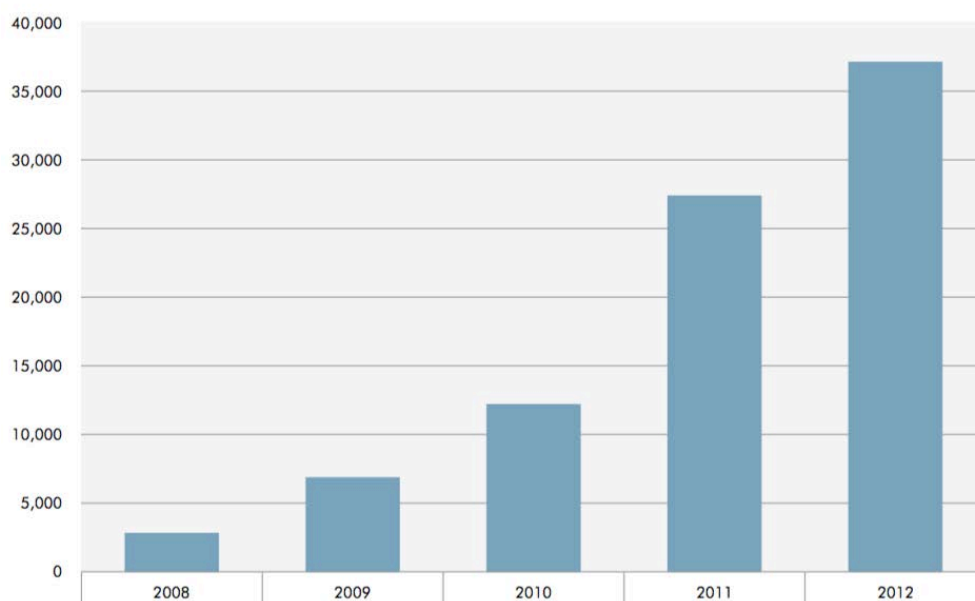
Source: Crown Melbourne Limited

*Figure sourced from the South Australian Centre for Economic Studies, Responsible Gambling and Casinos (2016)

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Crown Casino does not intervene when a patron reaches their spending or time limit. Instead they focus on observable signs of distress and they do not believe that reaching a spending or time limit necessarily requires an intervention, however they acknowledge that it may provide an opportunity for one (VCGLR, 2013).

Differences in the maximum amount of money that can be loaded into an EGM at one time, in a club/hotel.

- In Queensland the maximum amount of cash that can be loaded into an EGM in a club/hotel, at one time, is $199. For comparison, in NSW it is possible to load up to $7500 into an EGM, at one time, in a club/hotel.

The display of a clock inside the gaming venue is voluntary in Queensland and WA but mandatory in other States and Territories.

- In Queensland, patrons are to be made aware of the 'passage of time'. Section 4.7 of the voluntary Qld Responsible Gambling Code of Practice states that gambling providers are to implement practices to ensure that customers are made aware of the passage of time. Queensland Communication (QCOM) protocol 1.6 requirement that all QCOM 1.6 compliant EGMs must have the ability to display a clock to be located either in the top right-hand side of the EGM's primary display or in the bottom left hand corner of EGM's primary display.

Same minimum return to player percentages on EGMs in hotels and clubs in Queensland as in Casinos, but different maximum return to player percentage, which is not (generally) the case for any other State or Territory

- Mandatory return to players on EGMs is between 85% - 92% for Clubs and Hotels compared to 85% - no maximum, for Casinos. QLD is the only State with a maximum return to player percentage for clubs/hotels. In other States the returns are generally the same except for Victoria and NT where the minimum return for the casinos is *higher* than for clubs and hotels (e.g. in Victoria, it is 87% for casinos and 85% for clubs/hotels; In NT, it is 88% for casinos and 85% for clubs/hotels).

Table 135: Return to players percentages in Queensland (Clubs/Hotels compared to Casinos)

Regulatory Area	Clubs/Hotels	Casinos
Maximum return to player	92%	No maximum
Minimum return to player	85%	85%
Maximum cash feed into machines	$199	No limit
Maximum jackpot	$10,000 for machines with no jackpot; $25,000 for standalone jackpot; no limit on linked jackpots.	No maximum

Lighting requirements inside the gaming venue are voluntary in Queensland but mandatory for other States and Territories

- In Queensland, the voluntary Qld Responsible Gambling Code of Practice encourages the use of natural light in the gaming areas within restraints of the building and providing it does not conflict with license conditions whereby EGMs must not be visible from public thoroughfares (SACES, 2015).

Restrictions on the service of alcohol to persons using EGMs are voluntary in Queensland but mandatory in other States and Territories

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- Under the voluntary Qld Responsible Gambling Code of Practice: - 'Practice 4.3' states that the provision of hospitality services in areas where gambling is provided is managed in such a way as to encourage customers to take breaks in play.
- 'Practice 4.4' states that customers who are unduly intoxicated are not permitted to continue gambling.
- 'Practice 6.6' states that strategies will ensure that any advertising or promotion does not promote the consumption of alcohol while engaged in the activity of gambling.
- For casinos, S65C of the Casino Control Act restricts a casino operator from providing liquor in gaming areas unless approved by the Chief Executive.
  - Treasury Brisbane and The Star Gold Coast were both issued approval to serve liquor at gaming tables throughout the hotel-casino complex in 2012 (i.e. both public and private gaming areas);
  - The Ville Resort Casino was provided approval to serve liquor at gaming tables on the main gaming floor in 1996 (limited to public gaming areas merely because there are no private VIP gaming rooms); and
  - The Reef Hotel Casino was provided approval to serve liquor at gaming tables throughout the hotel-casino complex 1996 (i.e. both public and private gaming areas).
- Crown Casino provides alcoholic and non-alcoholic beverages to customers playing EGMs via a drinks trolley.

Code of conduct in relation to responsible gambling or consumer protection is voluntary in Queensland (and also in NSW and WA) but mandatory in other States and Territories

- In all States and Territories, responsible gambling and consumer protection are partially governed by codes of conduct/practice. In most jurisdictions these codes of conduct are mandatory and are either specified by the regulator or must be approved by the regulator. In Queensland, New South Wales and Western Australia the codes of practice are voluntary measures by industry, although a number of responsible gaming measures are included in legislation, or form part of licencing conditions, in these three states (SACES, 2015).

The provision of providing referrals to gambling treatment services is provided on-site by Crown casino in Victoria but not by other casinos in other States and Territories.

- Crown Casino provides a responsible gambling support centre which is located in the premises and away from the gaming rooms to ensure privacy of the patron, with three part time psychologists on staff (VCGLR, 2018). In Queensland these services are mainly provided off-site. The Gaming Machine Act & Casino Control Act requires the licensee or casino operator to give a person seeking to be self-excluded details of at least one entity that provides counselling services for Problem Gamblers. The voluntary QLD Responsible Gambling Code of Practice (section 1) also recommends that a Customer Liaison Officer is available to provide assistance with gambling related problems (SACES, 2015).

Maintaining a record of problem gambling incidents is voluntary in NSW and Queensland but mandatory in other States and Territories

- For Clubs/Hotels and Casinos in Queensland maintaining a record of Problem Gambling incidents is voluntary. Similarly, the provision of a responsible gambling officer is voluntary in QLD but mandatory in other states and Territories (except WA). In other States and Territories, the provision of problem gambling incidents is mandatory, in particular in Victoria, where these incidents are examined by VCGLR in their five yearly review.

Restrictions on player loyalty schemes are voluntary in Queensland but mandatory in other States and Territories

- Examples of such restrictions include: ability for participants to limit time play and net loss; player activity statements to be released; excluded persons prohibited from participating; members sent self-exclusion and responsible gambling information regularly, etc.
- The voluntary QLD Responsible Gambling Code of Practice (section 6 Advertising and promotions) identifies acceptable and unacceptable practices for Player Loyalty Programs.

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Display of odds and return to player percentages is voluntary in Queensland but mandatory in other states and territories

- In Queensland, no requirement currently exists, however QCOM Protocol 1.6 allows games to have Player Information Displays which are accessible on screen. Information includes chance of winning maximum prize and possible spend rate. Section 1.3 of the voluntary QLD Responsible Gambling Code of Practice states that each gambling provider is to provide meaningful and accurate information on the odds of winning major prizes and that this information is prominently displayed in all gambling areas and near cash out facilities which service gambling areas.

Display of warning on machines are voluntary in Northern Territory, Queensland and South Australia but mandatory in other states and Territories

- Warnings may include:
  - In Queensland, no current requirement exists, however QCOM Protocol 1.6 can facilitate a framework of warning displays on screen, such as through messaging etc.
  - All QCOM 1.6 machines currently have the capability to handle configurable messaging.

Gaming staff in Clubs/Hotels in Queensland are not required to be licensed but are required to be in other States and Territories

- In Queensland Clubs and Hotels, employees carrying out gaming duties are no longer required to be licensed. However, they must be trained in responsible service of gambling. Casino staff in Queensland must be licensed if they perform gaming related duties. Casino Legislation specifically identifies the types of duties which are to be licensed. Staff may either be a CE (Casino Employee) or CKE (Casino Key Employee) depending upon position's level of authority.

Table 136 below, provides an overview of a number of key differences in the responsible gambling practices that are in place, along with how these vary by State and venue type. As can been seen in this comparison, many of the responsible gambling practices that are mandatory in other States are only voluntary in Queensland.

Table 136 Responsible gambling measures required of casinos, hotels and clubs by jurisdiction

		NSW	VIC	QLD	SA	WA	TAS	ACT	NT
Is there a code of conduct	Casino	v	✓	v	✓	v	✓	✓	✓
	Hotel/club		✓	v		n/a	✓	✓	
Caps on number of EGMs	Casino	✓	✓		✓	✓	h	n/a	✓
	Hotel/club	✓	✓	✓	✓	n/a	✓	✓	✓
Restrictions on access to credit	Casino	✓	✓	✓	✓	✓	✓	✓	✓
	Hotel/club	✓	✓	✓	✓	n/a	✓	✓	✓
ATMs banned from venue	Casino							✓	
	Hotel/club		✓			n/a	✓		
ATMs banned from gaming area	Casino	✓	✓	✓	✓	✓	✓	n/a	✓
	Hotel/club	✓	✓	✓	✓	n/a	✓	✓	✓
Limits on withdrawals from ATMs and EFTPOS	Casino		✓		✓	✓	✓	n/a	✓
	Hotel/club		✓		✓	n/a	✓	✓j	✓
Ban on note acceptors	Casino				✓			n/a	
	Hotel/club				✓	n/a	✓	e	✓
Winnings above specified amount to be paid by cheque	Casino		✓b				✓b	✓	
	Hotel/club	✓	✓	✓	✓	n/a	✓	✓	✓
Bet limits on EGMs	Casino	✓a	✓a		✓	✓	✓	n/a	
	Hotel/club	✓	✓	✓	✓	n/a	✓	✓	✓
Win limits	Casino							n/a	
	Hotel/club	✓		✓	✓	n/a			
Mandatory minimum return to players on EGMs	Casino	85%	87%	85%	87.5%	90%	85%	n/a	88%
	Hotel/club	85%	85%	85%-92%	87.5%	n/a	85%	87%	85%
Display of clock	Casino	✓	✓	v	✓	v	✓	✓	✓
	Hotel/club	✓	✓	v	✓	n/a	✓	✓	✓
Lighting Requirements	Casino		✓	v		✓	✓	✓	✓
	Hotel/club		✓	v		n/a	✓	✓	✓

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Restrictions on the service of alcohol to persons using EGM	Casino	✓		v	✓		✓	n/a	
	Hotel/club	✓		v	✓	n/a	✓	✓	
Ban on smoking in gaming areas	Casino	✓k	✓k	✓k		✓k	✓	✓	✓k
	Hotel/club	✓	✓	✓	✓	n/a	✓	✓	✓
Ban on 24 hour a day gambling	Casino						✓	✓	
	Hotel/club	✓	✓	✓	✓	n/a	✓	✓	✓
Prohibition of minors in gaming area	Casino	✓	✓	✓	✓	✓	✓	✓	✓
	Hotel/club	✓	✓	✓	✓	n/a	✓	✓	✓
Pre-commitment system (voluntary for consumer)	Casino	✓	✓	✓		v			
	Hotel/club	vc	d	vc	vc	n/a			
Self-Exclusion Program	Casino	✓	✓	✓	✓		✓	✓	✓
	Hotel/club	✓	✓	✓	✓	n/a	✓	✓	✓
Third party/venue exclusion	Casino	✓	✓	✓	✓	✓	✓	✓	✓
	Hotel/club		✓	✓	✓	n/a	✓	✓	✓
Provide referral to gambling treatment services	Casino	✓	✓i	✓	✓		g	✓	✓
	Hotel/club	✓	✓	✓	✓	n/a	g	✓	✓
Maintain record of problem gambling incidents	Casino	v	✓	v	✓		✓	✓	✓
	Hotel/club			v		n/a	✓	✓	✓
Display of odds and return to player	Casino	✓	✓	✓	✓	✓	✓	✓	✓
	Hotel/club	✓	✓	✓	✓	n/a	✓	✓	✓
Display of game rules/player information	Casino	✓	✓	✓	✓	✓	✓	✓	✓
	Hotel/club	f	✓	✓	✓	n/a	✓	✓	✓
Warnings displayed on EGMs	Casino	✓	✓	✓	✓		✓	n/a	
	Hotel/club	✓	✓	✓	✓	n/a	✓	✓	
Staff training in responsible gambling	Casino	✓	✓	✓	✓	✓	✓	✓	✓
	Hotel/club	✓	✓	✓	✓	n/a	✓	✓	✓
Restrictions on advertising and promotion	Casino	✓	✓	✓	✓	✓	✓	✓	✓
	Hotel/club	✓	✓	✓	✓	n/a	✓	✓	✓
Restrictions on player loyalty schemes	Casino	✓	✓	v	✓		✓	✓	
	Hotel/club	✓	✓	v	✓	n/a	✓	✓	

Key Notes: ✓ = required by legislation or mandatory code of conduct; v = included in or offered as part of a voluntary code of practice.

a Excluding up to a maximum 250 machines in VIP/private gaming areas in New South Wales, and 1,000 EGMs in unrestricted mode at Crown.

b Applies to EGM winnings only, applies to keno winnings in Tasmania.

c Pre-commitment available through some venue based loyalty card systems, but not available as a linked system across venues in the state.

d State-wide voluntary pre-commitment is to be introduced in all hotels and clubs in December 2015.

e In Queensland, note acceptors can now accept all denominations

f Player information must be displayed in casino.

g Only required to display contact information in venue.

h Cap on the total number of machines, and specific cap for total in hotels/clubs, but no numerical restriction on casinos.

i Problem gambling services also offered on-site.

j Withdrawal limits only on ATM's for class C gaming machine licensees with more than 20 machines.

k Generally excludes VIP/private gaming areas; casino, hotels and clubs have outdoor gaming areas which accommodate smokers.

Source: Australian Legal Information Institute (2014), SACES update with information for all regulators as at August 2015.

Table sourced from the South Australian Centre for Economic Studies, Responsible Gambling and Casinos (2015)

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3.1 (c) A Brief comparison of Other Casinos in Australia of a Comparable Size and Nature to QWB Casino

	Crown Casino Melbourne	The Star Sydney	SkyCity Auckland	QWB Casino Brisbane
Regulatory Oversight and Monitoring	• The Victorian Commission for Gambling and Liquor Regulation • Victorian Responsible Gambling Foundation • Department of Justice – Office of Liquor and Gaming and Racing	• Liquor & Gaming NSW • The Independent Liquor & Gaming Authority (ILGA)	• The Gambling Commission • The Department of Internal Affairs • Ministry of Health	• Queensland Office of Liquor and Gaming Regulation
Legislation	• Casino Control Act 1991 • Casino (Management Agreement) Act 1993 • Gambling Regulations 2015 • Casino Control (Fees) Regulations 2015	• Casino Control Act 1982 • Casino Licence (under the Casino Control Act 982) • Casino Exclusivity Agreement • Casino Regulatory and Compliance Deed • Casino Operations Agreement • Continuity and Cooperation Agreement – 2nd Deed of Amendment • Continuity and Cooperation Agreement – 3rd Deed of Amendment • Continuity and Cooperation Agreement – 4th Deed of Amendment • Casino Taxes Agreement • CCA Charge • Echo Deed • Compliance Deed	• Gambling Amendment Act (No 2) 2015 • Gambling Amendment Act 2015 • Gambling Amendment Act 2005 • Gambling Act 2003 • Racing Act 2003 • Boxing and Wrestling Act 1981 • A range of regulations made under the Gambling Act 2003	• Casino Control Act 1982 • Casino Control Regulation 1999 • Casino Gaming Rule 2010 • Liquor Act 1992 • Liquor Regulation 2002 • QWB Act 2016 • Brisbane Casino Agreement Act 1992

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		Liquor Licence Agreement		
Expenditure	• Real Casino Gaming Expenditure in 2015-16 - $1,851.694 million • Real Casino Per Capita Gaming Expenditure in 2015-16 - $394.59 • Casino Gaming Expenditure as a % of HDI in 2015-16 – 0.714%	• Real Casino Gaming Expenditure in 2015-16 - $1,508.123 million; 2017-18 - $1,875 million (normalised, Star Entertainment Group, 2018 – Full Year 2018 Results Presentation) • Real Casino Per Capita Gaming Expenditure in 2015-16 - $252.92 • Casino Gaming Expenditure as a % of HDI in 2015-16– 0.387%	• Gaming Revenue for the 2017 financial year - $403.7 million. (EGMs - $244.5 million; Tables - $159.2 million)	• N/A
Gambling Activities on Offer	• 2,628 EGMs • 540 table games • 414 semi-automated table games • 215 fully automated table games	• 1500 EGMs • 200 table games • 775 fully automated table games (VCGLR, 2018)	• 1,877 EGMs • 150 table • 240 fully automated table games	• Licensed for up to 2500 EGMs • An uncapped amount of Table Games (capacity for 400) • Capacity for 800 automated table games
Other Facilities On-site	• Diversified casino complex in terms of hotels/accommodation, entertainment, conferences, retail and ballroom facilities	• Has a number of restaurants, bars and nightclubs on-site • 2 5-star luxury hotel towers • A range of retail and spa facilities • Has serviced apartments on-site	• A mega complex offering restaurants, bars, a hotel and a theatre. Also has Sky Tower, the tallest tower in the Southern Hemisphere.	• Approx. 1,100 premium hotel rooms • >50 Restaurants and Bars, plus substantial retail and recreational facilities • Will incorporate 2000 residential apartments into the QWB development
Other Facts	• Victoria's largest single	• Currently undergoing an	• Noted by Star Entertainment	• Star Entertainment

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site private workforce, 9,200 employees (7,200 FTEs); • Largest casino in Australia in terms of revenue from gaming; • Hotel occupancy rate above 90 per cent; • 19 million visitations in 2014.	upgrade to their premium VIP gaming offerings (Sovereign Resorts), which includes an increase in gaming activity availability

Group (Gambling Impacts Advisory Committee, 2018b) as a benchmark for responsible gambling best practice.	Group has noted that the new QWB Casino will have more surveillance in place than the current Treasury Casino (Star Entertainment Group [Personal Communication], 2018).

	Responsible Gambling Practices
Crown Casino Melbourne	• The Gambling Regulation Act 2003 requires gambling license holders to have a Responsible Code of Conduct. The codes must be approved by the VCGLR (see point below) and the 'Ministerial Direction' specifies the minimum standards and requirements. • Additional oversight is provided by the Victorian Commission for Gambling and Liquor Regulation (VCGLR) • Subject to 5 yearly reviews of license by Victorian Department of Justice, carried out by VCGLR. As part of the review various recommendations can be made in relation to responsible gambling practices. For example, in the 2013 review VCGLR strongly recommended that Crown conduct a trial to assess the effectiveness of the use of player data in relation to intensity, duration and frequency of play as a tool to assist in identifying potential problem gamblers. • Provides casual cards that allows non-members to set time and/or money limits on their EGM play, as well as pre-commitment through the member/loyalty program
SkyCity Auckland	• SKYCITY Auckland utilises the Host Responsibility Program • Patrons must be over 20 years of age to enter or purchase alcohol in the gaming area. This differs from Australian Casinos where you must be over 18 years of age to enter gaming areas. • SKYCITY Auckland offers three types of exclusions; Self-exclusion (available for a range of timeframes (3, 6, 9, 12 or 24 months)), Third-party exclusion, and SKYCITY Exclusion (for a period of two years). • SKYCITY monitors 'continuous presence' and 'continuous play'. ○ Continuous Presence (clock reset after customer is absent for 6 hours or more): when a customer has been observed to be continuously present in the casino for 12 hours (but not necessarily continuously gaming), an automated alert will be sent to Gaming Staff and Host Responsibility, which will result in interaction with the customer and a minimum of an encouragement to take a break. Customer will continue to be monitored after this. At 24 hours, providing no other action has been taken, a non-international VIP is requested to leave the casino for at least 24 hours, and an international VIP will be assessed by the International Business Management Team to determine if they should be allowed to continue to play.

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	○ Continuous Play (clock is reset after customer has had an aggregate break of at least 30 mins): when a customer is observed (either physically or through loyalty card data) to be gaming continuously for 5 hours or more an automated alert will be sent to Gaming Staff an Host Responsibility, which will result in interaction with the customer and a minimum of an encouragement to take a break. Customer will continue to be monitored after this. At 10 hours of gaming continuously with a loyalty card, providing no other action has been taken, a non-international VIP is requested to leave the casino for at least 24 hours, and an international VIP will be assessed by the International Business Management Team to determine if they should be allowed to continue to play. • SKYCITY offers a voluntary pre-commitment system via the use of a loyalty card (time limit and/or spend limit). If limits are breached, increased or disabled, SKYCITY Host Responsibility Executives are alerted • Utilises loyalty card data to assist in the identification and prevention of high risk gambling and alert gaming staff to customers who are most likely to be high-risk.
The Star Sydney	• Star Entertainment Group maintains the same responsible gambling practices across all of its casinos (incl. the current Treasury Casino and the future QWB Casino). • Utilises The Star Entertainment Groups Responsible Gambling Policy, Responsible Gambling Code, and the QLD Responsible Gambling Code of Practice. • Offers voluntary pre-commitment of usage time and/or gaming spend via the use of the Star Assist Program • Offers Responsible Gambling Customer Liaisons. • Offers self-exclusion programs and self-exclusion information upon request.
QWB Casino Brisbane	• Voluntary 'Queensland Responsible Gambling Code of Practice' developed by a 'whole of industry approach' and `Responsible Gambling Advisory Committee (RGAC)'. Some parts of the code of practice are mandatory as they have equivalent legislative backing, but others are purely voluntary. • Will offer the Star Assist Program to loyalty card members

As can be seen in this brief overview, there are some significant differences in the regulatory oversight and responsible gambling practices of Casinos across Australia. Further differences can be seen between the operation of casinos in Australia and in other countries. For example, SkyCity in Auckland provides a leading example in best practice for responsible gambling, requiring higher age limits for entry into gaming areas, and comprehensive systems of play monitoring in order to maximise the ability of staff to identify problematic gambling and provide interventions. Crown Casino in Melbourne is subject to an exhaustive third-party review of its license every 5 years, which is designed to ensure that the casino is maintaining its high operating standards, and is improving wherever possible (See Section 3.2 – Regulatory Oversight and Monitoring Practices). It further appears that other jurisdictions are turning towards more sophisticated forms of electronic monitoring, using loyalty card and machine data to track extended or unusual play and identify potentially problematic gambling, and facial recognition to identify gamblers breaching exclusion orders (see Section 3.5 - Current Harm Minimisation Strategies). The practices and procedures in place in casinos and large venues of a `comparable size and nature' to QWB Casino, provide a relevant comparison and can be used to inform best practices to minimise harm associated with gambling.

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3.1 (d) Does size and nature of the venue matter? Casinos versus Hotels/Clubs

The aggregate expenditure on community-based EGMs (clubs/hotels) is significantly larger than total Casino expenditure in most States and Territories, except in Tasmania and the Northern Territory. In the Northern Territory, the Casino share of gaming expenditure is 15.1 per cent and community-based EGMs 9.0 percent (2014/15 figures). In Tasmania, the share is approximately equal between casino-based EGMs and community-based EGMs. An explanation for the difference is that in Tasmania and Northern Territory, there are a far greater number of EGMs in their Casinos (33% and 48% for Tasmania and Northern Territory, respectively) (SAECS, 2015). Alternatively, in Queensland, EGMs are more widely distributed with 8.6% of EGMs in casinos (Queensland Governments Statisticians Office, 2018), although this will change to 10.7% with the introduction of QWB Casino.

Although Casinos are able to provide a greater range of gaming activities, unrestricted play, 24/7 availability and larger jackpots, combined with a much larger number of visitations (which all contribute to higher average revenue per EGM), this does not necessarily confirm a relationship between venue size and gambling harm (SACES, 2015). Previous research (in a non-representative New Zealand sample) has found that playing on non-casino EGMs was a stronger predictor of current problem gambling than playing on EGMs in a casino (Clark et al., 2012). However, some gambling research literature maintains that size does matter, stating that larger venues in general, such as large clubs and casinos, are more dangerous than smaller community venues (Young, Markham & Doran, 2012), although the higher spend per EGM in a casino may simply result from extended operating hours and higher visitations. It should be noted though that casinos are able to host 'unrestricted machines', the features of which have the capacity to increase player losses.

It may be, then, that accessibility along with its interaction with venue size/type, is a more reliable indicator that a particular venue has the potential to be responsible for more harm, rather than venue type alone. Accessibility factors such as proximity to areas of community congregation and attachment to community facilities such as supermarkets have been found to increase the prevalence of problem gamblers at a venue (Young, Markham & Doran, 2012), although it has been noted that for casinos the dedicated gambling environment is a significant factor in problem gambling prevalence. As shown in Pearce, Mason, Hiscock and Day (2008) closer access to gambling venues is associated with both increased gambling participation and increased levels of problem gambling. Accessibility to the opportunity to gamble and its relationship with problem gambling is one reason why the industry promotes casinos as `destination venues' relative to convenience venues (SAECS, 2015), however, and as pointed out by the PC report in 2010, with a casino in each capital city and some States with regional casinos, the term `destination venue' becomes less meaningful.

The interaction between venue size and accessibility is particularly relevant when considering the impact of the QWB Casino, which will be accessible to high volumes of CBD workers, is centrally located to many Brisbane residential suburbs and in close proximity to established community recreational areas. In addition, there will be a number of residential apartments at the QWB development itself. All of these factors will result in greater accessibility to the casino. As noted in the Star Entertainment Groups' Investor Presentation (2018), Queen's Wharf will have 'exceptional access to major local and visitor attraction drivers', and highlights how close by a number of local attractions will be to the QWB Casino, including the CBD/Shopping Precinct, the Museum/Cultural Centre and City Botanic Gardens, among others. The close distance to major assets, as compared to Sydney, Melbourne and Perth, are also presented and highlighted (Figure 101).
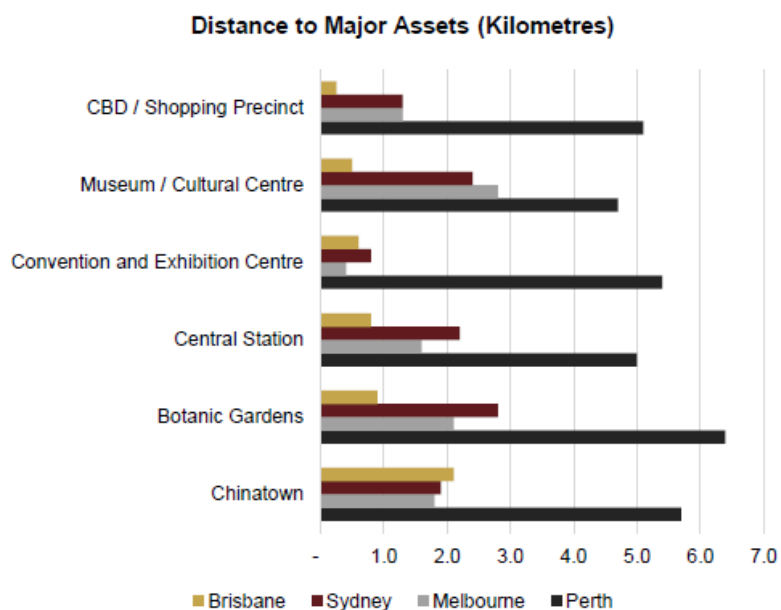
Figure sourced from The Star Entertainment Group Limited, Investor Day - Group Strategy and Queensland (2018a).

While Star Entertainment Group intend to focus on drawing in a high international VIP tourist clientele at the QWB Casino, as mentioned previously (see Section 1.7), past evidence from similar casinos suggests that a significant proportion of the regular patronage will consist of local residents (PC Report, 2010; SAECS, 2015; Young, Markham & Doran, 2012). Given this, mitigation of potential harm becomes a key focal point, and a focus on strict adherence to responsible gambling practices, sufficient surveillance and resources dedicated to identifying problem gamblers, along with acceptable interventions once identified, will be at the forefront of determining best practice.

3.2 Regulatory Oversight and Monitoring Practices

*Aligns to **Baseline** Questions 7 & 8 of the Study Plan-*

Question 7: What are the current policies and procedures in place in Queensland relating to Problem Gambling and its impacts and how might we best monitor any changes due to QWB?

Question 8: What is considered to be best practice (nationally and in QLD) in terms of responsible gambling practices/policies for gambling venues? How does the existing casino at Queen's Wharf currently achieve this and how is this monitored or enforced?

*Aligns to **Projected Impact** Questions 4 & 5 of the Study Plan-*

Question 4: What are the most impactful methods of managing or reducing Problem and Binge Gambling?

Question 5: How will best practice in relation to responsible gambling be ensured by the casino at Queen's wharf and the government in the future with potentially significant changes to the composition of cliental?

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Section Overview

Key Results and Data

- The gambling sector in QLD is regulated by the Office of Liquor and Gaming Regulation (OLGR).
- OLGR provide an on-site inspectorate at Treasury Casino to monitor regulatory compliance and responsible gambling practices.
- OLGR conducts random inspection of gambling venues every one to three years, with the frequency of inspecting each particular venue determined on a 'risk basis', which is based upon previous infringements/complaints.
- In QLD, most club/hotel responsible gambling breaches relate to responsible gambling signage, and administrative matters, such as record keeping and staff training.
- In QLD, most casino responsible gambling breaches relate to venue exclusions.
- Most infringements of responsible gaming provisions or gaming licencing do not result in penalties/fines, but in less serious actions such as warnings, notices to remedy the breach and repeat inspections. Higher levels of enforcement may be implemented when a venue has repeatedly not responded to lower level actions.

Key Implications

- Legislating sections of the QLD Responsible Gambling COP that are frequently breached, or that have the potential to significantly minimise harm could be a useful policy consideration and allow the regulator to provide stronger incentives for following the COP and provide a greater deterrent for breaches.
- Other States, such as Victoria, issue fines/penalties to the casino that are of a larger magnitude than those that are issued to casinos in QLD. Increasing the severity of the breach when one is detected, may provide a greater incentive for the casino (and other venues) to voluntarily comply with responsible gambling/licencing provisions.

Assessing Change and Future Directions

- In the years post-QWB opening, monitoring of licencing breaches and penalties issued to the QWB Casino will provide some indication of the casinos adherence to the QLD Responsible Gambling COP and its' licencing responsibilities.

3.2 (a) Brisbane and Queensland

3.2 (a)(i) Comparison of Regulatory Oversight and Monitoring in Australia

In Queensland, responsible gambling, and gaming compliance in general, is monitored by the Office of Gaming and Liquor Regulation (OLGR), for all venue types. At Treasury Casino, OLGR provides an on-site inspectorate whose role is to monitor and enforce compliance from within the casino grounds. Further, OLGR conducts random inspections of gambling venues every one to three years established on a risk basis (more infringements equal more frequent inspections), and responds to and investigates all complaints. There are no other independent regulatory bodies that specifically monitor the gambling sector in QLD. Due to the voluntary nature

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of the QLD Responsible gambling Code of Conduct, some responsible gambling provisions rely on the venue enacting appropriate measures and dealing with breaches.

An example of this was the recent incident involving the Woolworths Group following allegations from Federal MP Andrew Wilkie of inappropriate conduct where staff in at least 22 of the venues that they own across NSW and QLD (ABC News, 2018) were profiling customers (and storing the information on a shared Google Drive) and offering free alcoholic drinks in order to keep these customers playing longer at the pokies (Australian Associated Press, 2018). While Woolworths informed the regulator in QLD about this incident and there has been considerable reputational damage to their brand, to our knowledge there have been no fines or penalties issued (to date) by the regulators in NSW and QLD in response. Woolworths Group have indicated their intention to ban the serving of free alcoholic drinks in their gaming rooms (Associate Australian Press, 2018). The fact that these practices, which are not in the spirit of the QLD Responsible Gambling COP, had not been picked up in routine inspections (and the venue staff expected these practices not to be noticed) highlights that there is room for improvement in the monitoring of responsible gambling in QLD gaming venues. Improvements in monitoring could take the form of `mystery shopper' inspections which currently takes place for liquor licensing in QLD but not for gambling.

Some other States in Australia have a more complex system of regulatory oversight, with multiple bodies monitoring the gambling sector. For example, in Victoria, gambling is overseen by the Victorian Office of Liquor, Gaming and Racing, The Victorian Commission for Gambling and Liquor Regulation, and research into gambling and the impact on the Victorian community is conducted by The Victorian Responsible Gambling Foundation. The VRGF has also recently started to review some of the community impact statements associated with the larger applications for additional EGMs in venues. The Victorian Commission for Gambling and Liquor Regulation (an independent statutory authority) conducts a five yearly review of the Casino operator (Crown Casino). This review is a comprehensive evaluation of the casino and its operations to ensure that the casino maintains 'suitability', and includes recommendations for improvements where the casino may not already be adopting best practice. Examples of some recommendations have included changes to auditing protocols, management and oversight practices, specific alterations to responsible gambling procedures, and recommendations to trial facial recognition software and player data analytics to identify potential problem gamblers. These recommendations and their relatively high level of uptake by Crown Casino indicate that the VCGLR has some power to implement changes in responsible gambling practices which may be in conflict or opposition to the venues commercial/financial interests, such as restrictions on new types of EGMs that are deemed too harmful.

The VCGLR, like Queensland's OLGR, is also able to conduct investigations into potential licencing or responsible gambling breaches that occur at the casino, and issue fines and penalties where appropriate. Comparatively, although OLGR have an on-site inspectorate to monitor the operations of QLD casinos there is no regular mandatory and comprehensive review of QLD casinos by OLGR of the type undertaken by the VCGLR to assess their compliance to gambling provisions and role in the community (e.g interviews are conducted with various stakeholders including police, community groups, etc). Crown Casino is a venue that is of a similar size and nature to the new QWB Casino, and it may be beneficial to look at the existing regulatory oversight of such a venue to assess whether there are procedures in place that would benefit the QLD gambling environment. Indeed, Victoria has only one casino and 28,993 EGMs in various venues across the State, whilst Queensland currently has four casinos and 46,911 EGMs in various venues. Recent proposals have also been made for another casino on the Gold Coast (Clubs QLD, 2018c). While it is not the purpose of this report to determine if one regulatory system is superior to another, the establishment of regular in-depth reviews of the gambling environment and casinos by an independent body with sufficient resources is a practice that could potentially improve the implementation of responsible gambling in QLD and bears consideration.

3.2 (a)(ii) Responsible Gambling and Gaming Licence Provision Breaches (QLD)

In Queensland the oversight provided by OLGR is designed to ensure maximum compliance of gaming venues to legislative and Responsible Gambling Code of Practice provisions. However, publicly available information

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regarding these inspections and investigations is somewhat limited, and is not specific to the Treasury Casino. To fill this gap in available information, data was requested from the Queensland Government, which was able to provide some insight into the number of breaches that are being investigated by the regulator, how these breaches are being identified, and where problem areas are arising that have a negative impact on, or suggest less adherence to, best practice.

Data aggregated to the Queensland level was provided by OLGR regarding the types and number of breaches that Casinos, and Clubs/Hotels, had made relating to responsible gambling, and gaming licence provisions for 2009-2018. Relevant Club and Hotel breaches fell under the Gaming Machine Act 1991, the Gaming Machine Regulation 2002, and the Responsible Gambling Code of Practice, with 6301 breaches between 2009 and 2018 resulting from random inspections by OLGR representatives, and 366 breaches resulting from gaming investigations, which occur as a result of complaints. The vast majority of these breaches fell under the jurisdiction of the Gaming Machine Act 1991 (See Appendix H). Across both gaming inspections and investigations, 2704 of the total 6667 Club and Hotel breaches were related to Responsible Gambling Code of Practice provisions, with 1242 of these falling solely under the COP without other legislative backing. Other breaches were related largely to licensing provisions, including upkeep of registers (including exclusion registers), hours of operation, licensing of employees, and rules ancillary to gaming not being displayed. Frequency of the general categories of those club and hotel breaches that relate to The Responsible Gambling Code of Practice are provided below (Figure 102).

Figure 102 QLD - Number of Club/Hotel Gaming Breaches Relating to the Responsible Gambling Code of Practice
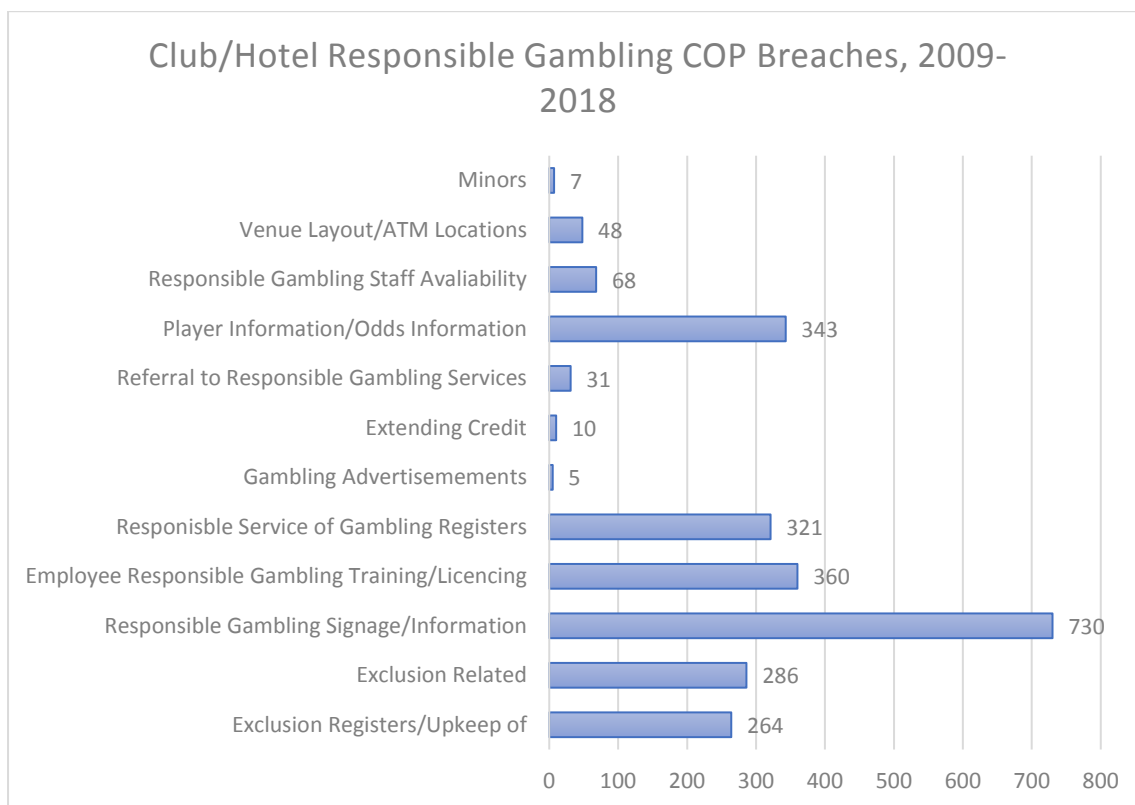
* *Raw data sourced from the Office of Liquor and Gaming Regulation.*

Casino responsible gambling and gaming licensing breaches are regulated under different legislation and regulatory/licensing guidelines to Clubs/Hotels, including the Cairns General Gaming Manual, the Cairns Internal Control Procedures, Casino Control Act 1982, Casino Control Regulation 1999, Casino Gaming Rule, 1999 and also the Responsible Gambling Code of Practice. The majority of breaches fell under the jurisdiction of the Casino Control Act 1982, with the Responsible Gambling Code of Practice having sole responsibility over only two breaches between 2013 and 2018, although 1652 breaches related to COP provisions but were

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regulated elsewhere. Between 2013 and 2018, a total of 4848 breaches occurred in Queensland Casinos. While this is not specific only to Treasury Casino, it is worthwhile to note that the four Casinos in Queensland committed approximately 72% as many breaches in 2013-2018 as all the Queensland Clubs and Hotels combined, over the greater timespan of 2009-2018. In fact, taking into account breach figures for only the 2013-2018 period for Casinos vs Clubs/Hotels, Clubs and Hotels committed 2672 breaches, which is significantly less than the Casinos (See Table 137 and Appendix H and I). The frequency of general categories of those Casino breaches that relate to The Responsible Gambling Code of Practice are provided below (Figure 103 & Figure 105).

Table 137 Comparison of QLD Club/Hotel versus Casino Responsible Gambling/Gaming Licence breaches 2013-2018

Clubs/Hotels (*Across all 1170 venues*)	Casinos (*Across all 4 venues*)
2672	4848

Raw data sourced from the Office of Liquor and Gaming Regulation

Figure 103 QLD - Number of Casino Gaming Breaches Relating to the Responsible Gambling Code of Practice
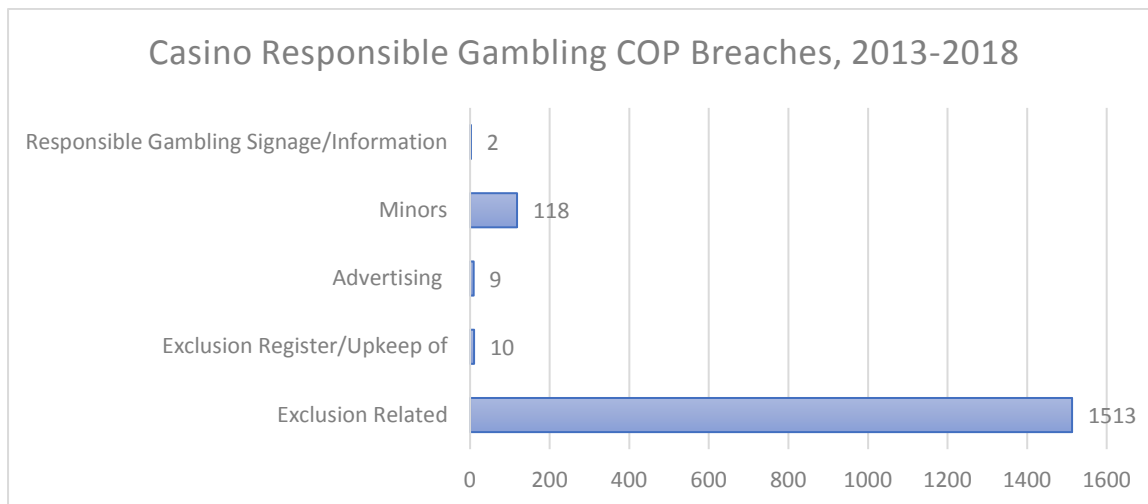
* Raw data sourced from the Office of Liquor and Gaming Regulation.

However, the context surrounding this data is important when considering these differences. With the information currently available it is difficult to draw a distinction between whether the Casinos are simply committing more infringements, or if these infringements are more likely to be noticed due to the presence of the on-site inspectorate. Thus, there may be no real difference in the adherence to responsible gambling/licencing requirements between Casinos and Clubs/Hotels.

It is unclear (at this stage) if the new QWB Casino will make any changes to their policies to combat any future responsible gambling/licencing breaches, or if Star Entertainment Group with be carrying over their current responsible gambling practices and administrative policies from the existing Treasury casino.

As mentioned previously, OLGR conduct 'mystery shopper' type inspections of venues that serve liquor, where an inspector will enter a venue and unobtrusively monitor compliance with liquor laws. However, this is not currently conducted in relation to gaming. Instituting this practice for monitoring gaming compliance and responsible gambling practices would be a useful method for ensuring that venues are maintaining best practice in relation to gambling, and would also increase the breadth and accuracy of the data that the Queensland Government is able to collect about these issues, aiding in future research and policy.

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3.2 (a)(iii) Penalties for Responsible Gambling and Gaming Licence Provision Breaches

The Office of Liquor and Gaming Regulation further provided data relating to the penalties that have been given to venues in response to responsible gambling and gaming license provision breaches. Between 2009 and 2018 there were 293 penalties given to casinos and 83 penalties given to Clubs and Hotels (See Appendix J and K for penalties, over time). For Clubs and Hotels specifically, there were four penalties given under the Gaming Machine Regulation 2002, during this timeframe, for failing to ensure continuous supervision. The other Club/Hotel penalties were under the jurisdiction of the Gaming Machine Act 1991, reflecting the breach data above, and these penalties are presented below in Figure 104. As can be seen, most of these relate to regulatory matters such as checklists, with 17 of these penalties resulting from breaches pertaining to certain persons not being allowed in the gaming area or premises.

Figure 104 Number of Club/Hotel Penalty Infringement Notices, 2009-2018, Queensland

Raw data sourced from the Office of Liquor and Gaming Regulation.

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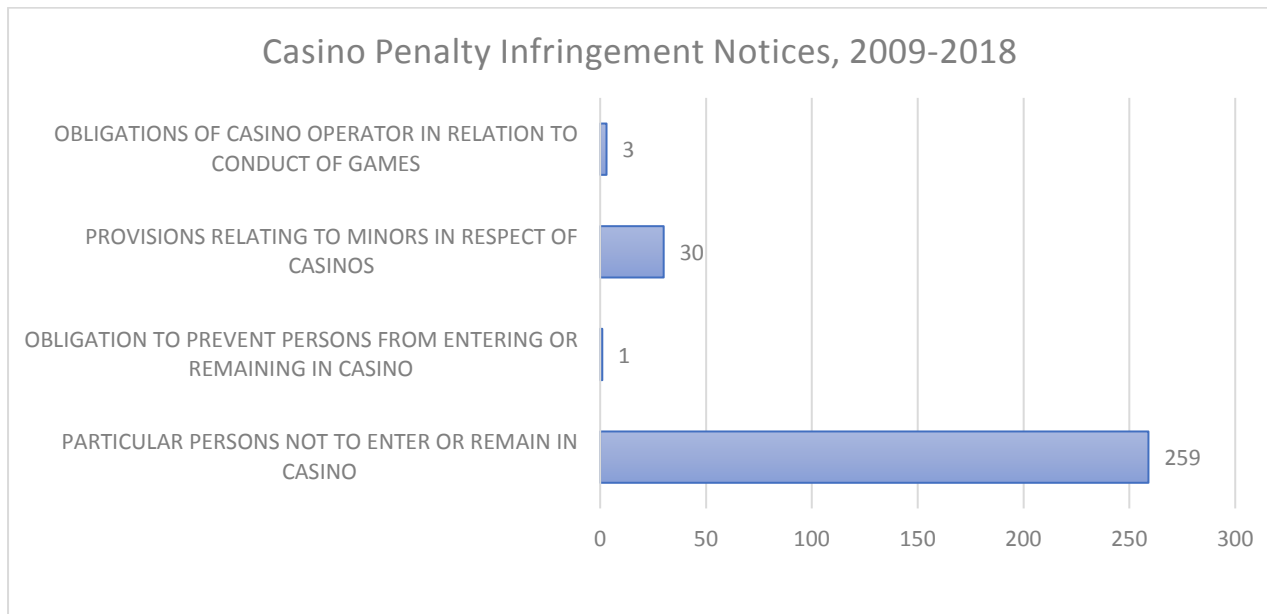
* Raw data sourced from the Office of Liquor and Gaming Regulation.

When assessing only the Penalty Infringement Notice data that OLGR was able to categorise into either Club/Hotel penalties and Casino penalties, during the 2009-2018 period Casinos payed more in penalties than Clubs/Hotels ($132,710 vs $76,108 [excludes responsible gambling prosecution penalties]). The dollar values associated with particular categories of infringements tend to reflect the frequency of infringements shown in the above tables, with checklist related penalties drawing the highest total dollar value for clubs/hotels, and responsible gambling exclusion penalties showing the highest total for Casinos (see Appendix J & K for exact figures).

Prosecutions relating specifically to responsible gambling breaches were provided by OLGR, aggregated for clubs/hotels and casinos along with the associated penalty. Table 138 shows the total penalties that were collected from venues in relation to responsible gambling infringements, by year, from 2009-2013 (aggregated, see Appendix L for raw data). The largest penalty was collected under the Casino Control Act in 2009 for a responsible gambling exclusion, though it should be noted that in the data provided it was possible for multiple penalties and infringements to be included in one listing, and therefore this penalty may not have been for a single infringement by the prosecuted venue. In general, it appears that most prosecutions relate to extending credit under the Keno Act 1996, followed by prosecutions relating to responsible gambling exclusions. Overall, the individual penalties given for responsible gambling exclusion related prosecutions tend to be rather small ($200-$1000, excluding the $40,000 outlier), whereas extending credit under the Keno Act 1996 tends to attract larger penalties ($400-$7500).

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Table 138 Responsible Gambling Prosecutions, Casinos and Clubs/Hotels, 2009-2017, Queensland ($)

Legislation and Type of Offence	2009	2010	2011	2012	2013	2014	2015	2016	2017
Gaming Machine Act 1991 (RSG Certificate)	0	1,500	0	700	0	0	0	0	0
Gaming Machine Act 1991 (Extending Credit)	0	1,000	0	0	0	0	0	0	0
Gaming Machine Act 1991 (Minors)	750	0	0	0	0	0	0	0	0
Gaming Machine Act 1991 (RG Exclusion)	0	0	0	440	440	0	0	200	0
Casino Control Act 1982 (RG Exclusion)	0	40,000	0	1,400	400	0	800	0	0
Keno Act 1996 (Extending Credit)	1,030	1,000	2,000	4,500	2,500	0	1,400	700	0
Wagering Act (Extending Credit)	0	0	0	0	7,500	0	0	0	0
Charitable & Non Profit Gaming Act 1999 (Advertising)	0	0	0	0	0	0	0	0	5,000

*Raw data sourced from the Office of Liquor and Gaming Regulation

**In some instances these dollar values are aggregated for multiple prosecutions in the year. For individual prosecutions and penalties see Appendix L

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Figure 106 Responsible Gambling Prosecutions, Casinos and Clubs/Hotels, 2009-2017, Queensland ($)

Fine and Penalties - Responsible Gambling Prosecutions, Casinos and Clubs/Hotels, Queensland ($)

	Gaming Machine Act 1991 (RSG Certificate)	Gaming Machine Act 1991 (Extending Credit)	Gaming Machine Act 1991 (Minors)	Gaming Machine Act 1991 (RG Exclusion)	Casino Control Act 1982 (RG Exclusion) #	Keno Act 1996 (Extending Credit)	Wagering Act (Extending Credit)	Charitable & Non Profit Gaming Act 1999 (Advertising)
2008-2017 ($)	2200	1000	750	1080	2600	13130	7500	5000

These figures are aggregated for the 2009-2017 period and #exclude a single $40,000 outlier figure from 2010 relating to the Casino Control Act 1982 (RG exclusion). See Appendix L for full data, displayed by year and individual prosecutions.

** Raw data sourced from the Office of Liquor and Gaming Regulation.*

Overall, considering the number of breaches identified in the previous section, there are relatively few Penalty Infringement Notices that have been issued to the venues responsible. That is, the majority of breaches have resulted in outcomes that do not have a penalty component, or no further action was undertaken. It was noted by OLGR as an adjunct to the provided breach and penalties data that the 'outcomes' of breaches vary greatly in severity, ranging from written communications advising the venue of its obligations, or using legislative powers to direct compliance, to investigations, further monitoring, Penalty Infringement Notices (with attached penalty), and prosecutions (note, this is not a full list of possible outcomes).

The Productivity Commission Report (2010) made note that when incentive is low for venues to enforce certain provisions, for example when excluding Problem Gamblers would lessen revenue, it is up to regulatory bodies to provide this incentive through legislative control. However, the efficacy of this control may be called into question if the penalties for breaches are not severe or prevalent enough to provide an adequate deterrent.

In the Sixth Review of the Casino Operator and Licence report (VCGLR, 2018), the VCGLR summarised a range of formal disciplinary actions that had been undertaken against Crown Casino Melbourne in the past several years. During the period since the last Casino review these disciplinary actions included letters of censure and fines (ranging between $10,000 to $300,000), along with three official warnings. These fines appear to be of a larger magnitude to those that are issued in QLD. It was also noted in the report (VCGLR, 2018, p. 72) that grounds for disciplinary action include breaches of the casino operators Responsible Gambling Code of Conduct. The Crown Casino Responsible Gambling Code of Conduct contains guidelines that cover many of the same practices found in the QLD Responsible Gambling COP. However, it bears noting that during the last review period there were no penalties given to Crown Casino for breaches of their Responsible Gambling Code of Conduct that were not legislated elsewhere, with most of the penalties relating to minors in the gaming areas or breaches of pre-commitment system requirements, internal requirements or unapproved EGM configuration.

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The Office of Liquor and Gaming Regulation in QLD has issued infringements for responsible gambling provisions that are also legislated (see above), however it is noted that in general the dollar value attached to the penalties in QLD are substantially smaller than those issued to the Casino in Melbourne (VCGLR, 2018). The Sixth Review of the Casino Operator and Licence (2018) provided some explanation for the large sums that the Melbourne casino is penalised. In this report the VCGLR stated that as they set clear expectations and cooperate in encouraging the right behaviour, when reasonable regulatory expectations are not met the breach is considered more serious. They state that their approach aims to achieve "high levels of voluntary compliance". With smaller penalties attached to infringements in QLD there may potentially be less incentive for the casino, or indeed any other type of gambling venue, to voluntarily comply with their regulatory requirements and responsible gambling provisions.

3.2 (b) Assessing change and future directions

As OLGR regularly collects data on the gambling venue licence infringements, and where these overlap with the voluntary provisions in the QLD Responsible Gambling COP, monitoring of this data in the years post-QWB opening will provide a partial indication of the Casinos' adherence to the QLD Responsible Gambling COP and its' licencing responsibilities.

However, it should be noted that in clubs/hotels, breaches are recorded and penalties are given in response to an infringement that is found during an inspection or in response to a complaint, and therefore they are likely to only capture a portion of the infringements that actually occur. Breaches are more likely to be captured at Treasury/QWB Casino due to the presence of the OLGR on-site inspectorate, however the inspectorate is also responsible for monitoring alcohol compliance, and is not present at all times. Therefore, data surrounding infringements and penalties should be considered indicative only.

3.3 Self and Venue-Initiated Exclusions

*Aligns to **Baseline** Questions 7 & 8 of the Study Plan-*

Question 7: What are the current policies and procedures in place in Queensland relating to Problem Gambling and its impacts and how might we best monitor any changes due to QWB?

Question 8: What is considered to be best practice (nationally and in QLD) in terms of responsible gambling practices/policies for gambling venues? How does the existing casino at Queen's Wharf currently achieve this and how is this monitored or enforced?

*Aligns to **Projected Impact** Question 4 of the Study Plan-*

Question 4: What are the most impactful methods of managing or reducing Problem and Binge Gambling?

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Section Overview

Key Results and Data

- In Queensland, there has been approximately a 50% increase in the number of self and venue directed exclusions in clubs/hotels between 2012-2016. Exclusions in casinos have remained relatively steady during this timeframe, however, the number of exclusions for UBET have raised from only 27 in 2012-13 to 797 in 2015/16. Reasons for this may include an increased capacity for gambling with UBET via online means.
- Awareness of exclusion programs in the Queensland population (QHGS) has increased from 38.2% to 56.8% between 2011/12 and 2016/17.
- There are significantly more exclusions in club/hotels than in casinos, although this is to be expected given the relative proportion of casinos to clubs/hotels.
- There have been 1072 self and venue directed exclusions between 2013-17 for the Treasury Casino.
- There are very few venue-initiated exclusions issued by Treasury casino (only 20 between 2013-17) or for clubs/hotels in Brisbane and Queensland. The main reasons for this are that venues are reluctant to ban patrons from consuming their product, and, they are more likely to consult with the patron and direct them to help services as needed. Referral to help services and self-exclusions are also seen to be more effective (in the long run) than venue-initiated exclusions.

Key Implications

- Exclusion programs provide a useful responsible gambling tool, allowing an individual experiencing gambling problems to prevent themselves from continuing to access gambling at a particular venue. Venue directed exclusions are also available when a venue notices problematic gambling, and other avenues of intervention have been unsuccessful. However, the high number of exclusion breaches (see *Section 3.4 – Exclusion Breaches*) highlights that this tool needs further refinement.

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3.3 (a) Brisbane and Queensland

Gaming venue exclusions are an important tool for Problems Gamblers in preventing their access to an activity that they find harmful. The Office of Liquor and Gaming Regulation provides data on the number of self and venue directed exclusions for various gaming venues types in Queensland in their annual report (OLGR, 2017), and is presented below in Table 139. This data shows that there has been an overall increase in exclusions between 2012 and 2016. However, it is possible that this increase in the number of exclusions in this period may partially be attributed to an increased awareness of the existence of exclusion programs that also occurred during this time, with awareness increasing from 38.2% of Queenslanders in the 2011/12 QHGS to 56.8% in the 2017/17 QHGS.

Table 139 Number of exclusions (venue and self-directed) for Queensland

	2012-13	2013-14	2014-15	2015-16	2016-17*
Clubs and hotels	1004	1115	1223	1452	705

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Casinos	308	312	278	368	218
UBET	27	241	342	797	400
Total	1339	1668	1843	2617	1323

*Figures incomplete. June 2016 to December 2016 figures are only included

**Data sourced from Office of Liquor and Gaming Regulation Annual Statistical Report 2016-17

Unfortunately, this data is aggregated at the Queensland level and includes other Casinos in the State, and therefore a greater level of granulation was required in order to identify the impact and utilisation of the Treasury Casinos' exclusion practices. While this level of data was requested from the Queensland Government, issues of corporate confidentiality prevented any Government agencies from providing it. Data relating to the number of exclusions, by year, at the Treasury Casino, was therefore requested directly from the venue operator, and which Star Entertainment Group provided to QUT (Table 140).

Table 140 Self and Venue Imitated Exclusions at the Treasury Casino, 2013-2017

Year	2013	2014	2015	2016	2017	Total
Access refused under section 47(3)(a) of the RTI Act. Exempt information under schedule 3, section 8(1) of the RTI Act.						

*Data sourced from The Star Responsible Gambling Data (2018)

Access refused under section 47(3)(a) of the RTI Act. Exempt information under schedule 3, section 8(1) of the RTI Act.

Access refused under section 47(3)(a) of the RTI Act. E

In terms of the exclusion breach practices in other States, in Victoria, when a patron utilises the exclusion program they are able to elect multiple venues to be excluded from at that time. At Crown Casino in Melbourne, when one self-excludes through the Crown Casino exclusion program, this has an indefinite duration. New South Wales provides a multi-venue exclusion program, whereby if a patron excludes themselves from the gaming areas of a single club/hotel, they are then excluded from the gaming areas of all clubs/hotels in that State. This is a program that may be considered in terms of future policy reforms for QLD, as exclusions in QLD are currently venue specific. Venue specific exclusions may be less effective than multi-venue exclusions, as gamblers often regularly utilise more than one venue. It was noted by Star Entertainment in the *Gambling Impacts Advisory Committee* Meeting (2018b), that it is a particular frustration for venues when excluding an individual, or identifying and expelling a patron attempting to breach an exclusion; to know they can then theoretically walk across the street to gamble at another venue. Thus, a venue specific approach is likely to hamper the effectiveness of exclusion programs.

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3.4 Exclusion Breaches

*Aligns to **Baseline** Questions 7 & 8 of the Study Plan-*

Question 7: What are the current policies and procedures in place in Queensland relating to Problem Gambling and its impacts and how might we best monitor any changes due to QWB?

Question 8: What is considered to be best practice (nationally and in QLD) in terms of responsible gambling practices/policies for gambling venues? How does the existing casino at Queen's Wharf currently achieve this and how is this monitored or enforced?

*Aligns to **Projected Impact** Question 4 of the Study Plan-*

Question 4: What are the most impactful methods of managing or reducing Problem and Binge Gambling?

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Section Overview

Key Results and Data

- Between 2013-17 there have been 43% as many exclusion breaches as there are exclusion orders issued at Treasury casino. This shows that a significant proportion of those who utilise exclusion programs then attempt to breach the exclusion order at that same venue.
- Significantly more exclusion breaches have been identified under the Casino Control Act than the Gaming Machine Act. This may be due to a number of contextual factors including superior surveillance and identification capabilities at casinos compared to clubs/hotels.
- Almost all of the exclusion breaches in Casinos are self-exclusion breaches, rather than venue-initiated exclusion breaches. This can be explained by the much smaller incidence of venue-initiated exclusions that occur in Queensland casinos compared to venue-initiated exclusions.

Key Implications

- There is reasonable evidence that Casinos in QLD are more adept at identifying excluded individuals than some clubs/hotels. This is likely due to the superior resources at the disposal of such a large venue, which has higher levels of electronic surveillance, dedicated responsible gambling staff, and security at the entrances.
- The high proportion of excluded patrons who then attempt to breach their exclusion orders highlights the importance of appropriate monitoring for breaches. Other Casinos in Australia have commenced utilising facial recognition technology in order to maximise their ability to identify people attempting to breach exclusions.
- While QLD has a venue-specific exclusion system, other States have exclusion programs that either allow for exclusion from multiple venues with a single order, or cover all venues automatically. In practice, the ability to reliably detect excluded patrons is difficult due to the current cost of the technology involved.

Assessing Change and Future Directions

- In QLD access to exclusion and exclusion breach data for a specific venue, such as the casino, currently requires the venue itself to release this data. This can potentially hamper the ability of researchers to assess the current gambling environment.
- Taking into account the high proportion of exclusion breaches, excluded gamblers are likely to attempt to gamble again, if not at the venue they are excluded from then at another gambling venue. A multi-venue approach to exclusion orders (as seen in NSW) could provide a more effective responsible gambling tool than the current venue-specific program used in QLD.

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3.4 (a) Brisbane and Queensland

Data on number of exclusion breaches recorded by venues has the ability to provide insight into the efficacy of current exclusion monitoring by venues, and the self and venue-directed exclusion programs in general.

The Queensland Government provided data relating to the number of exclusion breaches at a Queensland level, however, due to laws around corporate confidentiality were not able to provide any venue specific figures. The data that was provided identified the number of exclusion breaches for Queensland between the years 2008 and 2017, under each of the relevant enforcing Acts, and is provided below in Figure 107. As can be seen, there are significantly more exclusion breaches being picked up under the Casino Control Act than the Gaming Machine Act, showing that Casinos are identifying many more of these exclusion breaches. These figures, however, do need to be assessed in the context of venue resources, and may in fact be a reflection that the Casino environment, with superior resources able to be directed to monitoring and security, may be more adept at catching those people attempting to breach their exclusions, rather than this being an indication that Casinos have a larger problem with attempted exclusion breaches. This is supported by previous research showing low identification of excluded individuals in a sample of gambling venues in small and rural communities (Schrans, Schellinck, & Grace, 2004).

The comparatively low number of exclusion breaches at clubs and hotels is surprising given the much larger number of clubs/hotels compared to casinos, the higher number of exclusions occurring in clubs/hotels, and that these venues tend to be the more frequently visited venue type. These results support previous evidence indicating that casinos are better able to detect breaches (in general) than clubs/hotels.

Additionally, it must be taken into account the potential ramifications for smaller clubs and hotels when they identify excluded patrons, who are likely Problem Gamblers, and who provide a significant source of income for these venues. There is often less incentive for these smaller venues to be as stringent on expelling excluded individuals, when doing so could significantly negatively impact their revenue (Productivity Commission, 2010; SACES, 2003), and therefore this may also be reflected in the exclusion breach data.

Figure 107 Self and Venue Directed Exclusion Breaches, at Queensland Gaming Venues, by Act

Self and Venue Directed Exclusion Breaches, QLD, by Act

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Wagering Act	9	3	2			1				
Gaming Machine Act	43	31	38	29	60	24	26	51	49	37
Casino Control Act	202	178	102	129	168	144	147	184	212	190
Keno Act	5		1							

*Raw data
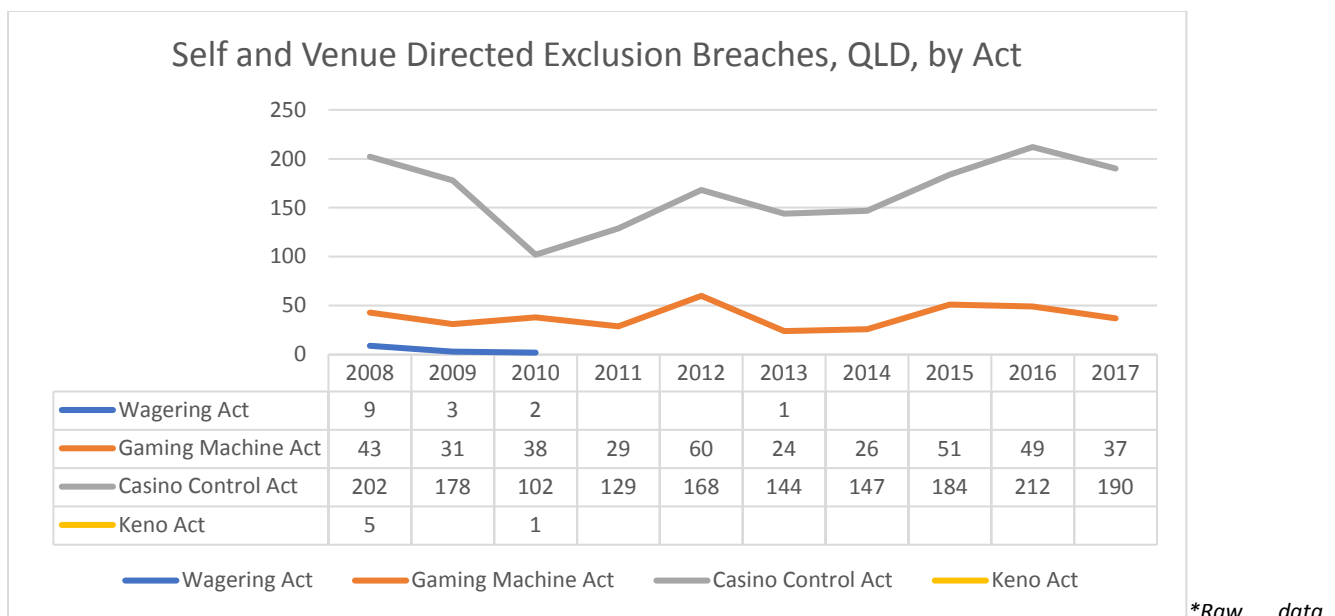
Sourced from the Office of Liquor and Gaming Regulation

The Office of Liquor and Gaming Regulation was also able provide aggregated Casino exclusion breach figures, broken down by section of the Casino Control Act, in order to assess the proportion of breaches stemming from self- versus venue- directed exclusions. Additionally, exclusion provision breaches by Casino operators or staff,

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where they allowed entry to a knowingly excluded individual, have also been provided (Figure 108 and Table 141).

Figure 108 Casino Self and Venue-Initiated Exclusion Breaches, Queensland, 2008-2017

Casino Self and Venue-Initiated Exclusion Breaches, Queensland

	Exclusion Breaches under Section 91O (Self-exclusions)	Exclusion Breaches under Section 93A (Venue initiated exclusions)	Breaches by the Casino Operator and Casino Staff (non-patron)
2008	187	15	4
2009	163	15	6
2010	100	2	6
2011	125	4	11
2012	163	5	3
2013	141	3	4
2014	144	3	1
2015	182	2	2
2016	207	5	1
2017	180	10	0
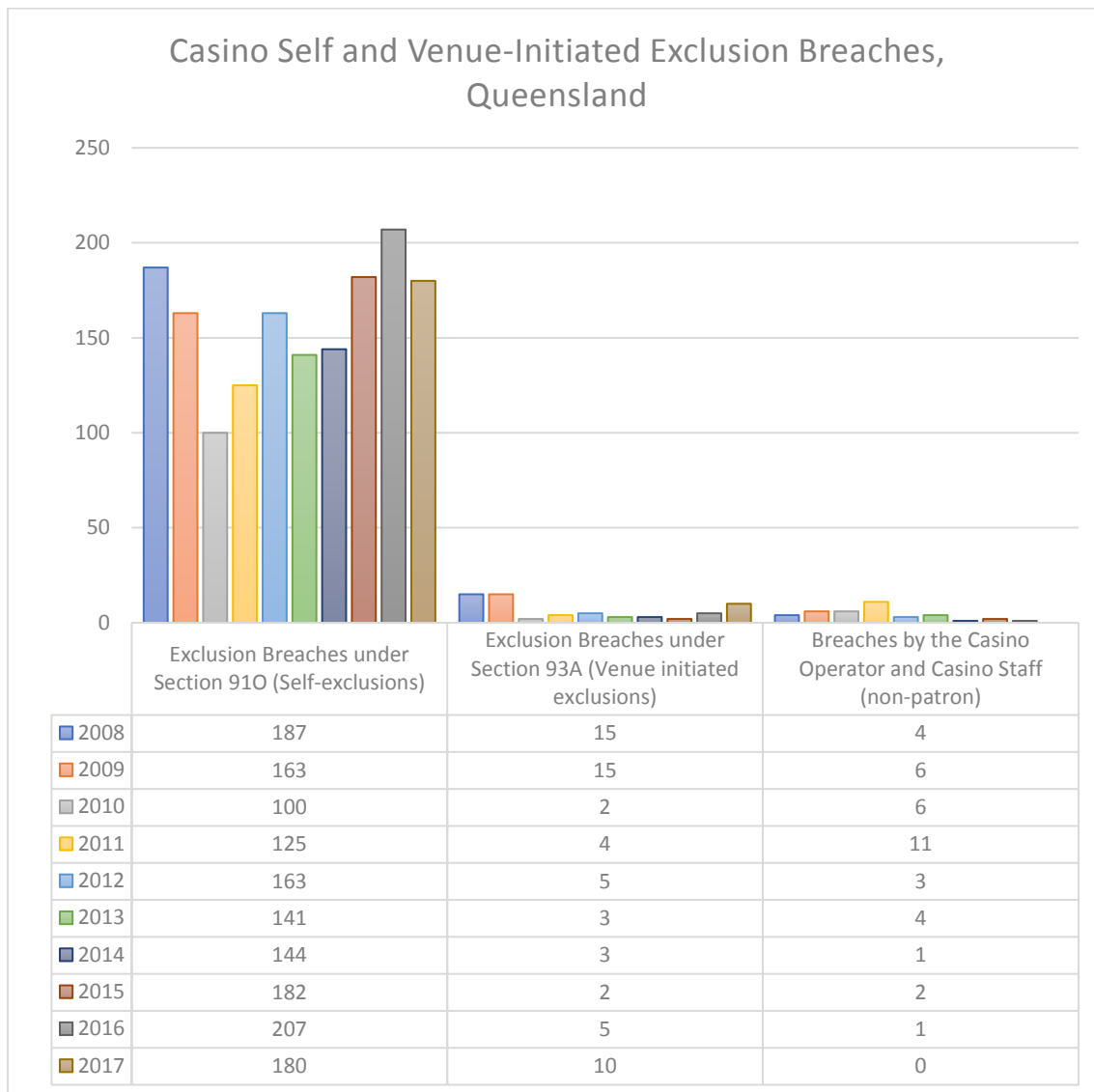
Raw data sourced from the Office of Liquor and Gaming Regulation.

Table 141 Total Casino Exclusion Figures, 2008-2017, Queensland

Total Casino *Patron* Exclusion Breaches	Total Casino Related Exclusion Breaches (*excluding investigations*)
1656	1694

Raw data sourced from the Office of Liquor and Gaming Regulation

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The Star Entertainment Group provided exclusion breach data specifically for the Treasury Casino. As can be seen when comparing this data to the number of exclusion breaches in Table 142 and also to the number of exclusion orders issued in Table 140, overall, there have been 43% as many exclusion breaches as there have been exclusion orders issued between 2013-17. While this data does not identify repeat offenders, overall it can be concluded that almost half of the people who are utilising exclusion programs will then attempt to breach the exclusion order. This signifies the importance of venues having sufficient resources to identify individuals who are excluded, as the mere existence of an exclusion order is sometimes not enough to curb the attempt to gamble at a venue.

Table 142 Self and Venue Imitated Exclusion Breaches at the Treasury Casino, 2013-2017

Year	2013	2014	2015	2016	2017	Total
Access refused under section 47(3(a) of the RTI Act. Exempt information under schedule 3, section 8(1) of the RTI Act.						

*Data sourced from The Star Responsible Gambling Data (2018)

Any type of exclusion program that relies on a venue identifying individual gamblers is inherently problematic given the large number of people that the venue is required to monitor for potential breaches, especially in multi-venue exclusion systems. Crown Casino Melbourne provided data relating to exclusion breaches and the number of repeat offenders to the VCGLR (2018), which highlights the importance of adequate detection of excluded individuals in light of the likelihood of attempted breaches (Table 143). The data showed that roughly half of the people with voluntary exclusion breaches at Crown Casino were identified attempting to breach the exclusion, with a number of these people making multiple attempts. As noted above, this is an area where casinos have an advantage over small clubs and hotels, with superior resources able to be dedicated to identifying excluded individuals, which at Crown Casino include facial recognition software at the venue entrances. Whilst this software is currently not in place in casinos operated by Star Entertainment Group they have indicated they intend to use and trial this software to improve their ability to identify excluded patrons.

Table 143 Voluntary Exclusion Orders and Breaches at Crown Casino Melbourne

	2013	2014	2015	2016	2017**
Total voluntary exclusion breaches	1,272	1,280	1,239	1,541	1,077
Total persons with voluntary exclusion orders	684	711	679	741	558
Persons with unique breaches	437	464	434	459	369

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Persons with multiple breaches	237 persons totalling 835 breaches	247 persons totalling 816 breaches	224 persons totalling 805 breaches	282 persons totalling 1,068 breaches	189 persons totalling 703 breaches

Data sourced from VCGLR 2018

**Partial data - only includes figures up to the end of September 2017

3.4 (b) Assessing change and future directions

In QLD access to exclusion and exclusion breach data for a specific venue, such as the casino, currently requires the venue itself to release this data. This can potentially hamper the ability of researchers to assess the current gambling environment. Changes to policy that allows researchers easier access to this information, perhaps through the regulator, would be beneficial for research and policy.

Taking into account the high proportion of exclusion breaches, excluded gamblers are likely to attempt to gamble again, if not at the venue they are excluded from then at another gambling venue. A multi-venue approach to exclusion orders (as seen in NSW) could provide a more effective responsible gambling tool than the current venue-specific program used in QLD.

3.5 Current Harm Minimisation Strategies

*Aligns to **Baseline** Questions 7 & 8 of the Study Plan-*

> *Question 7: What are the current policies and procedures in place in Queensland relating to Problem Gambling and its impacts and how might we best monitor any changes due to QWB?*

> *Question 8: What is considered to be best practice (nationally and in QLD) in terms of responsible gambling practices/policies for gambling venues? How does the existing casino at Queen's Wharf currently achieve this and how is this monitored or enforced?*

*Aligns to **Projected Impact** Question 4 of the Study Plan-*

> *Question 4: What are the most impactful methods of managing or reducing Problem and Binge Gambling?*

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Key Implications

- There is good evidence that voluntary pre-commitment systems are not an effective harm minimisation tool. However, mandatory pre-commitment, with a set of specific features (outlined in the section below) may provide an effective harm minimisation strategy. As pre-commitment is especially relevant for EGM play, this could be a way of mitigating potential harm that may arise from the increased EGM availability at QWB.

- While there are reliable and observable indicators that someone might be a Problem Gambler, venue staff are not generally capable of correctly identifying Problem Gamblers, and intervention by staff is often hampered by distraction of other duties and hesitance over how to approach the gambler. Here, casinos have an advantage over smaller clubs/hotels in terms of staffing resources, with dedicated responsible gambling staff whose duties include the identification of Problem Gamblers.

- Automatic Risk Monitoring, player data analytics software, and monitoring of loyalty card data are being trialled and utilised in other jurisdictions. These technological monitoring systems provide an additional resource for venues to help in the identification of people displaying signs of problematic gambling.

- A range of Low-Risk gambling limits have been identified in Tasmania, and may provide a useful guideline for safe gambling behaviour.

Assessing Change and Future Directions

- Assessing changes that may arise from the implementation of any new harm minimisation strategies will depend on which strategies are utilised. Assessment of these changes could be achieved through surveys, focus groups or monitoring of government data. Outcomes from the trialling of data analytics software at Crown Casino will become available in the future, and if found to be a valid harm minimisation tool then similar software would be useful to utilise at QWB Casino.

3.5 (a) Brisbane and Queensland

In Queensland the Responsible Gambling Advisory Committee (RGAC) provides advice to the Minister responsible for gambling in QLD. This committee is comprised of representation from the community, gambling industry and government, and provides recommendations in regards to consumer protection, prevention, rehabilitation, research and policy. Notable accomplishments include the QLD Responsible Gambling Code of Practice, the development of an exclusion model and various guidelines that relate to responsible gambling practices.

When considering casino specific harm minimisation strategies, Star Entertainment Group have their own Responsible Gambling Code of Practice, which reflects the Queensland COP, and is in effect across all of their casinos; this includes Treasury Casino and we anticipate the new QWB Casino. Further, Star Entertainment facilities provide a dedicated Responsible Gambling Liaison Officer who is able to provide referrals to help services and exclusion information. Treasury Casino patrons who hold a loyalty card are also able to utilise the Star Assist pre-commitment program. This program allows users to set spend and time limits for their EGM play, though this does not provide any harm minimisation for patrons who are playing keno or table games.

As noted in the Productivity Commission Report (2010), the gambling industry emphasises the role of self-regulation and personal responsibility for product consumption. Pre-commitment systems are one way in which gamblers are able to exercise this self-regulation. However, voluntary pre-commitment systems that have been trialled in Australia have been shown to have limited efficacy, with low consumer engagement with the systems, and with players easily able to subvert their own pre-set limits by simply removing their loyalty card (Rintoul & Thomas, 2017). Access refused under section 47(3)(a) of the RTI Act. Exempt information under schedule 3, section 8(1) of the RTI Act.

Access refused under section 47(3)(a) of the RTI Act. Exempt information under schedule 3, section 8(1) of the RTI Act.

While many members who visit the casino are not likely to be Problem Gamblers who are in need of spending control mechanisms, betting more than one can afford to lose is a type of financial harm indicator that is shown to occur even in Low-Risk gamblers (*Gambling Impacts Survey*, 2018; QHGS, 2016-17). Further, it is acknowledged that EGM players, even those who are not Problem Gamblers, suffer from impaired control during play (Dickerson, 2003). Therefore, pre-commitment has the potential to benefit even casual players in the lower risk groups, and from a population-wide public health perspective would be a valid harm minimisation strategy, if properly implemented and utilised.

Table 144 Treasury Casino, Brisbane patrons utilising the Star Assist Program

Access refused under section 47(3)(a) of the RTI Act. Exempt information under schedule 3, section 8(1) of the RTI Act.

*Data sourced from The Star Responsible Gambling Data (2018)

**The apparent decrease in utilisation after 2015 reflects changes in The Star's loyalty program, where members from then onwards only needed a single membership card for both the QLD and NSW venues, instead of separate cards.

Previous research advises that for a pre-commitment system to be effective for harm minimisation purposes, a full mandatory system is the most effective strategy. Suggestions for the features of such a system have been recommended both by gambling researchers (Rintoul & Thomas, 2017) and by the Productivity Commission (2010), drawing on the successful implementation of such systems in countries such as Norway and Sweden. These suggested features include, but are not limited to:

- A centralised system that extends across an entire jurisdiction (State), instituted by mandatory registered card use or some other form of player recognition
- Consumer-set spending limits and time limits
- Encouragement to set limits to default 'safe' limits
- Limits that are binding, with play suspended once the limit is reached (for a set duration, i.e daily/monthly etc.)
- Providing players with transaction/play histories
- Ensuring players privacy and the confidentiality of player information

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The implementation of such a system provides an important consideration and could be an effective way of managing harm that could potentially arise from the increase in EGM availability post-QWB Casino opening.

Data was collected in the QHGS (2011/12) regarding participants' potential use of pre-commitment schemes. This was measured for EGM players, and is presented in Table 145, below. These questions were excluded from the QHGS 2016/17. Overall, gamblers stated they are more likely to use a system that utilises spend limits rather than time limits, with 68.8% (95% CI: 52.1, 85.5) of Problem Gamblers indicating they would use a system to set spend limits, compared to 45.0% (95% CI: 38.3, 51.6) of Recreational Gamblers. These figures should however, be assessed in light of the low utilisation of voluntary pre-commitment schemes in previous trials, and may therefore reflect the participants awareness that a spend/time limit is a useful tool, rather than whether the participant would actually use the system if it was available, but only voluntary.

Table 145 Responses to the questions 'Would you use a system to set limits on the time you spend playing gaming machines?', and 'Would you use a system to set limits on the money you spend playing gaming machines?', people who had played gaming machines in the last 12 months, by gambling group

	% who responded yes – time limits	% who responded yes – spend limits
Recreational Gamblers	27.4 (20.6, 34.3)	45.0 (38.3, 51.6)
Low Risk Gamblers	33.4 (28.1, 38.8)	46.2 (40.8, 51.7)
Moderate Risk Gamblers	36.8 (26.3, 47.4)	57.6 (48.4, 66.8)
Problem Gamblers	47.8 (28.7, 66.8)	68.8 (52.1, 85.5)
All	28.9 (23.5, 34.4)	46.1 (40.6, 51.6)

Data sourced from the Queensland Household Gambling Survey 2011/12

**Data reported with 95% Upper and Lower Confidence Levels*

The use of technology and software to track player activity is currently being used in some casinos. SKYCITY Casinos in Auckland and Adelaide utilise loyalty card data and gaming machine data to help identify people who are experiencing problems with their gambling. In Adelaide, SKYCITY uses Automated Risk Monitoring (ARM) on their gaming machines, which send alerts to staff when a player exceeds a 4, 6, or 8 hour window of continuous play, or is identified as a 'Hot Player' i.e. exceeding a $21,000 (approx. $2,100 in losses) turnover in 200 minutes for non-loyalty card players, or $42,000 (approx.. $4,200 in losses) turnover for loyalty card players. The difference in the 'Hot Player' alert values is qualified by the logic that loyalty card players can be tracked over multiple machines, whereas non-loyalty card players cannot. Assessment of this program is still ongoing, and no definitive statements can be made as to whether or not the system will improve in the detection of Problem Gamblers. However, casino staff have said that the program is useful as an additional tool for detecting customers who are potential Problem Gamblers, and also for raising awareness of individual at-risk players (SACES, 2017). As many current harm minimisation strategies for gambling are reactive in nature and rely on treating a problem once it has already developed, a tool that is able to identify players who are at-risk and bring these people to the attention of staff, along with allowing for future monitoring and the tracking of changes in individual customers playing habits, appears to be a useful tool to add to current responsible gambling measures.

Data analytics software (second data player model) is also currently under development and review by Crown Casino Melbourne, upon recommendations from the VCGLR, and is scheduled to commence at the end of the 2018 financial year. Outcomes from the first data player model were presented to the VCGLR in 2015, and Crown Casino stated that while they had identified a number of common parameters that could indicate harm, they believed the software was of limited value, and that the best method of detecting Problem Gamblers was though looking for observable signs of distress (VCGLR, 2018). The VCGLR recommended that the software be

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trialled again using historical player data of excluded individuals to further identify parameters that could indicate problem gambling. This second data player model will have options to monitor both carded and uncarded play, and the VCGLR has tentatively stated that "On the information available, the second player data model number shows relative success in identifying persons who may be at risk of harm from gambling." (VCGLR, 2018).

The QLD Responsible Gambling COP is a valuable tool for responsible gambling and harm minimisation, but as it is only voluntary the efficacy of the Code has a limit. Venues are not legally required to implement some of the harm minimisation strategies, although as noted above there is a certain level of enforcement from the regulator, regardless. While the QLD COP states that gambling providers should implement practices to ensure that customers are discouraged from participating in extended, intensive and repetitive play, it has been noted that many venues bring food or beverages to gamblers engaged in EGM play. This practice tends to be a double edged sword. The COP Resource manual suggests this practice be used as a way of encouraging the responsible consumption of alcohol, and it also allows venue staff an amicable way of approaching patrons to discuss their gambling or utilise the interaction to provide the gambler with a brief break in play. However, providing refreshments in this way also means that the gambler has less need to leave the machine to eat or get a drink, and in that way encourages extended play.

The QLD Responsible Gambling COP sets out provisions prohibiting advertising or promotions in which the strategies offer inappropriate enticements or inducements to gamble or promote the consumption of alcohol while engaged in the activity of gambling. As mentioned above, findings from an investigation into Woolworths/ALH Group owned pubs in NSW and QLD, found that venue staff were profiling patrons in order to be able to encourage them to gamble, and offered free alcoholic drinks in order to keep patrons at the EGMs (Australian Associated Press, 2018).

*The Gambling Impacts Surve*y attempted to gain some insight into whether gambling venue staff were offering incentives to gamble/encouraging patrons to gamble, or serving alcohol to people actively engaged in a gambling activity. As can be seen in Table 146, almost 40% of Brisbane Gamblers have been either offered or served alcohol while actively engaged in a gambling activity, by staff, within the past 5 years. Approximately 9% of Brisbane Gamblers have been offered incentives or verbal encouragements to gamble, by staff, within the past 5 years.

Table 146 Gambling Impacts Survey - Responses to Q.6.1 and Q.6.4, Incentives/encouragements to gamble and offers/service of alcohol while gambling by venue staff, within the past 5 years.

	Yes	No
Offered incentives/verbal encouragements to gamble	118 (9.30%)	1151 (90.70%)
Offered or served alcohol while actively engaged in a gambling activity	505 (39.80%)	764 (60.20%)

*Data sourced from the Gambling Impacts Survey 2018, Gamblers only

**Includes participants who may have been served alcohol while playing casino table games

The *Gambling Impacts Survey* also attempted to identify the types of venues engaging in these practices, and how frequently the Gambler had experienced such occurrences. Table 147 shows that of the participants that responded yes to being offered/served alcohol while actively engaged in any gambling activity, by venue staff

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in the previous 5 years, this occurred most frequently at casinos (*N*=270), followed by clubs (*N*=223) and then hotels (*N*=160), although it should be noted that the figure for casinos includes participants who were served alcohol while playing table games (which the casinos are licensed to do). The most common frequency, across all venue types, was 'sometimes', showing that this occurred on more than one occasion.

Table 147 Gambling Impacts Survey - Cross tabulation of responses to Q6.2 & Q6.3, if the participant had been offered/served alcohol while actively engaged in any gambling activity, by venue staff in the previous 5 years

		What type of venue has this occurred at? (select all that apply)			
		Club	Hotel	Casino	Total
How often were you offered or served alcohol by venue staff whilst actively engaged in any gambling activity?	*Rarely*	77	50	85	181
	Sometimes	103	61	129	229
	Often	43	49	56	95
	Total	223	160	270	505

*Data sourced from the Gambling Impacts Survey, 2018, Gamblers only

**Totals are different from cross-tabulated response counts, as participants were able to select more than one venue

Table 148 shows that of the participants that responded yes to being offered incentives or verbal encouragement to gamble or continue gambling, by venue staff in the previous 5 years, this also occurred most frequently at casinos, followed by clubs. Once again, the most common frequency, across all venue types, was 'sometimes', showing that this occurred on more than one occasion.

Similar evidence in terms of encouragement to gamble and the provision of alcohol whilst gambling by staff were found in a recent study by Rintoul et al (2017) in Victoria. In an observational study and through the use of focus groups and interviews, the study found a contradiction between stated responsible gambling aspirations of the Victorian Code of Conduct and actual existing practices in five areas: an overall lack of staff interaction in the context of apparent gambling problems; staff encouraging gambling; a lack of intervention when gamblers were accessing cash; and gamblers using multiple machines and breaches of self-exclusion. In particular, the researchers observed multiple times and across a number of venues, instances where staff effectively encouraged gambling by delivering food and drink to patrons at EGMs, which were often provided free of charge. It was noted by Star Entertainment representatives in the Gambling Impacts Advisory Committee (2018b) Meeting that QWB Casino will be implementing certain practices to minimise harm that could occur from extended trading hours and gambling availability, including closing a majority of the bars at the precinct at 2am-3am.

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Table 148 Gambling Impacts Survey - Cross tabulation of responses to Q6.5 & Q6.6, if the participant had been offered incentives/verbal encouragement to gamble or continue gambling, by venue staff in the previous 5 years

| | | What type of venue has this occurred at? (select all that apply) | | | |
		Club	Hotel	Casino	Total
How often were you encouraged to gamble or offered incentives to continue gambling by venue staff?	*Rarely*	13	12	17	35
	Sometimes	32	24	36	62
	Often	16	14	13	21
	Total	61	50	66	118

*Data sourced from the Gambling Impacts Survey, 2018, Gamblers only

**Totals are different from cross-tabulated response counts, as participants were able to select more than one venue

The efficacy of some harm minimisation strategies, such as exclusion programs, rely largely on awareness of these programs. This has been measured for the Queensland population in the QHGS 2011/12 and 2016/17 and is presented in Table 149 below. This data is useful for understanding awareness of exclusion programs at the Queensland level, but is not granulated enough to allow insight specifically into Treasury Casino patrons, as compared to other venues. However, at the Queensland level, results from the QHGS 2016/17 show that there has been an increase in the awareness of exclusions, especially in the higher risk groups, with over 90% of Problem Gamblers now aware of the existence of exclusion programs.

Table 149 QHGS - Responses to the question 'Did you know that people can ask to be excluded/banned from gambling at a venue?', Queensland adult population, by gambling group

| | % who responded yes | |
	2011/12	*2016/17*
Non-Gambling	30.3 (25.7, 35.0)	49.0 (43.0, 55.)
Recreational Gamblers	39.7 (37.0, 42.5)	58 (54.0, 63.0)
Low Risk Gamblers	46.9 (42.0, 51.8)	67.8 (60.0, 74.0)
Moderate Risk Gamblers	61.4 (54.6, 68.2)	72.7 (62.0, 81.0)
Problem Gamblers	66.4 (49.3, 83.5)	90.5 (78.0, 96.0)
All	38.2 (35.8, 40.6)	56.8 (54.0, 60.0)

*Data sourced from the Queensland Household Gambling Survey 2011/12 & 2016/17

**Data reported with 95% Upper and Lower Confidence Levels

In QLD, when there is an incident at a venue that involves contravention of Responsible Gambling provisions from the COP, the incident is recorded in a Responsible Gambling Incident Register, held at each venue. Responsible Gambling Incidents the Treasury Casino appear to have been increasing since 2015 (Figure 109). Star Entertainment Group noted that the increase in the number of Incident Reports is due to an increased number of exclusion requests (which would also be recorded in the Register) linked to Responsible Gambling Incidents such as extended play time reports. However, the increase in the number of reports supersedes the corresponding increase in exclusions at the casino in this same timeframe (Table 140), so only part of the increase can be explained this way. Due to confidentiality concerns Star Entertainment Group was unable to provide access to the Treasury Casino Incident Register, which would have allowed the Gambling Impacts Team to ascertain the nature of these Incident Reports. As the Register is held within a database that holds extensive personal information on excluded individuals, providing this information to third parties was seen as potentially being detrimental to patrons' perception of exclusion programs and the information collected. A further request to Star Entertainment Group to share the data with the Gambling Impacts Team in de-identified form (excluding personal or confidential information) was unsuccessful.

Figure 109 Treasury Casino - Responsible Gambling Incident Reports (as outlined in the Responsible Gambling Code of Practice), 2013-2017

*Data sourced from The Star Responsible Gambling Data (2018)

3.5 (b) National

Previous research has attempted to identify Low-Risk gambling limits for Tasmanian Gamblers, on all forms of gambling. These Low-Risk limits include a maximum gambling frequency of 30 times in a year, 400 minutes gambling duration per year, and no more than participation in two gambling activities. The limits also purport a maximum gambling expenditure of $510 in a year, with gamblers spending no more than 10% of their personal gross income on gambling (Fourth Social and Economic Impact Study of Gambling in Tasmania Volume 2, 2017, Section 15).

Providing a safe environment in which to gamble that arises from the various Responsible Gambling Codes of Conduct and Codes of Practice always contain a component of reliance on staff intervention at the venue. As noted above, the ability of venue staff to reliably identify those experiencing gambling problems, and then actually intervene is difficult. While research has shown that there is a set of reliable and observable indicators

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that someone might be a Problem Gambler (Delfabbro, Osborn, Nevile, Skelte & McMillen, 2008), research has also shown that venue staff are not generally capable of correctly identifying Problem Gamblers based on general point-in-time observation (Delfabbro, Borgas & King, 2012) and that the actual of intervention by staff is often hampered by distraction of other duties and hesitance over how to approach the gambler (Delfabbro et al. 2008).

As previously discussed in *Section 3.4(a)* there are important differences in staffing resources of casinos versus clubs and hotels. While it might be logical to conclude that the larger size of casinos, with higher turnover of customers and larger floor space that needs to be monitored, might make the identification of Problem Gamblers more difficult, there is also an argument for the opposite. Casinos, such as the Treasury Casino, and the new QWB Casino once it opens, have a team of staff dedicated to responsible gambling. These staff members monitor the gambling floor for people displaying signs of distress and are responsible for intervening in such situations. They also monitor the gaming floors for excluded individuals and maintain exclusion registers, a responsibility they are adept at discharging considering data relating to exclusions and identified exclusion breaches in Table 140 and Table 142. Club and hotels rarely have staff whose sole responsibility is the discharge of responsible gambling duties, especially in smaller venues. With the distraction of other non-gaming duties, the staff at smaller venues are not able to continuously monitor the gaming floor, and signs of problem gambling can be missed. This variability in the reliability of staff intervention provides support for the implementation of complimentary non-subjective systems of monitoring players, such as loyalty card data and gaming machine player data (discussed above).

3.5 (c) Assessing change and future directions

Assessing changes that may arise from the implementation of any new harm minimisation strategies will depend on which strategies are utilised. Assessment of these changes could be achieved through surveys, focus groups or monitoring of government data. Outcomes from the trialling of data analytics software at Crown Casino will become available in the future, and if found to be a valid harm minimisation tool then similar software could be implemented at QWB Casino.

Many responsible gambling measures are reactive or passive in nature, such as signage, provision of gambling helps service information on request, and self-exclusion. These measures, along with voluntary pre-commitment programs, often rely on the gambler seeking information or help from venue staff. Researchers in the gambling field have highlighted the need for 'packages' of proactive measures, such as changing the feature of the EGMs themselves, decreased bet limits, and tighter regulation of gambling (Livingstone, Rintoul & Francis, 2014).

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Appendix A

Gambling Impacts Survey – Responses to the PGSI Questions, by response type

Figure 110 Gambling Impacts Survey – Responses to PGSI Question "Thinking about the last 12 months, how often have you bet more often than you could really afford to lose?"

"Thinking about the last 12 months, how often have you bet more often than you could really afford to lose?"

	Never	Rarely	Sometimes	Often	Always
Thinking about the last 12 months, how often have you bet more often than you could really afford to lose?	842	234	131	42	20

Figure 111 Gambling Impacts Survey – Responses to PGSI Question "Thinking about the last 12 months, how often have you needed to gamble with larger amounts to get the same feeling of excitement?"

"Thinking about the last 12 months, how often have you needed to gamble with larger amounts to get the same feeling of excitement?"

	Never	Rarely	Sometimes	Often	Always
Thinking about the last 12 months, how often have you needed to gamble with larger amounts to get the same feeling of excitement/	885	198	129	40	17

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Figure 112 Gambling Impacts Survey – Responses to PGSI Question "Thinking about the last 12 months, how often did you go back another day to try to win back the money you lost?"

"Thinking about the last 12 months, how often did you go back another day to try to win back the money you lost?"

	Never	Rarely	Sometimes	Often	Always
Thinking about the last 12 months, how often did you go back another day to try to win back the money you lost?	913	185	115	39	17
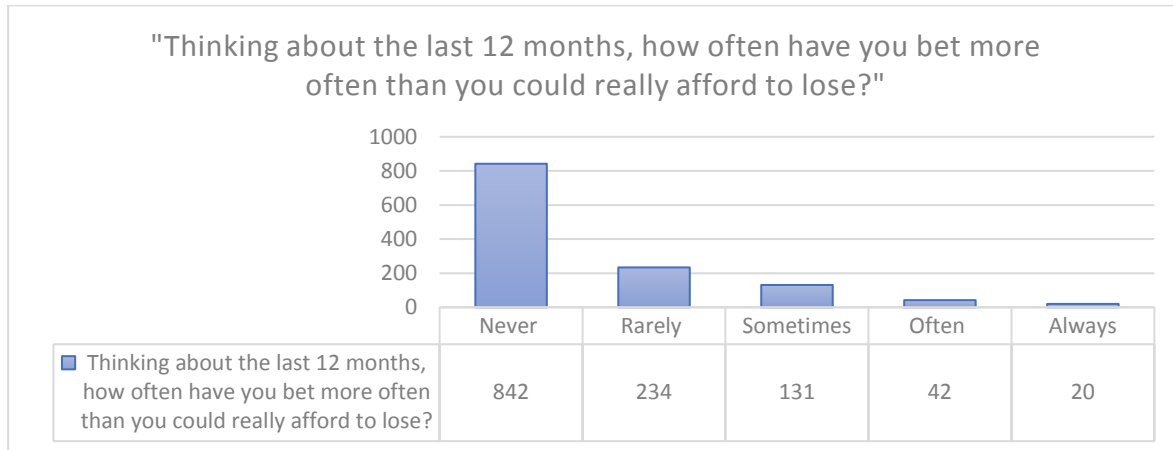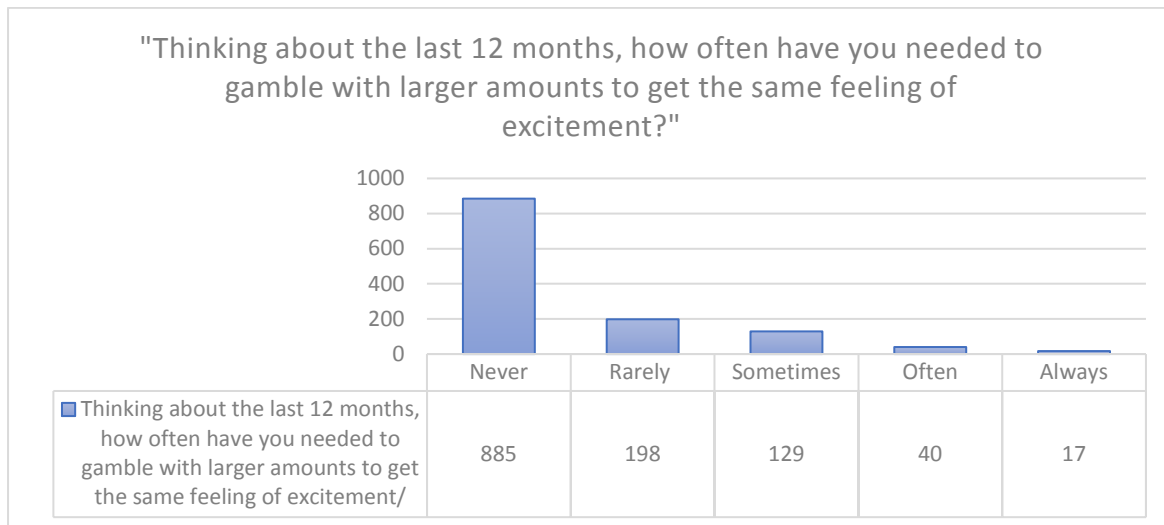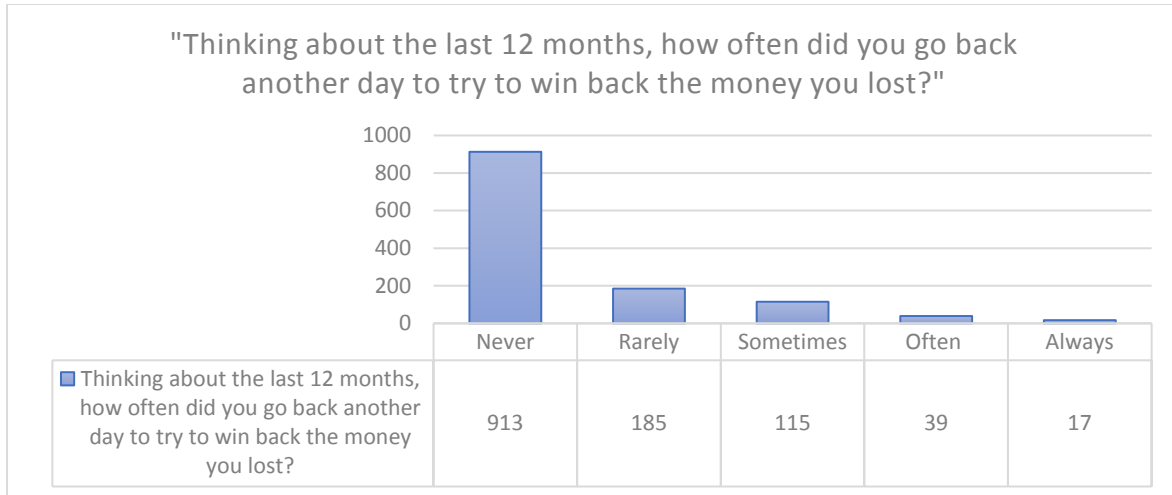
Figure 113 Gambling Impacts Survey – Responses to PGSI Question "Thinking about the last 12 months, how often have you borrowed money or sold anything to get money to gamble?"

"Thinking about the last 12 months, how often have you borrowed money or sold anything to get money to gamble?"

	Never	Rarely	Sometimes	Often	Always
Thinking about the last 12 months, how often have you borrowed money or sold anything to get money to gamble?	902	10	6	3	9

Figure 114 Gambling Impacts Survey – Responses to PGSI Question "Thinking about the last 12 months, how often have you felt that you might have a problem with gambling?"

"Thinking about the last 12 months, how often have you felt that you might have a problem with gambling?"

	Never	Rarely	Sometimes	Often	Always
Thinking about the last 12 months, how often have you felt that you might have a problem with gambling?	986	150	89	28	15

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Figure 115 Gambling Impacts Survey – Responses to PGSI Question "Thinking about the last 12 months, how often have people criticised your betting or told you that you had a gambling problem, regardless of whether or not you thought it was true?"

"Thinking about the last 12 months, how often have people criticised your betting or told you that you had a gambling problem, regardless of whether or not you thought it was true?"

	Never	Rarely	Sometimes	Often	Always
Thinking about the last 12 months, how often have people criticised your betting or told you that you had a gambling problem, regardless of whether or not you thought it was true?	934	98	28	7	1

Figure 116 Gambling Impacts Survey – Responses to PGSI Question "Thinking about the last 12 months, how often has gambling caused you any health problems, including stress or anxiety?"

"Thinking about the last 12 months, how often has gambling caused you any health problems, including stress or anxiety"

	Never	Rarely	Sometimes	Often	Always
Thinking about the last 12 months, how often has gambling caused you any health problems, including stress or anxiety	1068	110	55	25	11

Figure 117 Gambling Impacts Survey – Responses to PGSI Question "Thinking about the last 12 months, how often have you felt guilty about the way you gamble or what happens when you gamble?"

"Thinking about the last 12 months, how often have you felt guilty about the way you gamble or what happens when you gamble?"

	Never	Rarely	Sometimes	Often	Always
Thinking about the last 12 months, how often have you felt guilty about the way you gamble or what happens when you gamble?	854	223	133	40	19

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Figure 118 Gambling Impacts Survey – Responses to PGSI Question "Thinking about the last 12 months, how often has your gambling caused any financial problems for you or your household?"

	Never	Rarely	Sometimes	Often	Always
Thinking about the last 12 months, how often has your gambling caused any financial problems for you or your household?	1078	88	64	27	

570
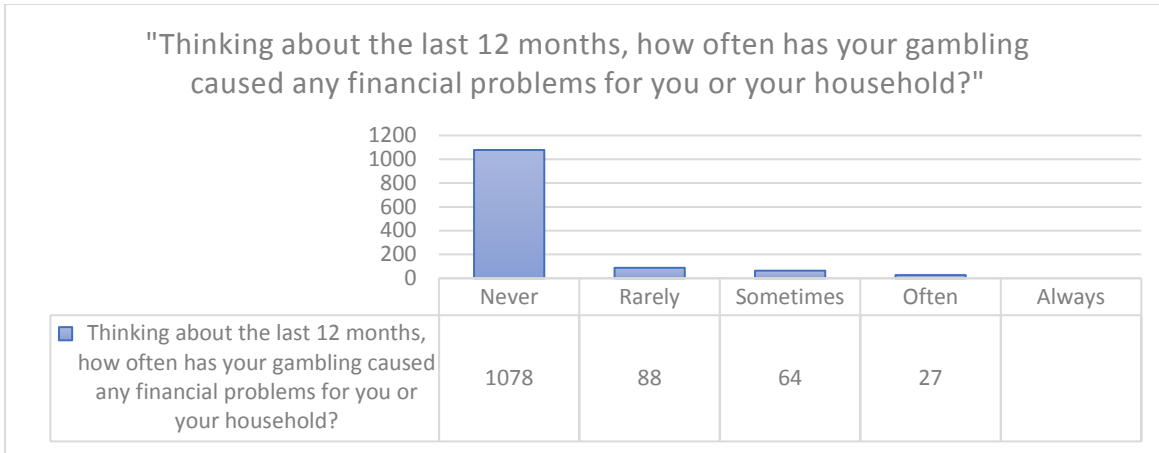
Appendix B

Gambling Impacts Survey - Responses to the PGSI Questions, by gambling group

Table 150 Gambling Impacts Survey – Q.5.2 "Thinking about the last 12 months, how often have you bet more often than you could really afford to lose?" by gambling risk group

	Never	*Rarely*	*Sometimes*	*Often*	*Always*
Recreational Gamblers	602 (100.0%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Low-Risk Gamblers	185 (66.79%)	89 (32.13%)	3 (1.08%)	0 (0.00%)	0 (0.00%)
Moderate-Risk Gamblers	55 (21.65%)	128 (50.39%)	66 (25.98%)	4 (1.57%)	1 (0.39%)
Problem Gamblers	0 (0.00%)	17 (12.50%)	62 (45.59%)	38 (27.94%)	19 (13.97%)
All Gamblers	842 (66.35%)	234 (18.44%)	131 (10.32%)	42 (3.31%)	20 (1.58%)

Table 151 Gambling Impacts Survey – Q.5.3 "Thinking about the last 12 months, how often have needed to gamble with larger amounts to get the same feeling excitement?" by gambling risk group

	Never	*Rarely*	*Sometimes*	*Often*	*Always*
Recreational Gamblers	602 (100.0%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Low-Risk Gamblers	211 (76.17%)	56 (20.22%)	9 (3.25%)	1 (0.36%)	0 (0.00%)
Moderate-Risk Gamblers	69 (27.17%)	119 (46.85%)	58 (22.83%)	8 (3.15%)	0 (0.00%)
Problem Gamblers	3 (2.21%)	23 (16.91%)	62 (45.59%)	31 (22.79%)	17 (12.50%)
All Gamblers	885 (69.74%)	198 (15.60%)	129 (10.17%)	40 (3.15%)	17 (1.34%)

Table 152 Gambling Impacts Survey – Q.5.4 "Thinking about the last 12 months, how often did you go back another day to try to win back the money you lost?" by gambling risk group

	Never	*Rarely*	*Sometimes*	*Often*	*Always*
Recreational Gamblers	602 (100.0%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Low-Risk Gamblers	208 (75.09%)	61 (22.02%)	8 (2.89%)	0 (0.00%)	0 (0.00%)

Moderate-Risk Gamblers	102 (40.16%)	90 (35.43%)	57 (22.44%)	3 (1.18%)	2 (0.79%)
Problem Gamblers	1 (0.74%)	34 (25.00%)	50 (36.76%)	36 (26.47%)	15 (11.03%)
All Gamblers	913 (71.95%)	185 (14.58%)	225 (9.06%)	39 (3.07%)	17 (1.34%)

Table 153 Gambling Impacts Survey – Q.5.5 "Thinking about the last 12 months, how often have you borrowed money or sold anything to get money to gamble?", by gambling risk group

	Never	*Rarely*	*Sometimes*	*Often*	*Always*
Recreational Gamblers	602 (100.0%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Low-Risk Gamblers	185 (66.79%)	89 (32.13%)	3 (1.08%)	0 (0.00%)	0 (0.00%)
Moderate-Risk Gamblers	55 (21.65%)	128 (50.39%)	66 (25.98%)	4 (1.57%)	1 (0.39%)
Problem Gamblers	0 (0.00%)	17 (12.50%)	62 (45.59%)	38 (27.94%)	19 (13.97%)
All Gamblers	842 (66.35%)	234 (18.44%)	131 (10.32%)	42 (3.31%)	20 (1.58%)

Table 154 Gambling Impacts Survey – Q.5.7 "Thinking about the last 12 months, how often have you felt that you might have a problem with gambling?" by gambling risk group

	Never	*Rarely*	*Sometimes*	*Often*	*Always*
Recreational Gamblers	602 (100.0%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Low-Risk Gamblers	257 (92.78%)	18 (6.50%)	2 (0.72%)	0 (0.00%)	0 (0.00%)
Moderate-Risk Gamblers	123 (48.43%)	101 (39.76%)	29 (11.42%)	1 (0.39%)	0 (0.00%)
Problem Gamblers	4 (2.94%)	31 (22.79%)	59 (43.38%	27 (19.85%)	15 (11.03%)
All Gamblers	986 (77.70%)	150 (11.82%)	90 (7.09%)	28 (2.21%	15 (1.18%)

Table 155 Gambling Impacts Survey – Q.5.8 "Thinking about the last 12 months, how often have people criticised you betting or told you that you had a gambling problem, regardless of whether or not you thought that was true?" by gambling risk group

	Never	*Rarely*	*Sometimes*	*Often*	*Always*
Recreational Gamblers	602 (100.0%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Low-Risk Gamblers	250 (90.25%)	24 (8.66%)	3 (1.08%)	0 (0.00%)	0 (0.00%)

Moderate-Risk Gamblers	196 (77.17%)	45 (17.72%)	10 (3.94%)	3 (1.18%)	0 (0.00%)
Problem Gamblers	20 (14.71%)	41 (30.15%)	42 (30.88%)	22 (16.18%)	11 (8.09%)
All Gamblers	1068 (84.16%)	110 (8.67%)	55 (4.33%)	25 (1.97%)	11 (0.87%)

Table 156 Gambling Impacts Survey – Q.5.9 "In the last 12 months, how often has gambling caused you any health problems, including stress or anxiety?" by gambling risk group

	Never	*Rarely*	*Sometimes*	*Often*	*Always*
Recreational Gamblers	602 (100.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Low-Risk Gamblers	270 (97.47%)	7 (2.53%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Moderate-Risk Gamblers	151 (59.45%)	84 (33.07%)	17 (6.69%)	2 (0.79%)	0 (0.00%)
Problem Gamblers	4 (2.94%)	31 (22.79%)	63 (46.32%)	26 (19.12%	12 (8.81%)
All Gamblers	1027 (80.93%)	122 (9.61%)	80 (6.30%)	28 (2.21%)	12 (0.95%)

Table 157 Gambling Impacts Survey – Q.5.10 "Thinking about the last 12 months, how often have you felt guilty about the way you gamble or what happens when you gamble?" by gambling risk group

	Never	*Rarely*	*Sometimes*	*Often*	*Always*
Recreational Gamblers	602 (100.0%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Low-Risk Gamblers	88 (67.87%)	82 (29.60%)	6 (2.17%)	1 (0.36%)	0 (0.00%)
Moderate-Risk Gamblers	62 (24.41%)	127 (50.00%)	61 (24.02%)	4 (1.57%)	0 (0.00%)
Problem Gamblers	2 (1.47%)	14 (10.29%)	66 (48.53%)	35 (25.74%)	19 (13.97%)
All Gamblers	854 (67.30%)	223 (17.57%)	133 (10.48%)	40 (3.15%)	19 (1.50%)

Table 158 Gambling Impacts Survey – Q.5.11 "Thinking about the last 12 months, how often has your gambling caused any financial problems for you or your household?", by gambling risk group

	Never	*Rarely*	*Sometimes*	*Often*	*Always*

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Recreational Gamblers	602 (100.0%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Low-Risk Gamblers	274 (98.92%)	3 (1.08%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Moderate-Risk Gamblers	194 (76.38%)	47 (18.50%)	13 (5.12%)	0 (0.00%)	0 (0.00%)
Problem Gamblers	7 (5.15%)	38 (27.94%)	51 (37.50%)	27 (19.85%)	13 (9.56%)
All Gamblers	1077 (84.87%)	88 (6.93%)	64 (5.04%)	27 (2.13%)	13 (1.02%)

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Appendix C

Gambling Impacts Survey - Responses to Q173/Q174, showing differences between response options, by gambling group

Figure 119 Gambling Impacts Survey - Responses to Q173/Q174 "If you have identified any harms from your gambling, do you consider the benefits you obtain from gambling to outweigh these harms, by gambling group

Q173/Q174 - "If you have identified any harms resulting from your gambling, do you consider the benefits you obtain from gambling to outweigh these harms", **Recreational Gamblers**

	Benefits significantly outweigh the harms	Benefits moderately outweigh the harms	Benefits approximately equal to the harms	Harms moderately outweigh the benefits	Harms significantly outweigh the benefits
Gamblers - Negatively Worded Responses First	37	20	96	18	119
Gamblers - Positively Worded Responses First	59	29	105	21	76

Q173/Q174 - "If you have identified any harms resulting from your gambling, do you consider the benefits you obtain from gambling to outweigh these harms", **Low-Risk Gamblers**

	Benefits significantly outweigh the harms	Benefits moderately outweigh the harms	Benefits approximately equal to the harms	Harms moderately outweigh the benefits	Harms significantly outweigh the benefits
Gamblers - Negatively Worded Responses First	20	23	55	12	36
Gamblers - Positively Worded Responses First	24	11	54	10	18

Q173/Q174 - "If you have identified any harms resulting from your gambling, do you consider the benefits you obtain from gambling to outweigh these harms", **Moderate Risk Gamblers**
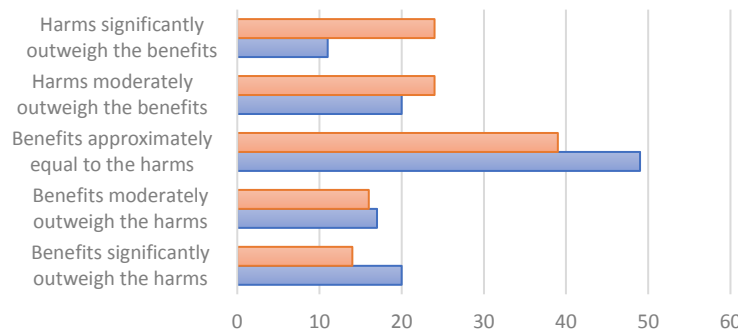
	Benefits significantly outweigh the harms	Benefits moderately outweigh the harms	Benefits approximately equal to the harms	Harms moderately outweigh the benefits	Harms significantly outweigh the benefits
Gamblers - Negatively Worded Responses First	14	16	39	24	24
Gamblers - Positively Worded Responses First	20	17	49	20	11

Q173/Q174 - "If you have identified any harms resulting from your gambling, do you consider the benefits you obtain from gambling to outweigh these harms", Problem Gamblers

	Benefits significantly outweigh the harms	Benefits moderately outweigh the harms	Benefits approximately equal to the harms	Harms moderately outweigh the benefits	Harms significantly outweigh the benefits
Gamblers - Negatively Worded Responses First	5	1	16	15	16
Gamblers - Positively Worded Responses First	3	8	21	16	22

Data sourced from the Gambling Impacts Survey 2018

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Appendix D

Gambling Helpline – Purpose of Call Data for 2012-2017, various regions

Figure 120 Gambling Helpline Purpose of Call Data 2012-15, Gold Coast
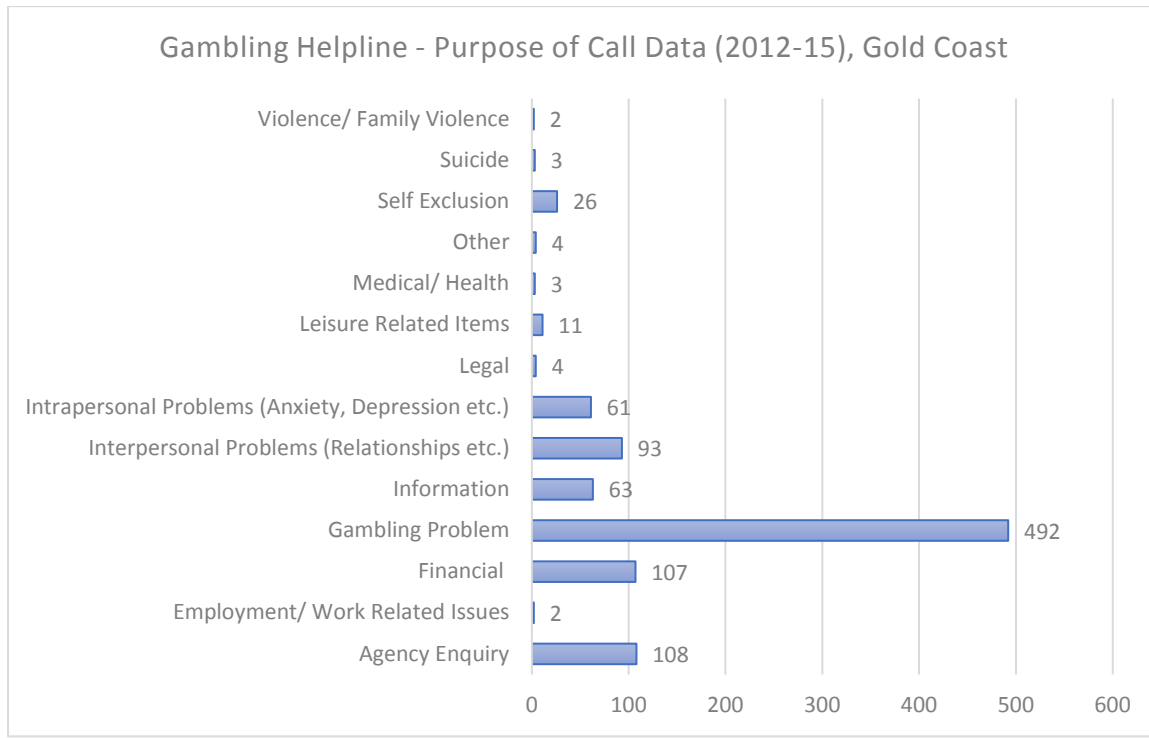
Gambling Helpline - Purpose of Call Data (2012-15), Gold Coast

Category	Value
Violence/ Family Violence	2
Suicide	3
Self Exclusion	26
Other	4
Medical/ Health	3
Leisure Related Items	11
Legal	4
Intrapersonal Problems (Anxiety, Depression etc.)	61
Interpersonal Problems (Relationships etc.)	93
Information	63
Gambling Problem	492
Financial	107
Employment/ Work Related Issues	2
Agency Enquiry	108

Data sourced from the Office of Regulatory Policy, 2018, Gambling Helpline

**Changes in reporting categories occurred in December 2015, so some categories were removed after 2015. 2016-17 figures are reported separately in Figure 121.*

Figure 121 Gambling Helpline Purpose of Call Data 2016-17, Gold Coast
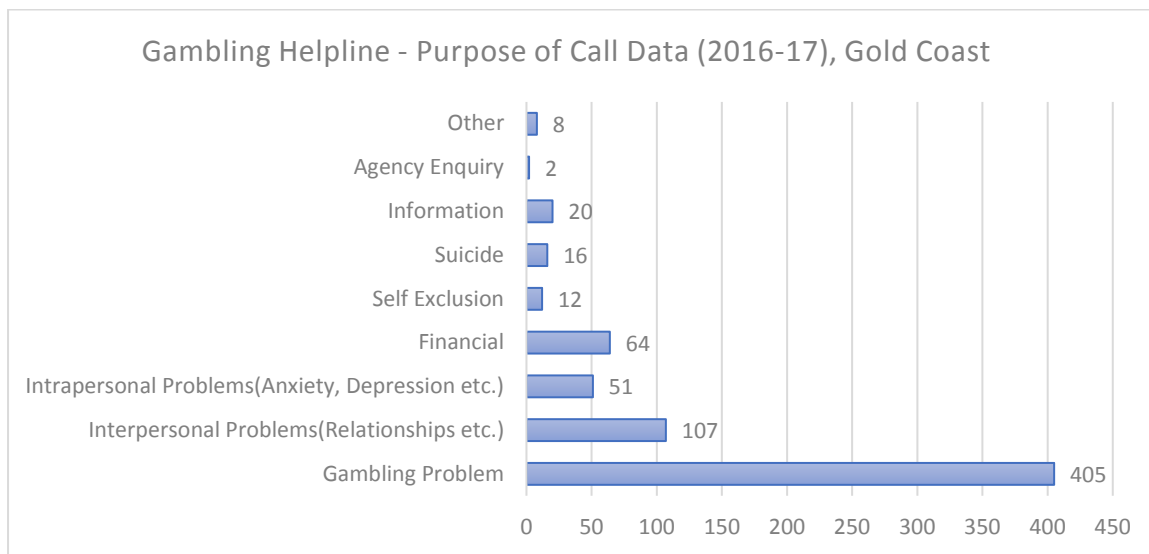
Gambling Helpline - Purpose of Call Data (2016-17), Gold Coast

Category	Value
Other	8
Agency Enquiry	2
Information	20
Suicide	16
Self Exclusion	12
Financial	64
Intrapersonal Problems(Anxiety, Depression etc.)	51
Interpersonal Problems(Relationships etc.)	107
Gambling Problem	405

Data sourced from the Office of Regulatory Policy, 2018, Gambling Helpline

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Figure 122 Gambling Helpline Purpose of Call Data 2012-15, Ipswich
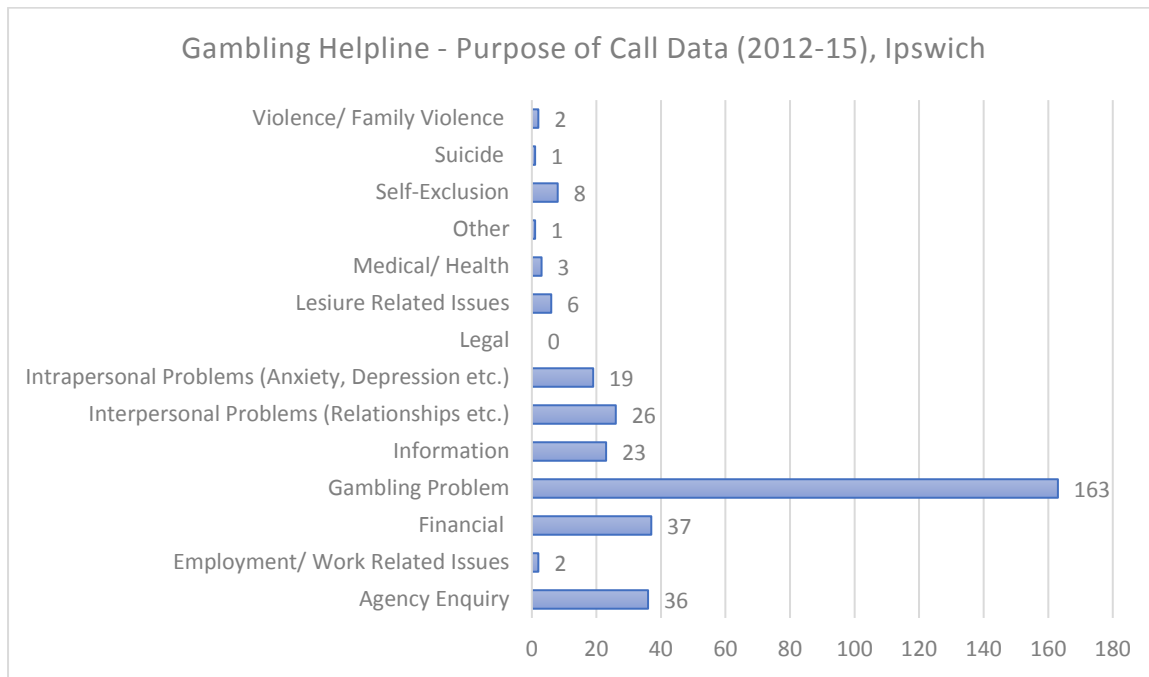
Gambling Helpline - Purpose of Call Data (2012-15), Ipswich

Category	Value
Violence/ Family Violence	2
Suicide	1
Self-Exclusion	8
Other	1
Medical/ Health	3
Lesiure Related Issues	6
Legal	0
Intrapersonal Problems (Anxiety, Depression etc.)	19
Interpersonal Problems (Relationships etc.)	26
Information	23
Gambling Problem	163
Financial	37
Employment/ Work Related Issues	2
Agency Enquiry	36

Data sourced from the Office of Regulatory Policy, 2018, Gambling Helpline.

**Changes in reporting categories occurred in December 2015, so some categories were removed after 2015. 2016-17 figures are reported separately in Figure 124.*

Figure 123 Gambling Helpline Purpose of Call Data 2016-17, Ipswich
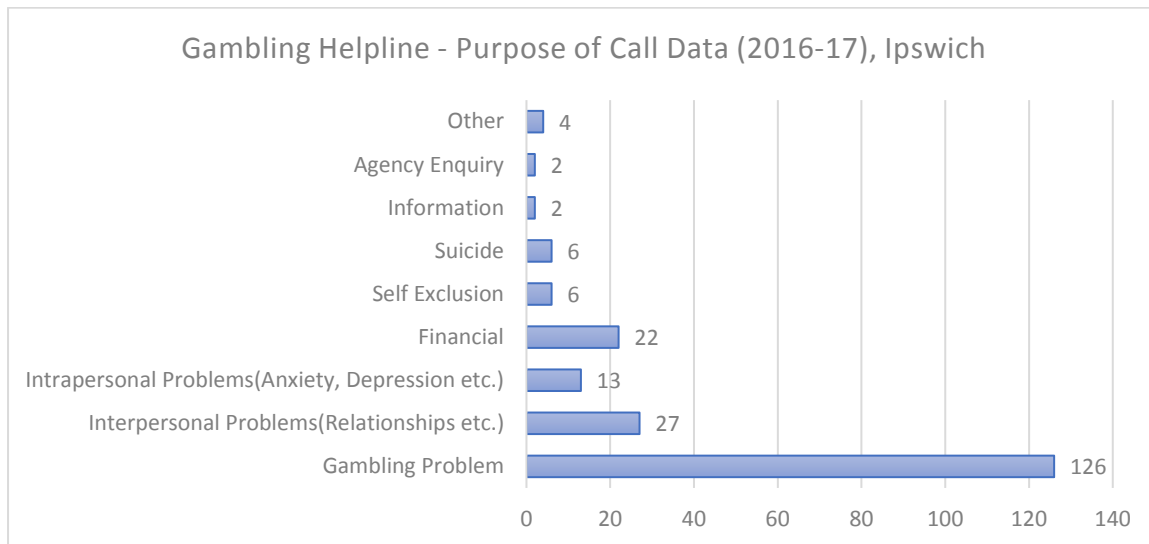
Gambling Helpline - Purpose of Call Data (2016-17), Ipswich

Category	Value
Other	4
Agency Enquiry	2
Information	2
Suicide	6
Self Exclusion	6
Financial	22
Intrapersonal Problems(Anxiety, Depression etc.)	13
Interpersonal Problems(Relationships etc.)	27
Gambling Problem	126

Data sourced from the Office of Regulatory Policy, 2018, Gambling Helpline.

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Figure 124 Gambling Helpline Purpose of Call Data 2012-15, Logan
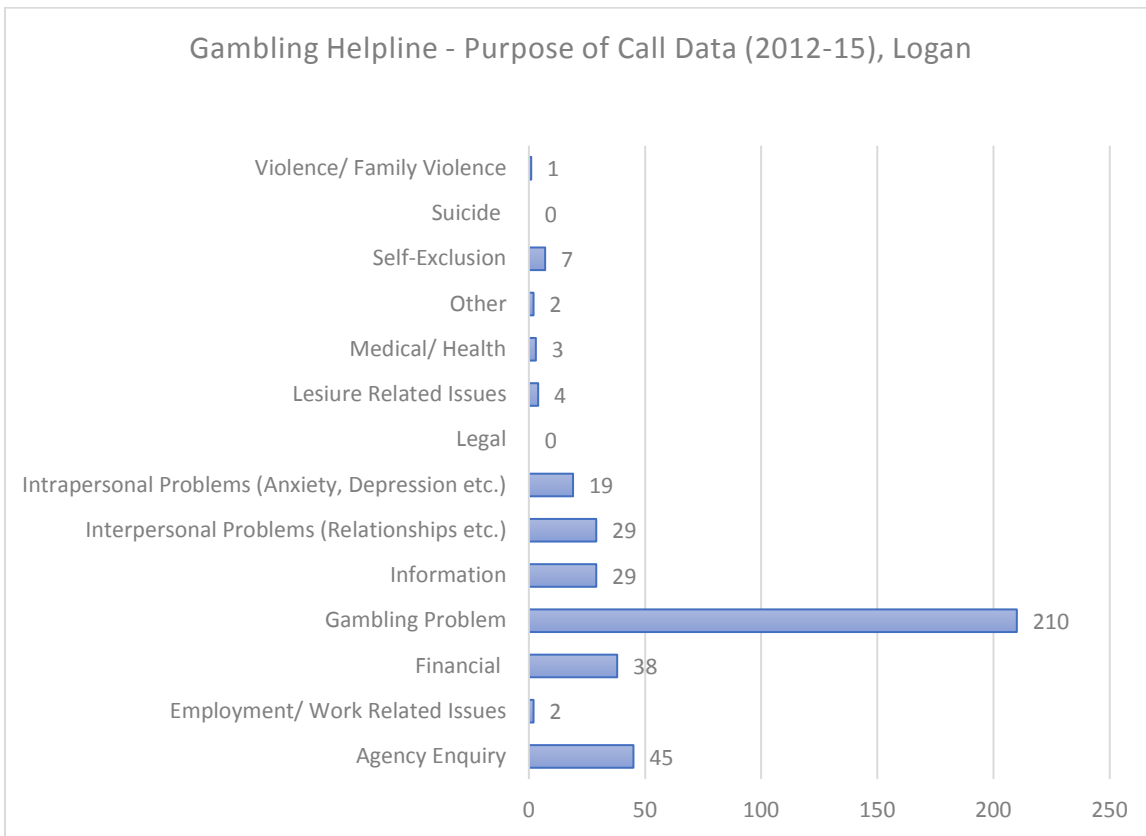
Gambling Helpline - Purpose of Call Data (2012-15), Logan

Category	Value
Violence/ Family Violence	1
Suicide	0
Self-Exclusion	7
Other	2
Medical/ Health	3
Lesiure Related Issues	4
Legal	0
Intrapersonal Problems (Anxiety, Depression etc.)	19
Interpersonal Problems (Relationships etc.)	29
Information	29
Gambling Problem	210
Financial	38
Employment/ Work Related Issues	2
Agency Enquiry	45

*Data sourced from the Office of Regulatory Policy, 2018, Gambling Helpline.

**Changes in reporting categories occurred in December 2015, so some categories were removed after 2015. 2016-17 figures are reported separately in Figure 125.

Figure 125 Gambling Helpline Purpose of Call Data 2016-17, Logan
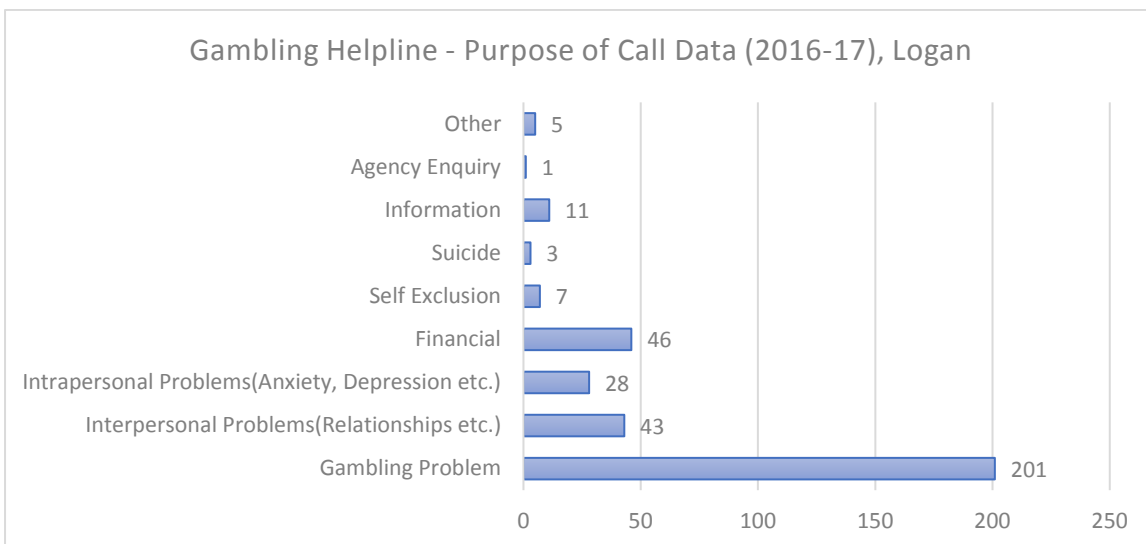
Gambling Helpline - Purpose of Call Data (2016-17), Logan

Category	Value
Other	5
Agency Enquiry	1
Information	11
Suicide	3
Self Exclusion	7
Financial	46
Intrapersonal Problems(Anxiety, Depression etc.)	28
Interpersonal Problems(Relationships etc.)	43
Gambling Problem	201

*Data sourced from the Office of Regulatory Policy, 2018, Gambling Helpline.

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Figure 126 Gambling Helpline Purpose of Call Data 2012-15, Moreton Bay
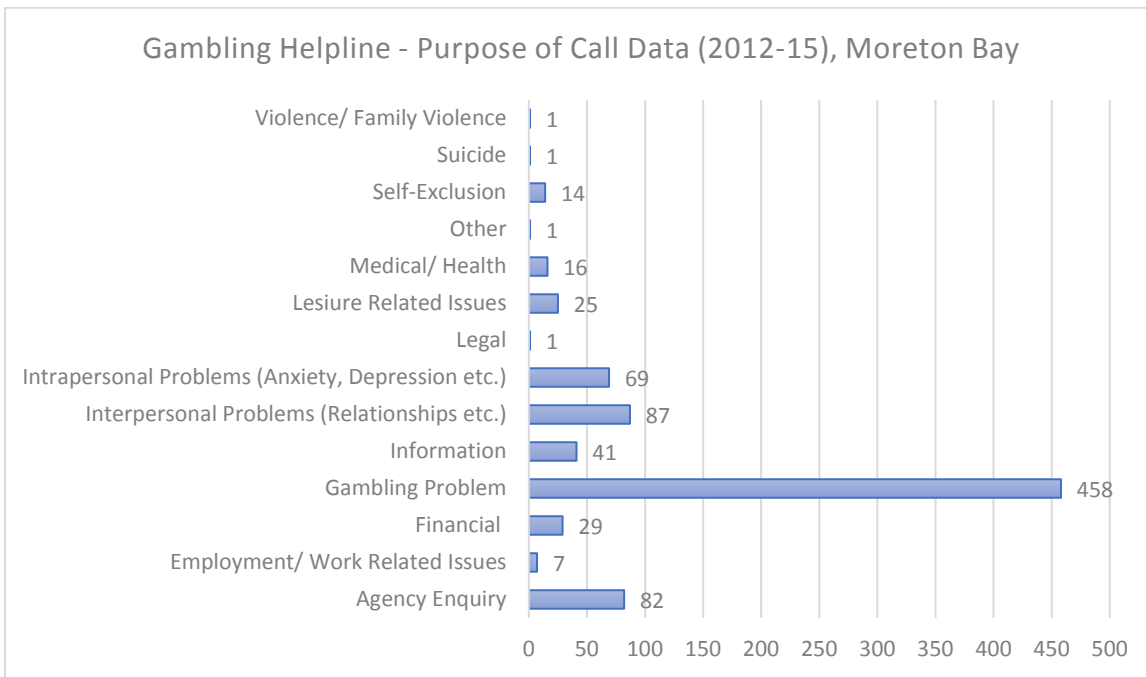
Gambling Helpline - Purpose of Call Data (2012-15), Moreton Bay

Category	Value
Violence/ Family Violence	1
Suicide	1
Self-Exclusion	14
Other	1
Medical/ Health	16
Lesiure Related Issues	25
Legal	1
Intrapersonal Problems (Anxiety, Depression etc.)	69
Interpersonal Problems (Relationships etc.)	87
Information	41
Gambling Problem	458
Financial	29
Employment/ Work Related Issues	7
Agency Enquiry	82

Data sourced from the Office of Regulatory Policy, 2018, Gambling Helpline.

**Changes in reporting categories occurred in December 2015, so some categories were removed after 2015. 2016-17 figures are reported separately in Figure 127.

Figure 127 Gambling Helpline Purpose of Call Data 2016-17, Moreton Bay
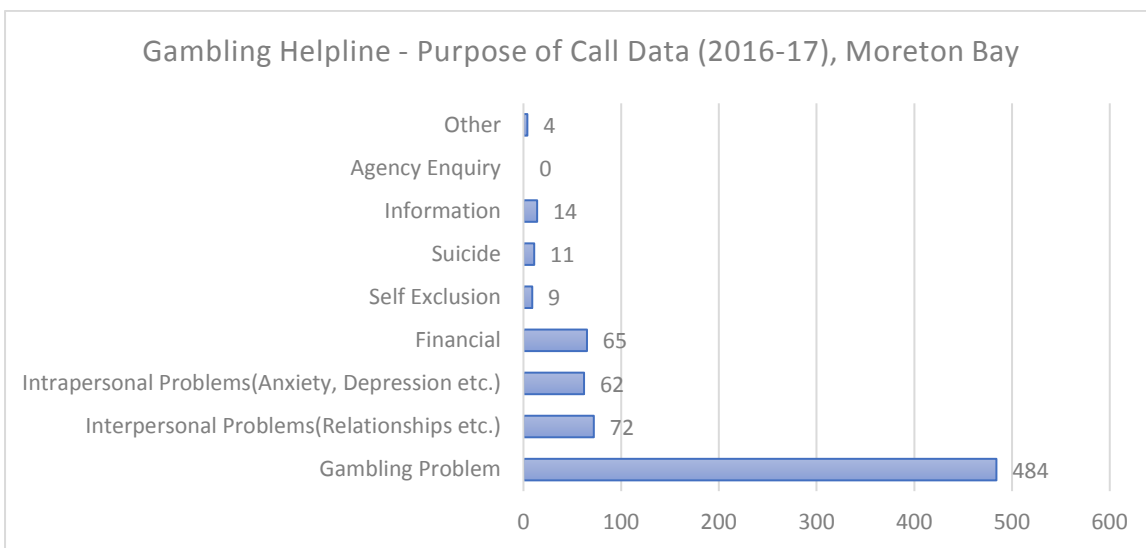
Gambling Helpline - Purpose of Call Data (2016-17), Moreton Bay

Category	Value
Other	4
Agency Enquiry	0
Information	14
Suicide	11
Self Exclusion	9
Financial	65
Intrapersonal Problems(Anxiety, Depression etc.)	62
Interpersonal Problems(Relationships etc.)	72
Gambling Problem	484

Data sourced from the Office of Regulatory Policy, 2018, Gambling Helpline.

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Figure 128 Gambling Helpline Purpose of Call Data 2012-15, Sunshine Coast
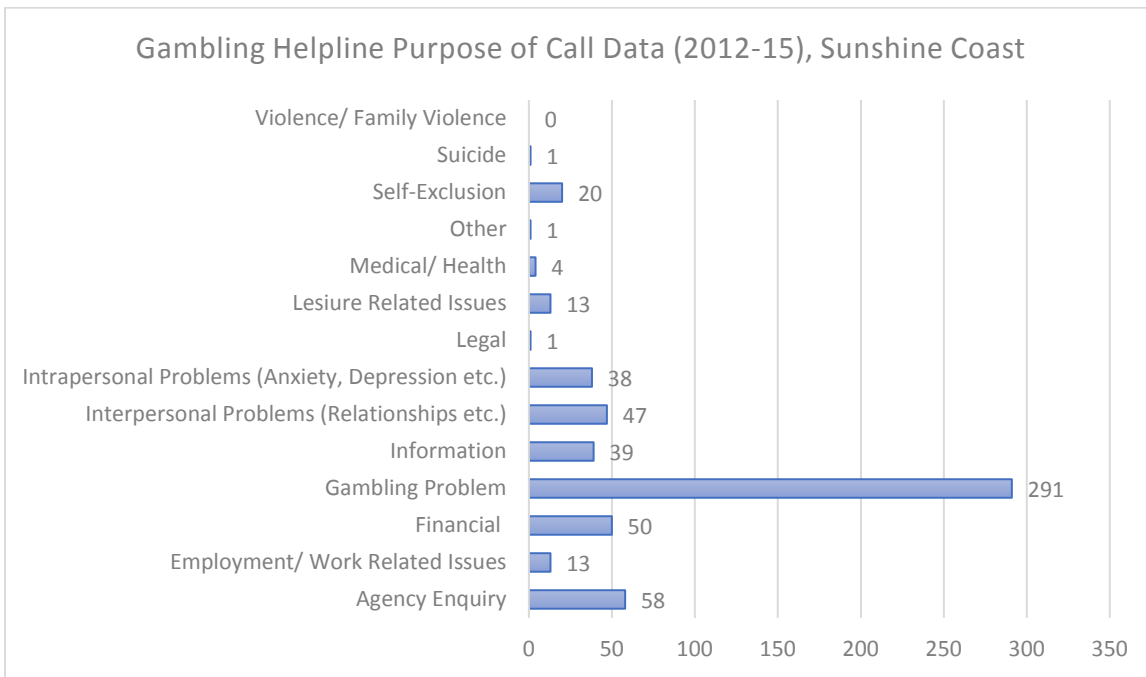
Gambling Helpline Purpose of Call Data (2012-15), Sunshine Coast

Category	Value
Violence/ Family Violence	0
Suicide	1
Self-Exclusion	20
Other	1
Medical/ Health	4
Lesiure Related Issues	13
Legal	1
Intrapersonal Problems (Anxiety, Depression etc.)	38
Interpersonal Problems (Relationships etc.)	47
Information	39
Gambling Problem	291
Financial	50
Employment/ Work Related Issues	13
Agency Enquiry	58

*Data sourced from the Office of Regulatory Policy, 2018, Gambling Helpline.

**Changes in reporting categories occurred in December 2015, so some categories were removed after 2015. 2016-17 figures are reported separately in Figure 129.

Figure 129 Gambling Helpline Purpose of Call Data 2016-17, Sunshine Coast
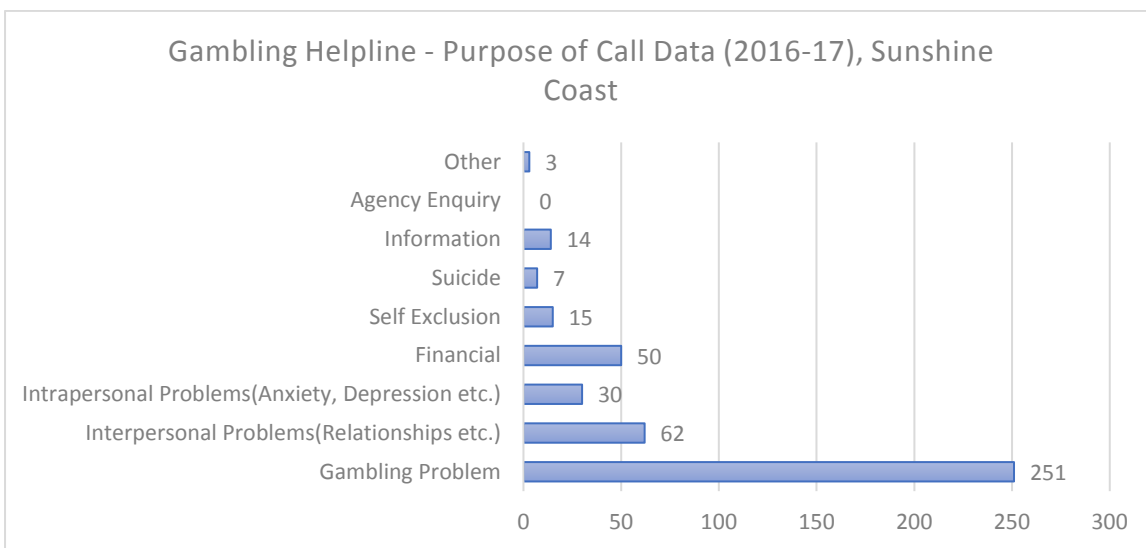
Gambling Helpline - Purpose of Call Data (2016-17), Sunshine Coast

Category	Value
Other	3
Agency Enquiry	0
Information	14
Suicide	7
Self Exclusion	15
Financial	50
Intrapersonal Problems(Anxiety, Depression etc.)	30
Interpersonal Problems(Relationships etc.)	62
Gambling Problem	251

*Data sourced from the Office of Regulatory Policy, 2018, Gambling Helpline.

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Appendix E

Gambling Help Online – Referral Sources – Changes Over Time

Financial Year	2012-13	2013-14	2014-15	2015-16	2016-17	Total
ATM Ad at a venue	0	0	4	4	17	25
Internet	194	127	175	775	908	2179
Promotional material	10	0	0	0	0	10
Health professional	7	2	0	4	16	29
Family/Friend	48	9	7	38	29	131
Brochure/Card	10	3	5	9	20	47
Poster/Venue Notice	2	4	0	13	11	30
Word of Mouth	4	2	0	26	8	40
Other	16	9	23	43	74	165
Other agency	0	0	0	0	6	6
Other professional	4	1	0	0	0	5
Other publication	0	0	0	6	0	6
Online ad or article	0	0	0	0	22	22
Billboard	1	0	0	0	0	1
Television	0	0	0	0	11	11
Unknown	0	3	5	23	0	31

Data sourced from the Office of Regulatory Policy, 2018, Gambling Help Online.

Appendix F

Gambling Help Online – Main Gambling Activity - Changes Over Time

Gambling Help Online – Main Gambling Activity, 2012-17

Data sourced from the Office of Regulatory Policy, 2018, Gambling Helpline.

Financial Year	2012-13	2013-14	2014-15	2015-16	2016-17
Bingo	12	0	0	0	0
Card Games	16	4	1	9	6
Casino Table Games	19	4	9	21	59
Gaming Machines	183	119	118	517	738
Horse/Dog Races	33	21	35	127	183
Keno	0	0	1	0	2
Lottery Products	1	1	1	7	18
Other	11	5	5	28	33
Ebay	0	0	0	0	0
Stock Market	0	0	1	1	1
Sports Betting	20	5	10	80	92

Data sourced from the Office of Regulatory Policy, 2018, Gambling Helpline.

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Appendix G

Brisbane Criminal Incidents – Brisbane CBD and Treasury Casino

Figure 130 Assaults - Brisbane CBD - all timeframes, frequency of the 5 most common Assaults

Assaults - Brisbane CBD, all timeframes

	Assault occasioning bodily harm	Assault, Common	Assault, police (PPRA)	Assault, serious (other)	Grievous Bodily Harm
2008	233	157	62	50	9
2009	246	128	50	41	9
2010	223	184	54	44	7
2011	219	138	46	43	15
2012	184	133	44	57	12
2013	171	97	30	51	8
2014	190	123	30	44	14
2015	176	91	39	35	8
2016	229	128	26	58	6
2017	202	135	14	56	8

Data sourced from the Queensland Police Service

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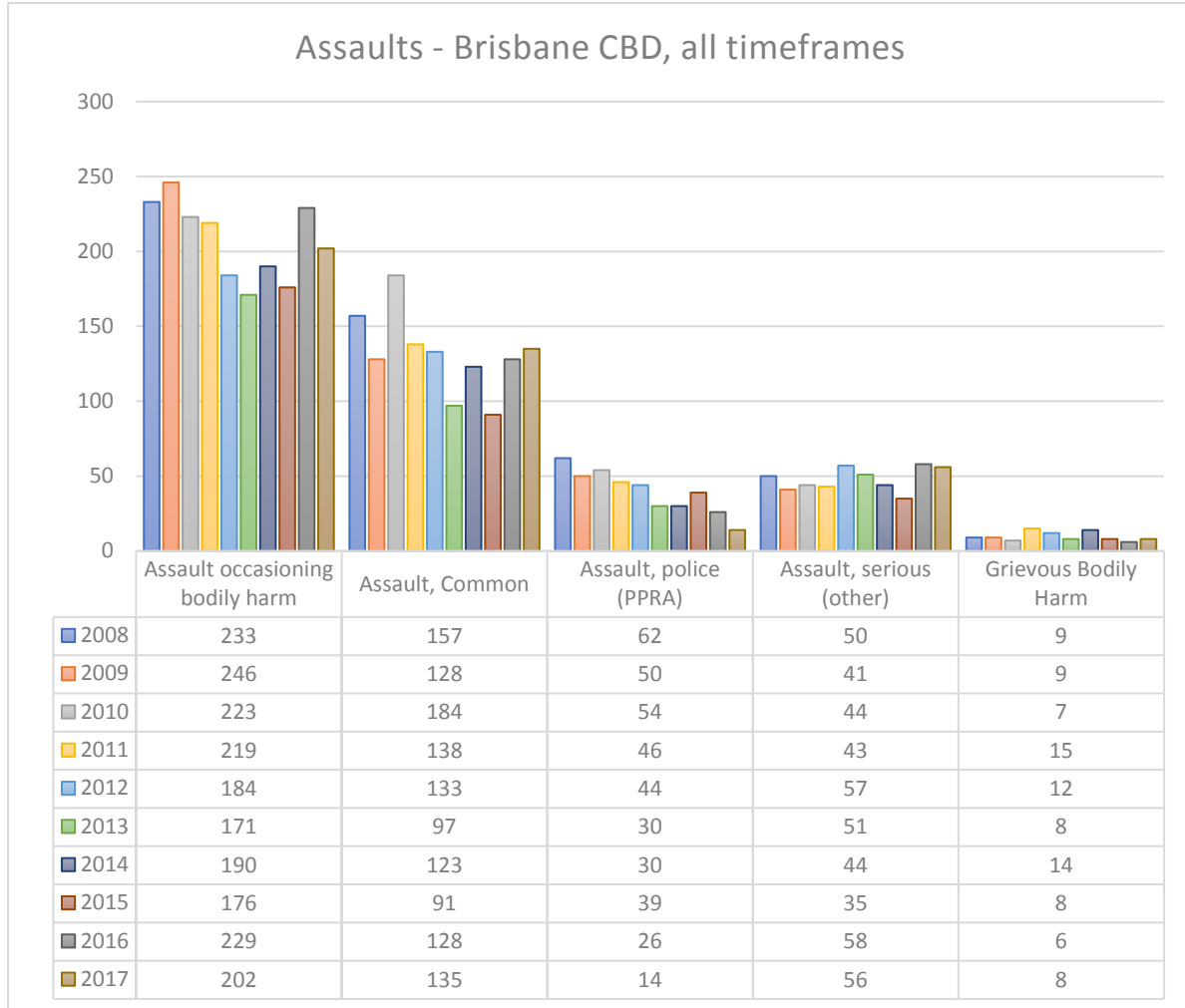
Figure 131 Assaults - Brisbane CBD - 3am-6am, frequency of the 5 most common Assaults

Assaults - Brisbane CBD, 3am-6am

	Assault occasioning bodily harm	Assault, Common	Asssault, Police (PPRA)	Assault, serious (other)	Grevious Bodily Harm
2008	45	12	9	7	2
2009	26	21	10	2	1
2010	25	22	9	4	0
2011	33	21	12	4	0
2012	27	28	4	5	7
2013	33	7	4	10	0
2014	52	23	3	6	2
2015	23	11	4	2	
2016	30	9	5	2	1
2017	23	12	2	1	1

Data sourced from the Queensland Police Service

585
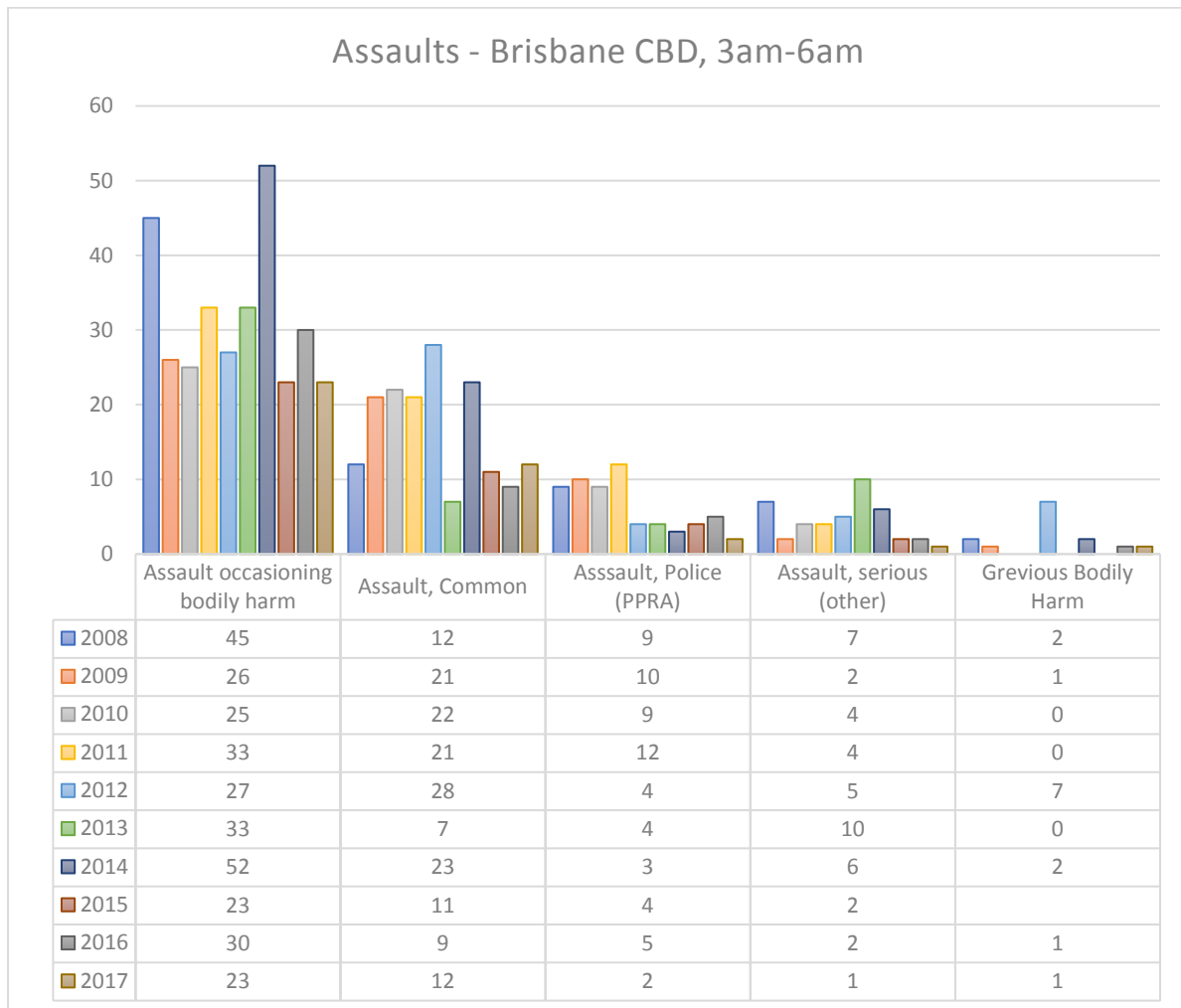
Figure 132 Assaults – Treasury Casino, frequency of the 5 most common Assaults

Assaults - Treasury Casino

	Assault occasioning bodily harm	Assault, Common	Asssault, Police (PPRA)	Assault, serious (other)	Grevious Bodily Harm
2008	19	17	5	3	1
2009	10	15	3	0	1
2010	21	17	2	2	1
2011	15	6	4	2	2
2012	19	14	1	2	0
2013	15	4	1	2	2
2014	15	13	3	4	1
2015	8	5	2	4	0
2016	12	7	2	2	0
2017	7	10	1	5	1
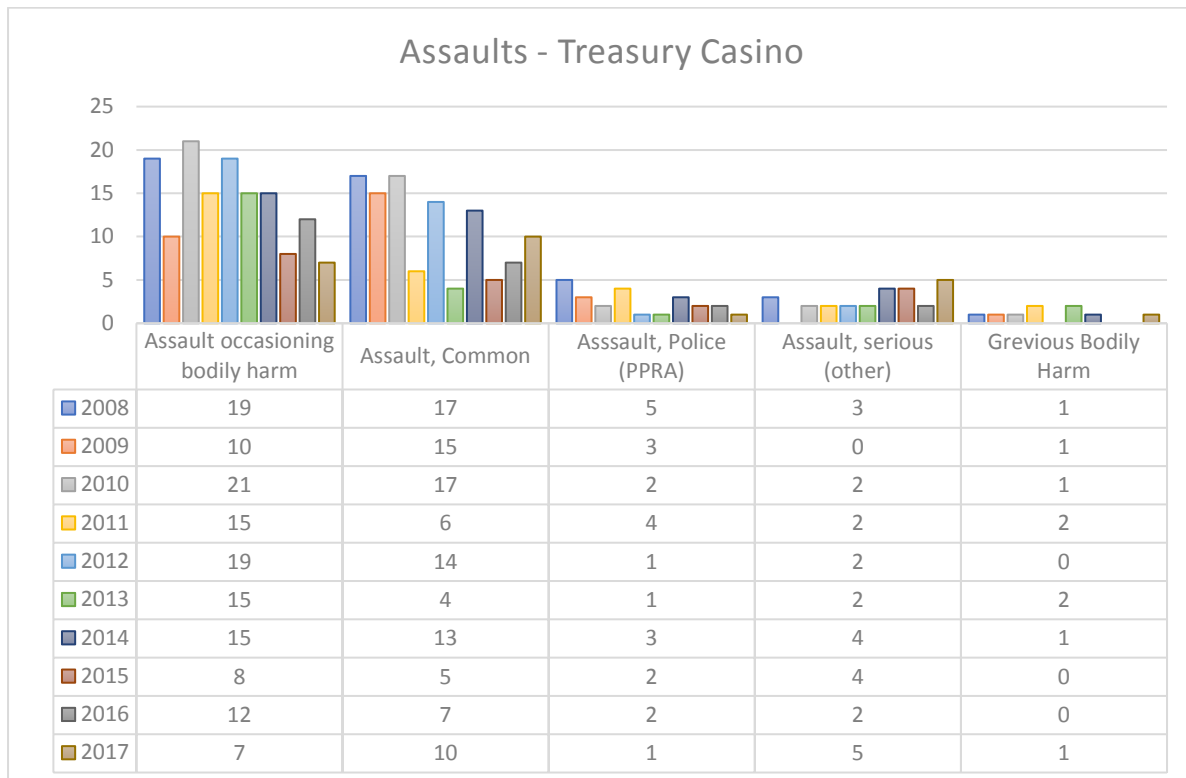
Data sourced from the Queensland Police Service

Figure 133 Good Order Offences - Brisbane CBD - all timeframes, frequency of the 5 most common Good Order Offences

Good Order Offences - Brisbane CBD - all timeframes

	Fare Evasion – Refuse to Pay	Public Nuisance - Disorderly	Public Nuisance- Violent	Public Urination	Resist Arrest, Incite, Hinder, Obstruct Police
2008	51	6		2	547
2009	68	564	184	353	385
2010	88	575	301	374	464
2011	67	502	301	363	443
2012	109	408	227	275	341
2013	89	346	192	215	344
2014	193	359	212	231	459
2015	177	405	243	207	479
2016	422	403	221	162	606
2017	388	435	208	109	514

Data sourced from the Queensland Police Service

586
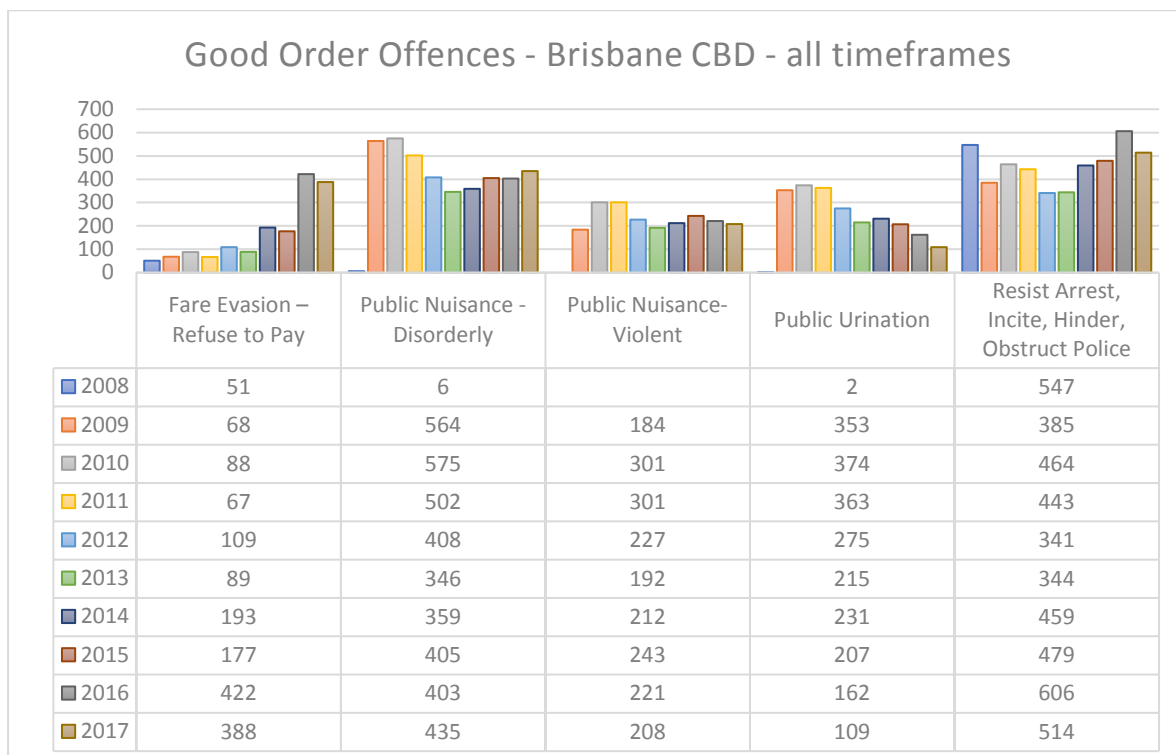
Figure 134 Good Order Offences - Brisbane CBD - 3am-6am, frequency of the 5 most common Good Order Offences

Good Order Offences - Brisbane CBD - 3am-6am

	Fare Evasion – Refuse to Pay	Public Nuisance - Disorderly	Public Nuisance- Violent	Public Urination	Resist Arrest, Incite, Hinder, Obstruct Police
2008	6				77
2009	4	101	39	90	31
2010	7	119	55	110	50
2011	2	111	80	94	48
2012	4	91	67	70	32
2013	7	77	52	59	21
2014	7	68	56	74	40
2015	4	85	72	53	41
2016	9	54	37	37	37
2017	7	53	34	18	23
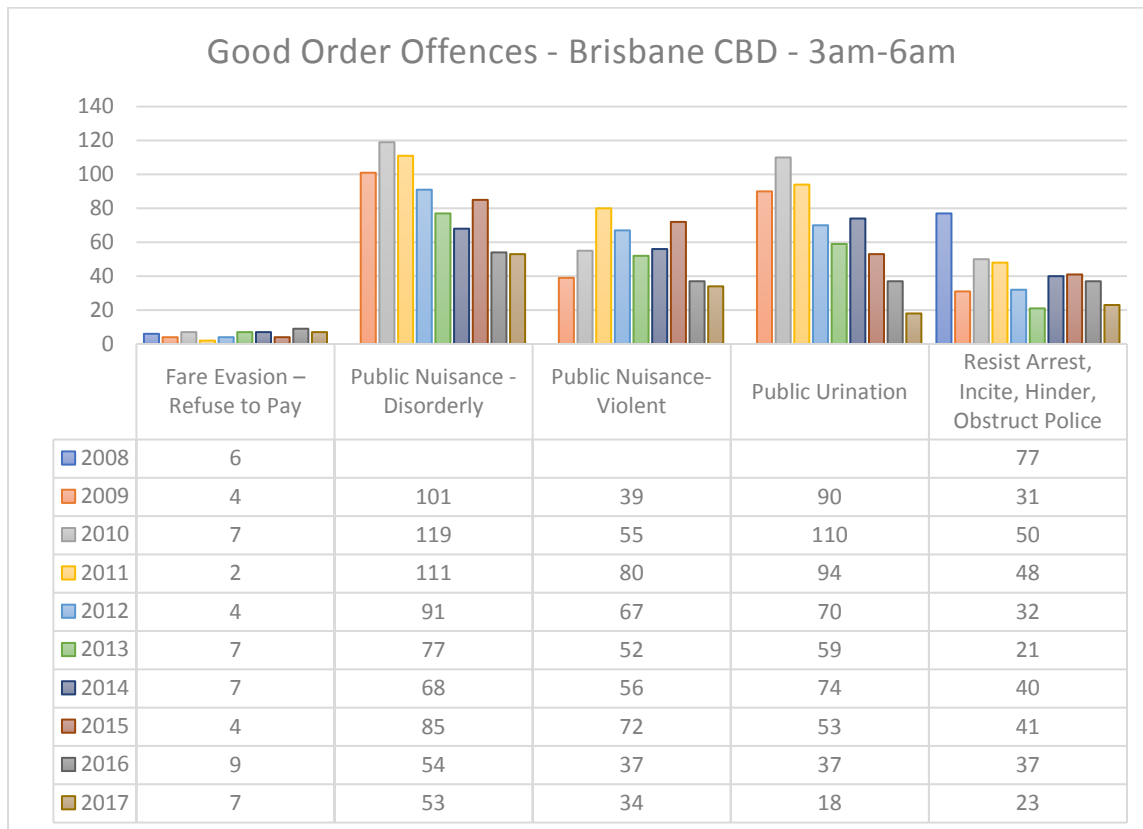
Data sourced from the Queensland Police Service

Figure 135 Good Order Offences – Treasury Casino, frequency of the 5 most common Good Order Offences

Good Order Offences - Treasury Casino

	Fare Evasion – Refuse to Pay	Public Nuisance - Disorderly	Public Nuisance- Violent	Public Urination	Resist Arrest, Incite, Hinder, Obstruct Police
2008	0	0	0	0	27
2009	3	24	3	12	21
2010	3	32	15	12	16
2011	4	24	14	22	16
2012	5	10	12	12	8
2013	5	13	8	7	5
2014	5	15	16	9	7
2015	3	20	15	10	2
2016	1	10	17	8	10
2017	5	31	16	3	6

Data sourced from the Queensland Police Service

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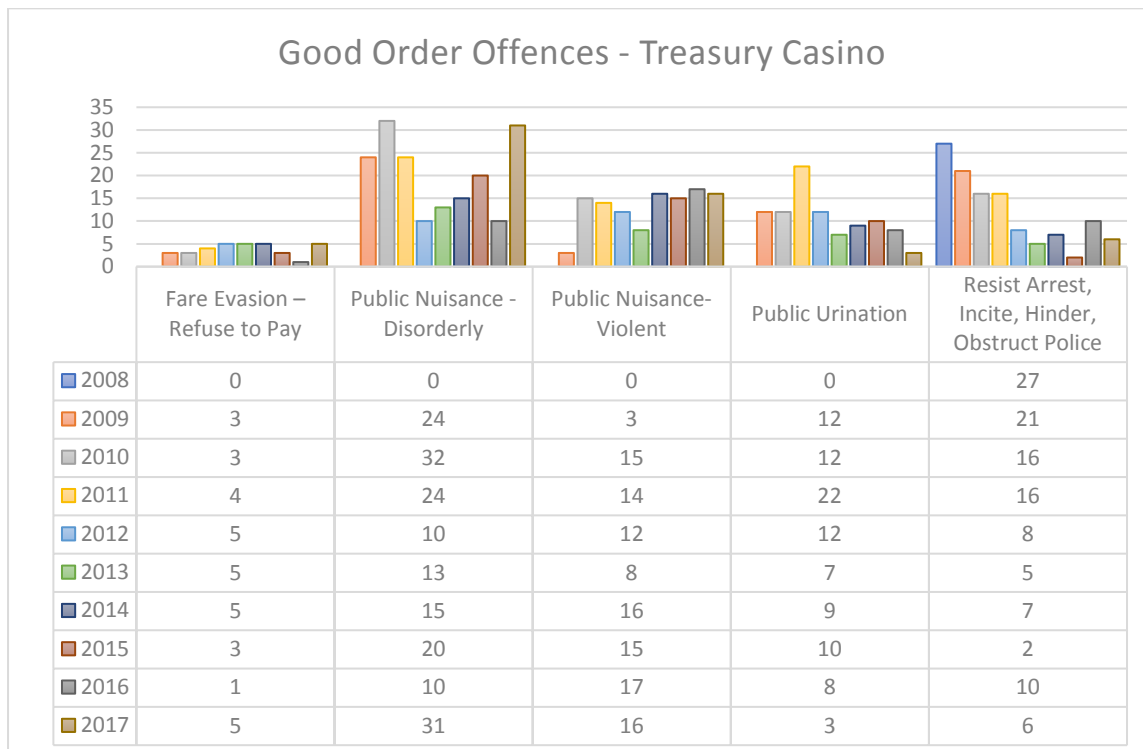
Figure 136 Other Theft (excl. Unlawful Entry), Brisbane CBD - all timeframes, frequency of the 5 most common Thefts

Other Theft (excl. Unlawful Entry), Brisbane CBD - all timeframes

	Shop stealing, unlawfully take away goods	Steal from the person	Stealing (other)	Stealing from other specified buildings (including ATM transactions)	Vehicles - Stealing from/enter with intent
2008	1151	114	322	769	179
2009	1269	109	389	762	189
2010	1449	95	438	806	136
2011	1132	130	496	890	142
2012	1655	121	379	786	157
2013	1278	77	306	662	96
2014	1157	77	296	552	79
2015	1199	60	254	535	97
2016	1391	70	274	536	119
2017	1436	90	280	495	77

Data sourced from the Queensland Police Service

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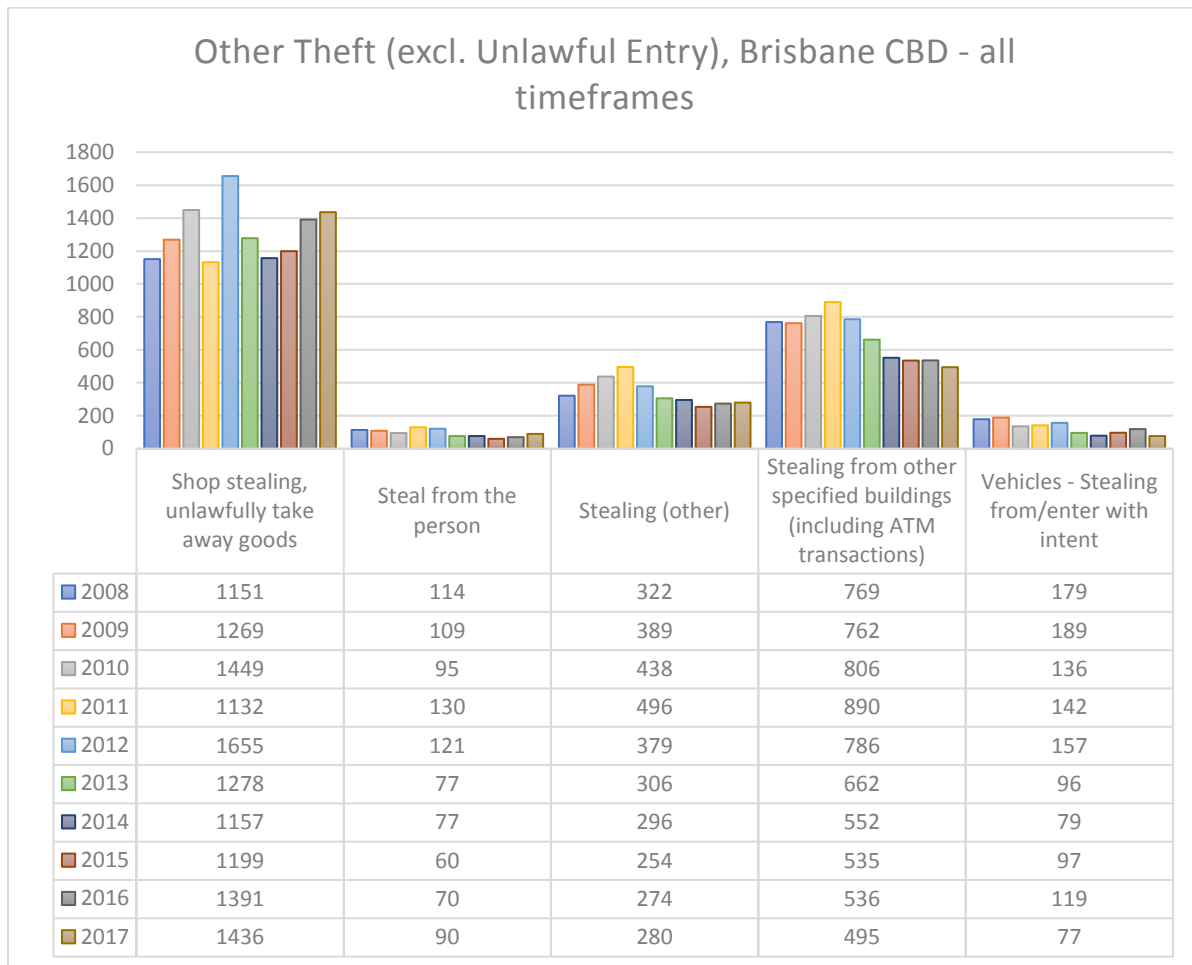
Figure 137 Other Theft (excl. Unlawful Entry), Brisbane CBD – 3am-6am, frequency of the 5 most common Thefts

Other Theft (excl. Unlawful Entry), Brisbane CBD - 3am-6am

	Shop stealing, unlawfully take away goods	Steal from the person	Stealing (other)	Stealing from other specified buildings (including ATM transactions)	Vehicles - Stealing from/enter with intent
2008	1	6	8	24	15
2009	8	1	15	16	18
2010	12	4	11	22	11
2011	8	7	25	20	10
2012	8	6	11	10	6
2013	11	4	6	17	3
2014	6	10	10	18	8
2015	12	5	17	11	12
2016	1	6	8	11	8
2017	6	5	11	6	5

Data sourced from the Queensland Police Service

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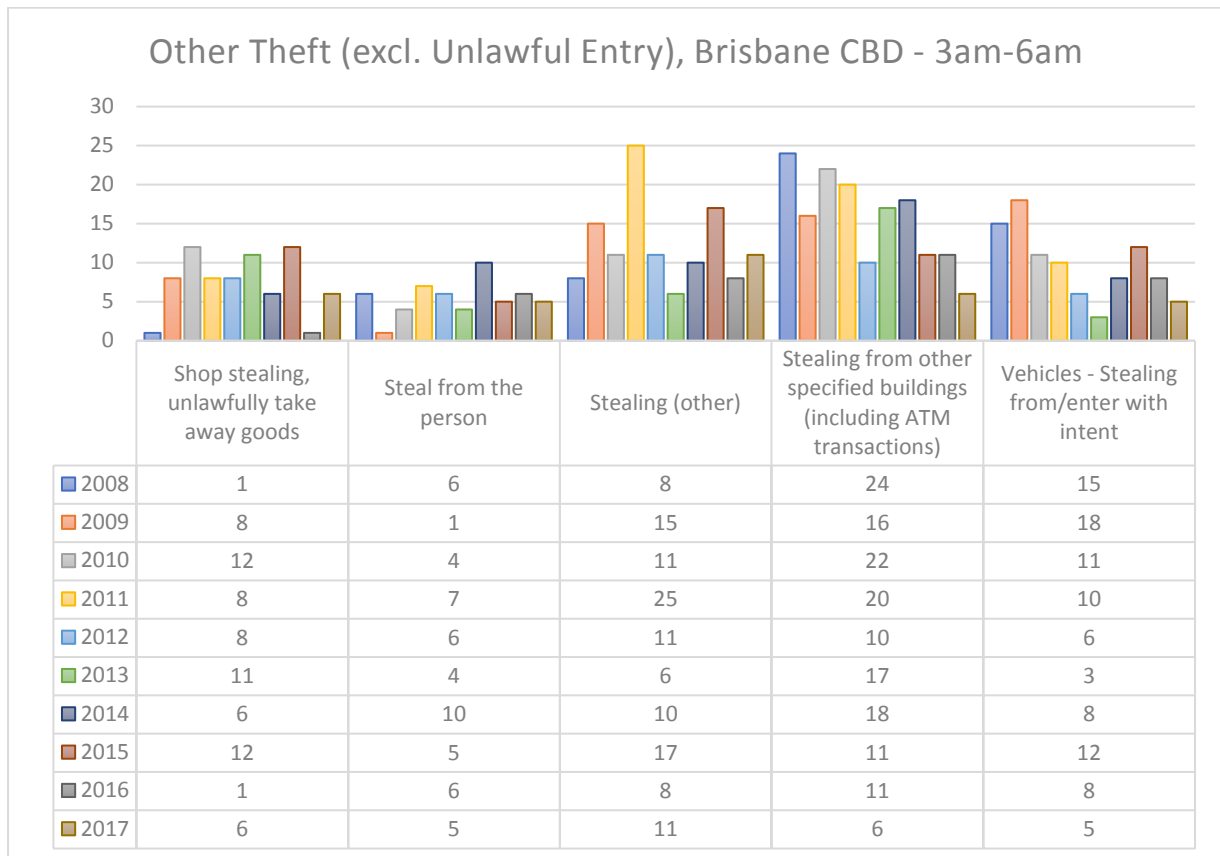
Figure 138 Other Theft (excl. Unlawful Entry), Treasury Casino, frequency of the 5 most common Thefts
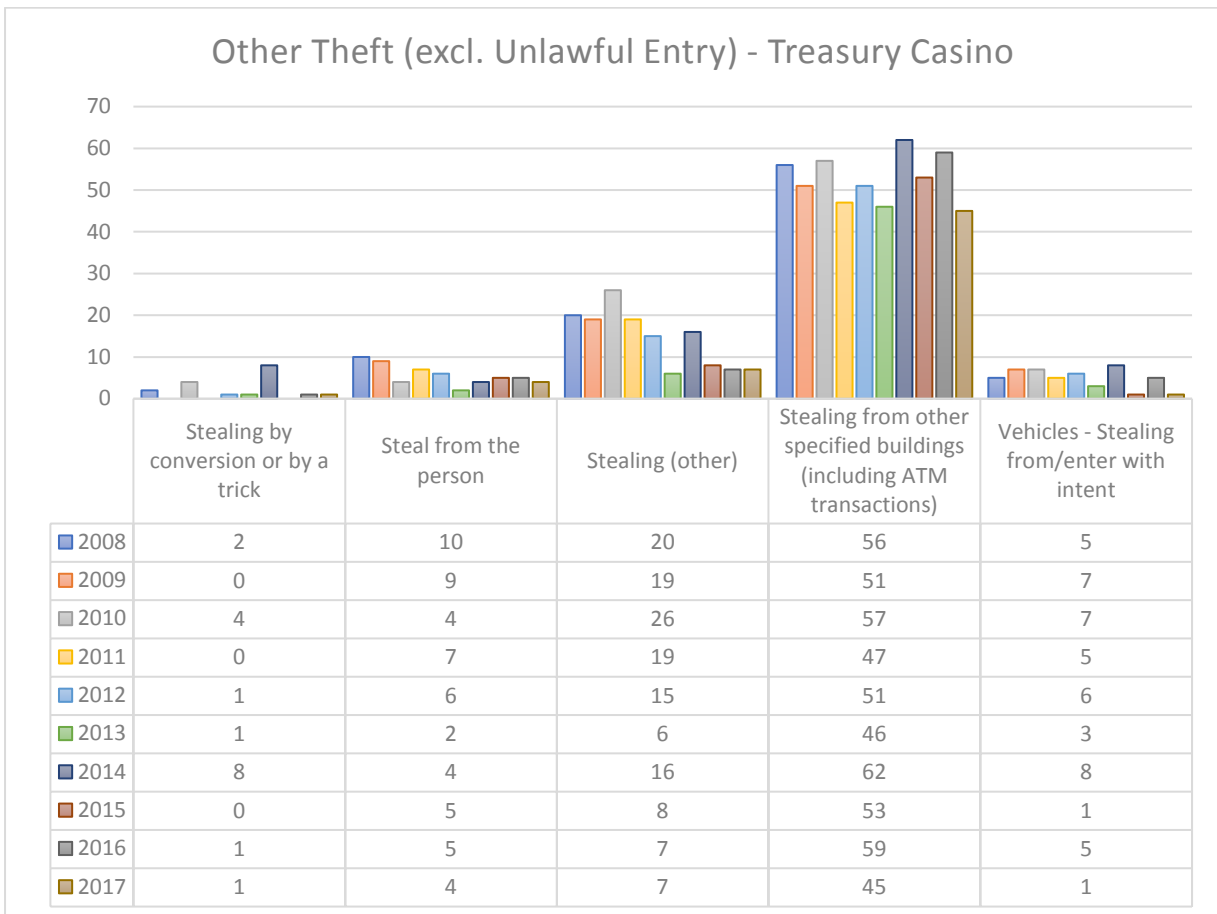
	Stealing by conversion or by a trick	Steal from the person	Stealing (other)	Stealing from other specified buildings (including ATM transactions)	Vehicles - Stealing from/enter with intent
2008	2	10	20	56	5
2009	0	9	19	51	7
2010	4	4	26	57	7
2011	0	7	19	47	5
2012	1	6	15	51	6
2013	1	2	6	46	3
2014	8	4	16	62	8
2015	0	5	8	53	1
2016	1	5	7	59	5
2017	1	4	7	45	1

Data sourced from the Queensland Police Service

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Club/Hotel - Responsible Gambling/Licencing Breaches (*Excludes Casinos*) 2009-2017

Activity Category	Act Name	Act Section	Breach Name	Outcome1	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Gaming Inspection	Gaming Machine Act 1991	189(2)	FAILURE TO ENSURE APPROPRIATELY LICENSED PERSON OR APPLICANT SUPERVISES ENTRIES	Compliance Action				1						
				NFA	1									
			FAILURE TO ENSURE APPROPRIATELY LICENSED PERSON OR APPLICANT SUPERVISE	Compliance Action	2	3	2	1						
				NFA			1							
			FAILURE TO ENSURE APPROPRIATELY LICENSED PERSON OR APPLICANT SUPERVISES	Compliance Action	1	3	2	2						
				NFA			1							
			FAILURE TO ENSURE APPROPRIATELY LICENSED PERSONS OR APPLICANT ISSUE KEYS	Compliance Action	1	2	2	3	1					
				NFA				1		1				
		261J(1)	EXCLUSIONS REGISTER NOT KEPT	Compliance Action			4	6	7	2		2	1	1
		NA	A PERSON HAS EMPLOYED, OR ALLOWED ANOTHER PERSON TO EMPLOY A PERSON TO CARRY OUT GAMING DUTIES OR TASKS WITHOUT THEM HOLDING A CURRENT RESPONSIBLE SERVICE OF GAMBLING CERTIFICATE (ANY OTHER PERSON)	Compliance Action				2	4					
		R16A	NOTICE OF CONTRAVENTION OF EXCLUSION ORDER/DIRECTION TO BE GIVEN	Compliance Action				3	1				1	1
				NFA				1	1					
		R28	PROBLEM GAMBLING SIGN NOT DISPLAYED	Compliance Action				5	3	6	3	8	10	2
				NFA						1	3			
			SIGN ADVERTISING SERVICES AVAILABLE TO ASSIST PROBLEM	Compliance Action	13	18	2	9	3					
				NFA	3	2	1	1						

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				C1	C2	C3	C4	C5	C6	C7	C8	C9	C10
			<mark>GAMBLERS NOT DISPLAYED</mark>										
		R41(5)	BETTING UNIT NOT INCLUDED ON REGISTER	Compliance Action	1	1								
				NFA	1									
			CREDIT METER READING NOT RECORDED FOR CANCELLED CREDITS	Compliance Action		1								
			MANUAL PAYMENTS REGISTER DOES NOT IDENTIFY NAME AND LICENCE NUMBER OF PREMISES	Compliance Action	2	2								
				NFA		1								
			NAME OR LICENCE NUMBER NOT COMPLETED	Compliance Action	6	14	6	4	2			1	1	1
				NFA	1	2	3			1				
			NAME OR LICENCE NUMBER OF WITNESS NOT COMPLETED	Compliance Action		1	1	1						
			NO WITNESS OBTAINED FOR MANUAL PAYMENTS	Compliance Action	28	27	16	16	3	4	1	7	3	3
				NFA	12	13	7	4	5	2				
			PLAYER'S SIGNATURE NOT RECORDED ON REGISTER	Compliance Action	1		1	1						
				NFA	1	1								
			PLAYERS NAME NOT INCLUDED ON REGISTER	Compliance Action	1	1		1						
				NFA	1									
			SIGNATURE OF OFFICER MAKING PAYMENTS AND/OR HOPPER FILLS MISSING	Compliance Action	10	16	9	3	2				1	2
				NFA	1	1	1		1	1		1		
			SIGNATURE OF WITNESS MISSING	Compliance Action	4	1	1	2	1				1	
				NFA	2	2								
			TIME OF PAYMENTS NOT RECORDED	NFA					1					
		S189(1)	REQUIREMENTS FOR CARRYING OUT GAMING DUTIES ON LICENSED PREMISES	Compliance Action									1	1
		S189(2)	PERSON MUST NOT EMPLOY PERSON FOR	Compliance Action			2	2						

			GAMING DUTIES WHO IS NOT AN ALP										
		S189(3)	APPROPRIATELY LICENSED PERSON, OR APPLICANT, NOT PRESENT ON THE PREMISES	Compliance Action	3	5	1	5	2					1
				NFA	1								
		S189(3)&(4)	FAILURE BY A NON-ELIGIBLE LICENSEE TO ENSURE THAT THERE ARE AT LEAST TWO	Compliance Action	9	9	8	6			1		2	
				NFA	1		1	1		1				
		S189(5)&(6)	FAILURE BY AN ELIGIBLE LICENSEE TO ENSURE THAT THERE IS A LEAST ONE LICENSED	Compliance Action					1	2	3			
				NFA					1					
		S189A(3)	A PERSON HAS EMPLOYED, OR ALLOWED ANOTHER PERSON TO EMPLOY A PERSON TO CARRY OUT GAMING DUTIES OR TASKS WITHOUT THEM HOLDING A CURRENT RESPONSIBLE SERVICE OF GAMBLING CERTIFICATE (THE LICENSEE)	Compliance Action				2	6					
			A PERSON WHO DOES NOT HAVE A CURRENT RESPONSIBLE SERVICE OF GAMBLING CERTIFICATE CARRIED OUT GAMING DUTIES OR TASKS (SECTION 189A(1) OF THE ACT)	Compliance Action		1	11	22	21	24	29	72	30	13
				NFA				2		2	1	2		2
			CANNOT EMPLOY WITHOUT RSG CERTIFICATE	Compliance Action					3		1			
				NFA		1								
		S189A(5)	RSG REGISTER NOT COMPLETED OR AVAILABLE TO INSPECTOR	Compliance Action			30	43	29	5	2	1	3	
				NFA			4	12	10	2				
		S189A(5)(a)	RESPONSIBLE SERVICE OF GAMBLING REGISTER IS INCOMPLETE OR INCORRECT IN MATERIAL PARTICULAR (SECTION 189A(5)(A) OF THE ACT)	Compliance Action		10	13	68	22	17	29	31	27	20
				NFA		7	6	7	1	4	1		1	2
		S189A(5)(b)	A LICENSEE MUST KEEP THE	Compliance Action			5	6	2	2	3	2	5	4

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Section	Description	Action										
	RESPONSIBLE SERVICE OF GAMBLING REGISTER AVAILABLE FOR INSPECTION BY AN INSPECTOR AT THE LICENSED PREMISES (SECTION 189A(5)(B) OF THE ACT.	NFA		1								
S209(5)	NAME OF GAMING NOMINEE NOT DISPLAYED IN A CONSPICUOUS POSITION	Compliance Action			7	23	13	12	9	18	17	7
		NFA			1	6		4	1			
S229(2)	ADVERTISEMENTS RELATED TO GAMING	Compliance Action										2
S237(a)	RULES ANCILLARY TO GAMING NOT DISPLAYED	Compliance Action	10	25	8	13	5	14	13	19	18	7
		NFA	4		1	1	1		1			
S238(1)	LICENSEES OR EMPLOYEES NOT TO EXTEND CREDIT	Compliance Action									1	
S242(2)(b)	FAILURE TO ENFORCE RULES ANCILLARY TO GAMING.	Compliance Action			11	6	10		1			
		NFA			1	2	3					
	RULES ANCILLARY TO GAMING TO BE ENFORCED	Compliance Action	44	38	13	13	14	6	3	4		2
		NFA	2	1	2			1				
S261A	DETAILS OF AT LEAST ONE COUNSELLING SERVICE TO BE GIVEN AS SOON AS PRACTICABLE	Compliance Action	4		2	5	1	4	2	6	3	
		NFA	1			2	1					
	SELF-EXCLUSION ORDER MUST BE GIVEN AS SOON AS PRACTICABLE	Compliance Action	14	3	6	15	2	5	9	13	14	5
		NFA					3	1	2		1	
	SELF-EXCLUSION ORDER TO BE IN THE APPROVED FORM	Compliance Action								2	1	
S261A(1)	GIVING SELF EXCLUSION ORDER	Compliance Action			2	2	4	1	1			
		NFA			2	1						
	SELF-EXCLUSION ORDER	Compliance Action					1					1
S261C(1)	EXCLUSION DIRECTION MUST BE IN THE APPROVED FORM	Compliance Action				1		2	1			1

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Section	Description	Action										
S261C(3)	INFORMATION NOTICE MUST BE GIVEN WITH AN EXCLUSION DIRECTION	Compliance Action					1					
S261I	EMPLOYEE MUST TAKE REASONABLE STEPS TO PREVENT CONTRAVENTION OF EXCLUSION	Compliance Action		3		2	2	1				1
S261J(1)	REGISTER OF EXCLUDED PERSONS TO BE IN THE APPROVED FORM	Compliance Action	2	1		1	2		2		3	1
	REGISTER OF EXCLUDED PERSONS TO BE KEPT	Compliance Action	7	3	9	15	6	14	20	36	29	11
		NFA				2	1	3		1	2	2
S261J(2)	REGISTER OF EXCLUDED PERSONS TO BE AVAILABLE FOR INSPECTION	Compliance Action	4	3	11	4	10	3	3	3	7	4
		NFA					4			1		
S261L	AN EXCLUDED PERSON WAS RECORDED ON THE SITE'S PROMOTIONAL MAILING LIST/DATABASE.	Compliance Action	1	1	1							
	DISTRIBUTING PROMOTIONAL OR ADVERTISING MATERIAL ABOUT LICENSED PREMISES	Compliance Action								1		
S264A(1)	FORM 75A/75B NOT COMPLETED WITHIN 7 DAYS	Compliance Action			34	25	24	3	2	2	2	2
		NFA			2	10	5	1				
	MONTHLY SELF ASSESSMENT CHECKLIST IS INCOMPLETE OR INCORRECT IN MATERIAL PARTICULAR	Compliance Action	70	74	31	28	16	30	38	39	31	11
		NFA	4	5				2	1	2	1	1
	MONTHLY SELF ASSESSMENT CHECKLIST NOT COMPLETED WITHIN 7 DAYS	Compliance Action	27	43	9	8	11	8	18	17	15	6
		NFA	3	2	1	1		1	1			
	MONTHLY SELF ASSESSMENT CHECKLIST NOT KEPT	Compliance Action	27	42	15	29	24	12	28	30	33	11
		NFA	1	2	1		1		1			
	MONTHLY SELF ASSESSMENT	Compliance Action	1			1	1	1		1	4	3

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					1	2	3	4	5	6	7	8	9	10
			CHECKLIST NOT KEPT IN THE APPROVED FORM	NFA								2		
			MONTHLY SELF ASSESSMENT CHECKLIST NOT SIGNED BY GAMING NOMINEE	Compliance Action	52	75	41	33	25	14	37	28	26	5
				NFA	5	1	2	1	1					1
		S264A(3)	MONTHLY SELF ASSESSMENT CHECKLIST NOT CONSIDERED BY THE LICENSEE'S MANAGEMENT	Compliance Action	24	16	22	19	14	21	23	18	15	7
				NFA	1		1	1						1
		S264A(4)	MONTHLY SELF ASSESSMENT CHECKLIST NOT CONSIDERED BY THE LICENSEES MANAGEMENT	Compliance Action	3	3	1							1
		S264B	FAILURE TO ENSURE MONTHLY SELF ASSESSMENT CHECKLIST IS AVAILABLE FOR INSPECTION	Compliance Action	24	22	23	23	10	15	14	14	16	5
				NFA	3	1	3			1				
			FORM 75A/75B AVAILABLE FOR INSPECTOR	Compliance Action			2	12	11			1		
				NFA				1	1					
		S338(2)	LICENSEE OR GAMING EMPLOYEE MUST NOT PLAY GAMING MACHINES	Compliance Action							2		1	
		S348(1)	REPORTING OF CRIMINAL ACTIVITY AND DISCREPANCIES	Compliance Action			1				1			
			SUSPICION OF FRAUD, MISREPRESENTATION OR THEFT RELATING TO THE CONDUCT OF GAMING	Compliance Action	2	2	2					1		
		S73(2)	CONDITIONS OF GAMING MACHINE LICENCES	Compliance Action										1
			FAILURE TO COMPLY WITH CONDITIONS OF LICENCE	Compliance Action	60	51	21	52	17	5	18	18	10	14
				NFA	1			1	4	1		1		
			FAILURE TO COMPLY WITH CONDITIONS OF LICENCE ATM IN CLOSE PROXIMITY TO GAMING ROOM	Compliance Action	19	8	5	23	4	2	2	4	3	4
				NFA	1	1	1							
			FAILURE TO ENSURE A COMMON KEY	Compliance Action	15	10	12	19				5	6	

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Regulation	Ref	Description	Action										
		EXCLUSIVE TO GAMING MACHINE PARTS	NFA	1		1	1			1			
		FAILURE TO PROVIDE LOCKS FOR BANKNOTE RECEPTACLE	Compliance Action	9	7	2	4				1	1	
		FAILURE TO PROVIDE LOCKS FOR CAGE RECEPTACLE	Compliance Action	36	36	20	9	1	1	1		1	
		FAILURE TO PROVIDE LOCKS FOR CONSOLE DOORS	Compliance Action	15	9	7	5	1			1	1	
			NFA				1		1				
		FAILURE TO PROVIDE LOCKS FOR GAMING MACHINE CABINET	Compliance Action	12	9	7	15	1	1				
			NFA				1						
		FAILURE TO PROVIDE LOCKS FOR TOP BOX	Compliance Action	21	35	28	30		5	2	2	4	
		FAILURE TO SUPPLY LOCKS	Compliance Action				1	1					
			NFA				1						
	sS189A(5)(a)	RESPONSIBLE SERVICE OF GAMBLING TRAINING REGISTER NOT KEPT (SECTION 189A(5)(A) OF THE ACT)	Compliance Action		28	40	30	14	5	22	18	25	13
			NFA		17	8	1		1	1			2
Gaming Machine Regulation 2002	R13	FAILURE TO ENSURE CONTINUOUS SUPERVISION	Compliance Action	46	29	44	77	25	14	20	39	26	12
			NFA	3	3	4	3	4	4		3		1
Responsible Gambling Code of Practice	COP 1.1	RESPONSIBLE GAMBLING STATEMENT NOT DISPLAYED	Compliance Action	18	17	8	17	4	9	7	9	1	
			NFA	4		1	2				1		
	COP 1.2	GAMBLING HELP SERVICE (GHS) TAKE-AWAY CARDS WERE NOT AVAILABLE IN PUBLIC AREAS.	Compliance Action	29	26	7	26	9	14	7	6	3	1
			NFA	6	1	4	1	2	3			1	1
		SIGNS TO ASSIST PROBLEM GAMBLERS NOT PROMINENTLY DISPLAYED	Compliance Action	53	67	12	33	17	16	7	20	14	8
			NFA	8	5	5	4	5	1	3	1		1
	COP 1.3	INFORMATION DISPLAY BOARD NOT DISPLAYED	Compliance Action	30	18	3	17	4	6	6	7	3	
			NFA	12	1			1	2		2		1

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Category	Act	Code	Description	Action										
		COP 1.4	PLAYER INFORMATION GUIDE NOT READILY AVAILABLE	Compliance Action	2									
				NFA	1									
			THE ODDS OF WINNING MAJOR PRIZES NOT DISPLAYED	Compliance Action	53	43	15	34	9	10	14	12	2	
				NFA	15	6	3	6	1	2	1	1		
		COP 2.2	CUSTOMER LIAISON OFFICER NOT READILY AVAILABLE ON SITE	Compliance Action	18	16	5	2	11	6		3		1
				NFA	2		2		1			1		
		COP 2.4	RESPONSIBLE GAMBLING TRAINING REGISTER NOT MAINTAINED	Compliance Action	74	57								
				NFA	7	6								
		COP 5.1	THE ATM WAS LOCATED IN A DESIGNATED WAGERING AREA.	Compliance Action	13	19	3	3	1		1	1	1	
				NFA	1	3								
		COP 6.8	THERE WAS NO DISCLAIMER REGARDING MINORS OR EXCLUDED PATRONS ON SITE'S WEBSITE	Compliance Action	58	40								
				NFA	5	8								
		COP3.1a	ARE THERE PROCEDURES IN PLACE FOR RECORDING APPROACHES ABOUT EXCLUSIONS	Compliance Action	2									
		COP3.1b	WHAT STEPS WOULD YOUR TAKE IF YOU BECAME AWARE THAT A PATRON MAY HAVE A GAMBLING	Compliance Action	1									
Gaming Investigation	Gaming Machine Act 1991	261J(1)	EXCLUSIONS REGISTER NOT KEPT	Compliance Action					1					
		R13	LAYOUT OF LICENSED PREMISES	NFA	2									
		R28	PROBLEM GAMBLING SIGN NOT DISPLAYED	NFA									1	
		S189(1)	REQUIREMENTS FOR CARRYING OUT GAMING DUTIES ON LICENSED PREMISES	Compliance Action	5							2	2	
				NFA	4	4	1							
		S189(2)	FAILURE TO ENSURE THAT PERSONS WHO CARRY OUT GAMING DUTIES ARE LICENSED	Compliance Action	4									
				NFA	7	3	1							

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Section	Description	Action	1	2	3	4	5	6	7	8	9
S189(3)	APPROPRIATELY LICENSED PERSON, OR APPLICANT, NOT PRESENT ON THE PREMISES	NFA	1	1	1						
	REQUIREMENTS FOR CARRYING OUT GAMING DUTIES ON LICENSED PREMISES	Compliance Action	5	2	1						
		NFA	4	4							
S189A(5)(a)	RESPONSIBLE SERVICE OF GAMBLING REGISTER IS INCOMPLETE OR INCORRECT IN MATERIAL PARTICULAR (SECTION 189A(5)(A) OF THE ACT)	Compliance Action								1	
S189A(5)(b)	A LICENSEE MUST KEEP THE RESPONSIBLE SERVICE OF GAMBLING REGISTER AVAILABLE FOR INSPECTION BY AN INSPECTOR AT THE LICENSED PREMISES (SECTION 189A(5)(B) OF THE ACT.	NFA					2				
S209(5)	NAME OF GAMING NOMINEE NOT DISPLAYED IN A CONSPICUOUS POSITION	NFA				1			1		
S229(2)	ADVERTISEMENTS RELATED TO GAMING	NFA	1						1		2
S235(1)	HOURS OF GAMING	Compliance Action		1	2	1				1	
		NFA				1		1	1		
S237(a)	RULES ANCILLARY TO GAMING NOT DISPLAYED	NFA						1	1		
S238(1)	LICENSEES OR EMPLOYEES NOT TO EXTEND CREDIT	Compliance Action				1					
		NFA	3	3		1			1		
S242(2)(b)	FAILURE TO ENFORCE RULES ANCILLARY TO GAMING.	NFA							1		
	RULES ANCILLARY TO GAMING TO BE ENFORCED	Compliance Action	1	1						1	
		NFA							1		1
S254(1)a	MINORS CAN NOT BE ALLOWED TO GAME	Compliance Action		1	2		1			2	1

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Section	Description	Action										
S261A	SELF-EXCLUSION ORDER MUST BE GIVEN AS SOON AS PRACTICABLE	Compliance Action	1		3	1	1	2		1		
		NFA			2		4	3				
S261A(1)	SELF-EXCLUSION ORDER	Compliance Action	1	1			1				1	
		NFA		1								
S261C(1)	EXCLUSION DIRECTION MUST BE IN THE APPROVED FORM	Compliance Action			1							
		NFA	1							2		
S261C(3)	INFORMATION NOTICE MUST BE GIVEN WITH AN EXCLUSION DIRECTION	NFA		2								
S261I	EMPLOYEE MUST TAKE REASONABLE STEPS TO PREVENT CONTRAVENTION OF EXCLUSION	Compliance Action	2		2					3		
		NFA	1					1		1		
	LICENSEE MUST TAKE REASONABLE STEPS TO PREVENT CONTRAVENTION OF EXCLUSION	Compliance Action	1	1		6		1	1	27	34	5
		NFA				3	2	1	1	8	2	1
S261J(1)	REGISTER OF EXCLUDED PERSONS TO BE KEPT	Compliance Action								1	2	
		NFA	1							2		
S261K(2)	NOTICE OF CONTRAVENTION OF EXCLUSION ORDER/DIRECTION TO BE IN THE APPROVED FORM	Compliance Action	1		1							
		NFA	1		4							
S261K(4)	REPORT ABOUT PROHIBITION UNDER ORDER OR DIRECTION	NFA	1									
S261L	AN EXCLUDED PERSON WAS RECORDED ON THE SITE'S PROMOTIONAL MAILING LIST/DATABASE.	Compliance Action		1								
		NFA		1						1		
	DISTRIBUTING PROMOTIONAL OR ADVERTISING MATERIAL ABOUT LICENSED PREMISES	Compliance Action								1	1	
S264A(1)	MONTHLY SELF ASSESSMENT CHECKLIST IS INCOMPLETE OR INCORRECT IN	Compliance Action								1		

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Section	Description	Action										
	MATERIAL PARTICULAR											
	MONTHLY SELF ASSESSMENT CHECKLIST NOT COMPLETED WITHIN 7 DAYS	Compliance Action	9	5	1	2	7	3	2	2	3	1
		NFA	1								2	
	MONTHLY SELF ASSESSMENT CHECKLIST NOT KEPT	Compliance Action			1					1		
		NFA							1		2	
	MONTHLY SELF ASSESSMENT CHECKLIST NOT SIGNED BY GAMING NOMINEE	Compliance Action									1	
S264A(3)	MONTHLY SELF ASSESSMENT CHECKLIST NOT CONSIDERED BY THE LICENSEE'S MANAGEMENT	Compliance Action			1			2			3	
		NFA		1								
S264B	FAILURE TO ENSURE MONTHLY SELF ASSESSMENT CHECKLIST IS AVAILABLE FOR INSPECTION	Compliance Action	2	3	2	1	1	1	3	1	5	
		NFA					2		1			
S338(2)	LICENSEE OR GAMING EMPLOYEE MUST NOT PLAY GAMING MACHINES	Compliance Action	4	1	1				1		2	
		NFA	2							1		1
S348(1)	SUSPICION OF FRAUD, MISREPRESENTATION OR THEFT RELATING TO THE CONDUCT OF GAMING	NFA		2								
S73(2)	CONDITIONS OF GAMING MACHINE LICENCES	Compliance Action		1	1					1	1	1
		NFA	1	2	1			1		1		
	FAILURE TO COMPLY WITH CONDITIONS OF LICENCE	Compliance Action	1				1				3	
		NFA	1							1	2	
	FAILURE TO COMPLY WITH CONDITIONS OF LICENCE ATM IN CLOSE PROXIMITY TO GAMING ROOM	Compliance Action				1						
sS189A(5)(a)	RESPONSIBLE SERVICE OF GAMBLING TRAINING REGISTER NOT KEPT (SECTION 189A(5)(A) OF THE ACT)	Compliance Action									1	

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Regulation	Provision	Description	Action									
Gaming Machine Regulation 2002	R13	FAILURE TO ENSURE CONTINUOUS SUPERVISION	Compliance Action								2	
			NFA				2					1
Responsible Gambling Code of Practice	COP 5.1	THE ATM WAS LOCATED IN A DESIGNATED WAGERING AREA.	NFA	1								

*Provisions in yellow relate to the Responsible Gambling Code of Practice

**Data sourced from The Office of Liquor and Gaming Regulation

Appendix I

Casino Gaming - Responsible Gambling/Licencing Breaches, 2013-2018

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Act Name	Act Section	Breach Name	Outcome1	Breach Count					
				2013	2014	2015	2016	2017	2018
Cairns General Gaming Manual	Gen Gaming Man	GENERAL BREACH OF THE GENERAL GAMING MANUAL	NFA			1	3	2	
Cairns Internal Control Procedures	Electronic G. M.	GENERAL BREACH OF THE ELECTRONIC GAMING MANUAL PROCEDURES	NFA		1	1	1		
Casino Control Act 1982	R16	REVIEW OF A PATRON CLAIM	NFA		4			1	
	R25	CASINO PATRON CLAIMS	NFA	1	1	1			
	S100	PARTICULAR PERSONS NOT TO ENTER OR REMAIN IN CASINO	Compliance Action	20	96	234	211	265	109
			NFA	1	65	134	134	107	55
	S100B	OBLIGATION TO PREVENT PERSONS FROM ENTERING OR REMAINING IN CASINO	Compliance Action	1	3	6	1	3	2
			NFA	1	2	1	3	5	
	S100B(2)(a)	OBLIGATION TO PREVENT PERSONS FROM ENTERING OR REMAINING IN CASINO	NFA			1			
	S100B(2)(b)	OBLIGATION TO PREVENT PERSONS FROM ENTERING OR REMAINING IN CASINO	Compliance Action			6		3	2
			NFA					5	1
	S100C(1)	REGISTER	Compliance Action			2	4		
			NFA			2	1		1
	S100E	DISTRIBUTING PROMOTIONAL OR ADVERTISING MATERIAL ABOUT A CASINO	Compliance Action			1			1
			NFA			2	4	1	
	S102(2)	MINORS	Compliance Action				2	3	3
			NFA		4	3	2	5	2
	S102(3)	PROVISIONS RELATING TO MINORS IN RESPECT OF CASINOS	Compliance Action	13	10	14	12	8	13
			NFA		6	4	6	7	1

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Section	Description	Action						
S102(3A)	PROVISIONS RELATING TO MINORS IN RESPECT OF CASINOS	Compliance Action					8	13
S102(4A)	EVIDENCE OF AGE	Compliance Action		99	229	157	110	52
		NFA		39	19	7	1	1
	MINORS	Compliance Action					3	
S103	CHEATING	Compliance Action		145	545	425	308	124
		NFA		74	33	16	7	2
S110	FORGERY AND LIKE OFFENCES	Compliance Action				2		
S34(1)	UNLICENSED PERSONS NOT TO BE CASINO KEY EMPLOYEES OR CASINO EMPLOYEES	NFA				2		
S34(3)	UNLICENSED PERSONS NOT TO BE CASINO KEY EMPLOYEES OR CASINO EMPLOYEES	Compliance Action					1	
		NFA		1	2			
S41(1)	DISPLAY OF IDENTIFICATION	Compliance Action					1	
		NFA						1
S64A(2)	WAGERS OTHER THAN PERMISSABLE MINIMUM AND MAXIMUM WAGERS	NFA				1		
S64A(4)	WAGERS OTHER THAN PERMISSIBLE MINIMUM AND MAXIMUM WAGERS	Compliance Action					1	
		NFA				6	11	
S65(2)	OBLIGATIONS OF CASINO OPERATOR IN RELATION TO CONDUCT OF GAMES	NFA				1		
S65(5)	OBLIGATIONS OF CASINO OPERATOR IN RELATION TO CONDUCT OF GAMES	Compliance Action					3	
S65(9)	OBLIGATIONS OF CASINO OPERATOR IN RELATION TO CONDUCT OF GAMES	Compliance Action	1	3	2	1	3	
		NFA			1		1	
S661(f)	CASINO OPERATOR SHALL NOT ACCEPT CREDIT WAGERS ETC	Compliance Action	2				1	

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Act	Section	Description	Action						
	S73(1)	CASINO OPERATIONS TO BE CONDUCTED UNDER APPROVED CONTROL SYSTEM	Compliance Action					10	
			NFA		18	31	15		
	S73(2)	CASINO OPERATIONS TO BE CONDUCTED UNDER APPROVED CONTROL SYSTEM	Compliance Action			10	8	10	3
			NFA		18	31	15	30	6
		CASINO OPERATIONS TO BE CONDUCTED UNDER APPROVED CONTROL SYSTEM	Compliance Action	1	38	28	23	21	6
			NFA		69	62	62	52	28
	S73(3)	CASINO OPERATIONS TO BE CONDUCTED UNDER APPROVED CONTROL SYSTEM	Compliance Action			10	8		
			NFA			31			
		CASINO OPERATIONS TO BE CONDUCTED UNDER APPROVED CONTROL SYSTEM	Compliance Action		2	8	5	3	1
			NFA		7	25	5	6	
	S91O	SELF-EXCLUSION ORDER	Compliance Action		8				
			NFA		16	2	3		1
	S91O(1)	SELF-EXCLUSION ORDER	Compliance Action						1
	S92	ENTRY TO AND EXCLUSION OF ENTRY FROM CASINO	Compliance Action		4				
			NFA			1			
Casino Control Regulation 1999	Part 2	LICENSING OF EMPLOYEES OF CASINOS	NFA		1	1	2		
	Part 3B	GAMING MACHINES AND MACHINE GAMES	NFA				1		
	S40(3)	ARRANGEMENT FOR PROGRESSIVE JACKPOT LINK	Compliance Action				1	1	
Casino Gaming Rule 1999	Part 3	MISCELLANEOUS	NFA					1	
Responsible Gambling Code of Practice	COP 1.1	RESPONSIBLE GAMBLING STATEMENT NOT DISPLAYED	Compliance Action			1			
	COP 1.2	SIGNS TO ASSIST PROBLEM GAMBLERS NOT PROMINENTLY DISPLAYED	Compliance Action					1	

*Provisions in yellow relate to the Responsible Gambling Code of Practice

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**Data sourced from The Office of Liquor and Gaming Regulation

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Appendix J

Club/Hotel Penalty Infringement Notices – QLD, 2009-2018

Activity Category	Act Name	Act Section	Breach Name	Outcome	PIN Penalty Amount	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	Breach Total	Penalty Total
Gaming Investigation	Gaming Machine Act 1991	S189(1)	REQUIREMENTS FOR CARRYING OUT GAMING DUTIES ON LICENSED PREMISES	Issue PIN	$589.00								1			1	$589.00
					$609.00									2		2	$1,218.00
		S189(2)	FAILURE TO ENSURE THAT PERSONS WHO CARRY OUT GAMING DUTIES ARE LICENSED	Issue PIN	$750.00	1										1	$750.00
		S189(3)	REQUIREMENTS FOR CARRYING OUT GAMING DUTIES ON LICENSED PREMISES	Issue PIN	$1,000.00	1										1	$1,000.00
		S254(1)a	MINORS CAN NOT BE ALLOWED TO GAME	Issue PIN	$2,200.00						1					1	$2,200.00

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Section	Description	Action	Fine	1	2	3	4	5	6	7	8	9	10	Total	Total Amount
S261G	PARTICULAR PERSONS NOT TO ENTER OR REMAIN IN LICENSED PREMISES OR GM AREA	Issue PIN	$300.00	1										1	$300.00
			$400.00	1	2	2	2							7	$2,800.00
			$440.00					3	2					5	$2,200.00
			$471.00								4			4	$1,884.00
S261J(1)	REGISTER OF EXCLUDED PERSONS TO BE KEPT	Issue PIN	$487.00								1	1		2	$974.00
S264A(1)	MONTHLY SELF ASSESSMENT CHECKLIST NOT COMPLETED WITHIN 7 DAYS	Issue PIN	$750.00	2										2	$1,500.00
			$1,000.00	6	4	1	1							12	$12,000.00
			$1,100.00					7	3					10	$11,000.00
			$2,277.00							2	1			3	$6,831.00
			$2,438.00									2		2	$4,876.00
			$2,523.00										1	1	$2,523.00
S264A(3)	MONTHLY SELF ASSESSMENT CHECKLIST NOT CONSIDERED BY THE LICENSEE'S MANAGEMENT	Issue PIN	$400.00			1								1	$400.00
			$440.00						2					2	$880.00
			$487.00									1		1	$487.00
S264B		Issue PIN	$1,000.00	2	3		1							6	$6,000.00

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Legislation	Section	Offence	Action	Fee											Total Count	Total Amount
		FAILURE TO ENSURE MONTHLY SELF ASSESSMENT CHECKLIST IS AVAILABLE FOR INSPECTION		$1,100.00					1						1	$1,100.00
				$1,138.00						1	3				4	$4,552.00
				$1,178.00								1			1	$1,178.00
				$1,219.00									5		5	$6,095.00
	S338(2)	LICENSEE OR GAMING EMPLOYEE MUST NOT PLAY GAMING MACHINES	Issue PIN	$487.00								1			1	$487.00
	S73(2)	CONDITIONS OF GAMING MACHINE LICENCES	Issue PIN	$487.00								1			1	$487.00
		FAILURE TO COMPLY WITH CONDITIONS OF LICENCE	Issue PIN	$440.00					1						1	$440.00
				$487.00								1			1	$487.00
		FAILURE TO COMPLY WITH CONDITIONS OF LICENCE ATM IN CLOSE PROXIMITY TO GAMING ROOM	Issue PIN	$400.00				1							1	$400.00
Gaming Machine Regulation 2002	R13	FAILURE TO ENSURE CONTINUOUS SUPERVISION	Issue PIN	$235.00								2			2	$470.00
					14	9	4	5	12	9	5	10	14	1	**83**	**$76,108.00**
					$11,950.00	$7,800.00	$2,200.00	$3,200.00	$10,560.00	$8,398.00	$7,968.00	$6,885.00	$14,624.00	$2,523.00		

*Data sourced from The Office of Liquor and Gaming Regulation

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Appendix K

Casino Penalty Infringement Notices – QLD, 2009-2018

Act Name	Activity Category	Act Section	Breach Name	Outcome	PIN Penalty Amount	Breach Count										Breach Total	Penalty Total
						2009	2010	2011	2012	2013	2014	2015	2016	2017	2018		
Casino Control Act 1982	Gaming Investigation	S100	PARTICULAR PERSONS NOT TO ENTER OR REMAIN IN CASINO	Issue PIN	$300.00	6										6	$1,800.00
					$400.00	13	10	18	17							58	$23,200.00
					$440.00					20	25					45	$19,800.00
					$455.00						12	20				32	$14,560.00
					$471.00							23	17			40	$18,840.00
					$487.00								19	25		44	$21,428.00
					$504.00									18	16	34	$17,136.00
																259	$116,764.00
		S100B(2)(b)	OBLIGATION TO PREVENT PERSONS FROM ENTERING OR REMAINING IN CASINO	Issue PIN	$487.00									1		1	$487.00

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Code	Description	Action	Fee											Total Count	Total
S102(3)	PROVISIONS RELATING TO MINORS IN RESPECT OF CASINOS	Issue PIN	$300.00	5										5	$1,500.00
			$400.00	6	2	1	5							14	$5,600.00
			$440.00					4	1					5	$2,200.00
			$455.00							2				2	$910.00
			$471.00								1			1	$471.00
			$487.00								1	1		2	$974.00
			$504.00										1	1	$504.00
														30	$12,159
S65(9)	OBLIGATIONS OF CASINO OPERATOR IN RELATION TO CONDUCT OF GAMES	Issue PIN	$1,100.00						3					3	$3,300.00
				30	12	19	22	24	41	45	38	45	17	293	$132,710
Gaming Investigation Total				$10,900	$4,800	$7,600	$8,800	$10,560	$20,200	$20,843	$18,218	$22,221	$8,568		

*Data sourced from The Office of Liquor and Gaming Regulatio

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Appendix L

Responsible Gambling Related Prosecutions – QLD, 2009-2017

Act	Section	Relating To	Multiple Charges	Penalty	Year
Gaming Machine Act 1991	S189(3)	(RSG Certificate)		$1,500.00	2010
Gaming Machine Act 1991	S189A(5)	(RSG Certificate)		$400.00	2012
Gaming Machine Act 1991	S189A(5)	(RSG Certificate)		$300.00	2012
Gaming Machine Act 1991	S238(2)	(extending credit)		$1,000.00	2010
Gaming Machine Act 1991	S254(1)(a)	(Minors)		$750.00	2009
Keno Act 1996	S148(2)	(Extending credit)			
	S159A(1)			$1,030.00	2009
Keno Act 1996	A148(2)	(Extending credit)			
	S159A(1)			$0.00	2009
Gaming Machine Act 1991	S261G	(RG exclusion)		$0.00	2009
Casino Control Act 1982	S100B	(RG exclusion)		$40,000.00	2010
Keno Act 1996	S148(2)	(Extending credit)		$1,000.00	2010
Gaming Machine Act 1991	S261G	(RG exclusion)		$0.00	2009
Gaming Machine Act 1991	S261G	(RG exclusion)		$440.00	2013
Gaming Machine Act 1991	S261G	(RG exclusion)		$200.00	2016
Keno Act 1996	S148(2)	(Extending credit)		$1,000.00	2011

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Act	Section	Offence	Notes	Penalty	Year
Keno Act 1996	S148(2)	(Extending credit)		$1,000.00	2011
Casino Control Act 1982	S100	(RG exclusion)		$400.00	2012
Gaming Machine Act 1991	S261I	(RG exclusion)		$440.00	2012
Casino Control Act 1982	S100	(RG exclusion)		$1,000.00	2012
Keno Act 1996	S148(2)	(Extending credit)		$1,500.00	2012
Keno Act 1996	S148A	(Extending credit)		$3,000.00	2012
Casino Control Act 1982	S100	(RG exclusion)		$400.00	2013
Wagering Act	S209(1)	(Extending credit)	2 offences	$7,500.00	2013
Keno Act 1996	S148(2)	(Extending credit)		$1,000.00	2013
Keno Act 1996	S148(2)	(Extending credit)		$400.00	2013
Keno Act 1996	S148	(Extending credit)		$1,100.00	2013
Keno Act 1996	S148(1)	(Extending credit)	two charges	$1,400.00	2015
Casino Control Act 1982	S100	(RG exclusion)		$400.00	2015
Casino Control Act 1982	S100	(RG exclusion)		$400.00	2015
Keno Act 1996	S148	(Extending credit)		$700.00	2016
Charitable & Non Profit Gaming Act 1999	S101	(Advertising)		$5,000.00	2017
				$73,260.00	

Raw data sourced from The Office of Liquor and Gaming Regulation

Year	Penalty Totals

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2009	$4,980.00
2010	$41,640.00
2011	$2,000.00
2012	$6,340.00
2013	$10,400.00
2014	nil
2015	$2,200.00
2016	$700.00
2017	$5,000.00
TOTAL	$73,260.00

Raw data sourced from The Office of Liquor and Gaming Regulation

Appendix M

Gambling Impacts Survey 2018 – Survey Questions

▼ Yes (1) ... No (2)

Q1.2 What region of Australia are you from?

○ Sydney metropolitan area (11)

○ Rest of New South Wales (1)

○ Melbourne metropolitan area (12)

○ Rest of Victoria (2)

○ Brisbane metropolitan area (3)

○ Rest of Queensland (4)

○ Perth metropolitan area (13)

○ Rest of Western Australia (5)

○ Adelaide (14)

○ Rest of Southern Australia (6)

○ Darwin (15)

○ Rest of Northern Territories (7)

○ Canberra (16)

○ Rest of Australian Capital Territories (10)

○ Hobart (19)

○ Rest of Tasmania (9)

Q1.3
We care about the quality of our survey data and hope to receive the most accurate measures of your opinions, so it is important to us that you thoughtfully provide your best answer to each question in the survey.

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Do you commit to providing your thoughtful and honest answers to the questions in this survey?

○ I will provide my best answers (1)

○ I will not provide my best answers (2)

○ I can't promise either way (3)

End of Block: Default Question Block

Start of Block: Ethics 1

Q2.1

PARTICIPANT   INFORMATION   FOR   QUT   RESEARCH   PROJECT
– Survey –
Gambling   Impact   Survey

QUT Ethics Approval Number 1800000287
RESEARCH TEAM
                              Principal Researcher:
                              Dr. Darren Wraith
              School of Public Health & Social Work
              Faculty of Health, Queensland University of Technology (QUT)

Description
You are invited to participate in a study about participation and associated harm relating to gambling inside a
club,   hotel   or   casino.

This information is being used to establish current activity levels and related harm to assess the potential
impact of a new integrated resort style development which is scheduled to open in Brisbane's CBD in 2022
(QWB (QWB)). QWB is a significant development for Brisbane and includes a range of tourism, infrastructure
and residential developments. The existing casino on this site (Treasury Casino) will be replaced by a world
class   gaming   facility.

The study is funded by the Queensland Department of Industry, Trade, Innovation and Development (DITID).
The research is being conducted by QUT.

Q2.2 **Participation** If you agree, your involvement will include completing this online survey. It should take you
between 10 to 15 minutes. The questions will ask about your gambling or the gambling of a person in your
household. A range of questions will be asked relating to current gambling activity, harm that may be related
to this gambling, and future gambling participation. Questions will include: -   What gambling activities do
you (or the gambler in the household) regularly engage in? -   In the last 12 months have you (or the gambler
in the household) bet more than you could regularly afford? -   Have you (or the gambler in the household)
experienced feelings of extreme distress as a result of your (their) gambling?   Some of the questions may

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cause you to feel distressed, but please know that your participation will greatly assist DITID to establish current levels of gambling participation and related harm which will be used to evaluate the impact of the QWB development.   We ask that you be as honest as possible when answering the survey. You are under no pressure to have to complete any question(s) you are uncomfortable answering. Your decision to participate or not participate will in no way impact upon your current or future relationship with QUT or DITID.   Please note that your participation is entirely voluntary and you may withdraw your participation at any time during the survey. Any identifiable information already obtained from you will be destroyed. However, as the survey is anonymous once it has been submitted it will not be possible to withdraw.   The research results will be written up as a research report for DITID which will be available on their website at a later date. The results may also be presented at conferences or in journal articles. You can also contact us and request a copy of any publications.   Thank you for considering participating in this important study which will provide very valuable input into public health policies.

Q2.3 **Expected benefits** It is expected that this research project will not directly benefit you now. However, it may benefit you in the future as your responses may be used to inform government policy around responsible gambling practices, gaming regulations and the provision of counselling services.   **Risks** There are some potential risks associated with your participation in this research project. These may include some questions causing you to feel distressed. Please be reassured that you are under no pressure to have to complete any question(s) you are uncomfortable answering. Your participation is entirely voluntary and you may withdraw your participation at any time during the survey.   QUT provides for limited free psychology, family therapy or counselling services (face-to-face only) for research participants of QUT research projects who may experience discomfort or distress as a result of their participation in the research. Should you wish to access this service please call the Clinic Receptionist on **07 3138 0999** (Monday–Friday only 9am–5pm), QUT Psychology and Counselling Clinic, 44 Musk Avenue, Kelvin Grove, and indicate that you are a research participant. Alternatively, Lifeline provides access to online, phone or face-to-face support, call **13 11 14** for 24 hour telephone crisis support. If gambling is a problem for you, you can contact the Gambling Helpline: 1800 858 858 or the Gambling Help Online: http://www.gamblinghelponline.org.au/   **PRIVACY AND Confidentiality** Please be assured that your participation in the survey will be anonymous, private and confidential. The survey does not ask for your name or any other identifying details. Your information will be combined with that from other survey respondents and only aggregated results will be presented in reports or presentations. Only the researcher will handle the information collected for analysis and report preparation. All research material is stored securely at QUT for five years in password protected computer files and in locked cabinets.   Please note that information gathered from this survey will only be used for the purpose of the QWB LBIS and will not be used or be made available for any other purpose.

Q2.4 **Consent to Participate** Submitting the completed online survey is accepted as an indication of your consent to participate in this research project.   **Questions / further information about the research project** If you have any questions or require further information please contact: Rd. Darren Wraith School of Public Health & Social Work, QUT Email: d.wraith@qut.edu.au   Ph: 07 3138 0863   **Concerns / complaints regarding the conduct of the research project** The ethical aspects of this study have been approved by the QUT Human Research Ethics Committee (HREC). The Approval Number is 1800000287.   QUT is committed to research integrity and the ethical conduct of research projects. However, if you do have any concerns or complaints about the ethical conduct of the research project you may contact the QUT Research Ethics Advisory Team on 07 3138 5123 or email humanethics@qut.edu.au. The QUT Research Ethics Advisory Team is not connected

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with the research project and can facilitate a resolution to your concern in an impartial manner.   **THANK YOU FOR HELPING WITH THIS RESEARCH PROJECT.   PLEASE PRINT THIS SHEET FOR YOUR INFORMATION.**

Q3.1 How often do you gamble for money in a club, hotel or casino?

○ 1-2 times per year (1)

○ 1-2 times per month (2)

○ 1-2 times per week (3)

○ More than twice per week (4)

Q3.2 How far do you usually travel to a gambling venue?

○ Less than 1 km (1)

○ Less than 5 km (2)

○ Less than 10 km (3)

○ Less than 15 km (4)

○ More than 15 km (5)

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Q3.3 How many **times per year** do you engage in the following gambling activities? (Drag the slider to indicate the approximate number of times per year)

Electronic Gaming Machines (pokies), in a casino ()	
Electronic Gaming Machines (pokies), in a club or hotel ()	
Casino Table Games ()	
Keno ()	
Sports Betting ()	
Bingo ()	
Online Gambling ()	
Wagering (incl. horse-racing, greyhounds, etc.) ()	

Display This Question:

If Q3.3 [Electronic Gaming Machines (pokies), in a casino] > 0

Or Q3.3 [Casino Table Games] > 0

Q3.4 Which casino do you most frequently play these activities?

○ Treasury Casino (1)

○ Jupiter's Casino (Star Gold Coast) (2)

○ Other (3)

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Q3.5 Please select the category that best represents your **average monthly gambling expenditure**?

○ Less than $100 a month (1)

○ $101 to $350 (2)

○ $350 to $750 (3)

○ $750 to $1000 (4)

○ Greater than $1000 (5)

Q3.6 Do you hold a loyalty card or are you a member of a loyalty program at any of the following venues? (select only those that apply)

☐ Casino (1)

☐ Hotel (2)

☐ Club (3)

☐ Don't have a loyalty card (4)

End of Block: Frequency, Venue, Activity, Expenditure, Loyalty Program Questions

Start of Block: Gambling Help Services

Q4.1 Have you ever accessed any type of **formal gambling help service**? (i.e. counselling, hotline or online services)

○ Yes, please specify (1) _____

○ No (2)

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Q4.2 Have you ever sought **informal help** from family or friends, for your gambling?

○ Yes (1)

○ No (2)

Q5.1 *The next series of questions relate to your gambling behaviours and beliefs. Please consider these questions carefully and take your time to reflect.*

Q5.2 Thinking about the last 12 months, how often have you bet more often than you could really afford to lose?

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

Q5.3 Thinking about the last 12 months, how often have you needed to gamble with larger amounts to get the same feeling excitement?

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

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Q5.4 Thinking about the last 12 months, how often did you go back another day to try to win back the money you lost?

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

Q5.5 Thinking about the last 12 months, how often have you borrowed money or sold anything to get money to gamble?

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

Q5.6 Thinking about the last 12 months, if you are paying attention then select 'Sometimes'

○ Never (1)

○ Rarely (4)

○ Sometimes (5)

○ Often (6)

○ Always (7)

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Q5.7 Thinking about the last 12 months, how often have you felt that you might have a problem with gambling?

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

Q5.8 Thinking about the last 12 months, how often have people criticised your betting or told you that you had a gambling problem, regardless of whether or not you thought that was true?

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

Q5.9 In the last 12 months, how often has gambling caused you any health problems, including stress or anxiety?

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

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Q5.10 Thinking about the last 12 months, how often have you felt guilty about the way you gamble or what happens when you gamble?

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

Q5.11 Thinking about the last 12 months, how often has your gambling caused any financial problems for you or your household?

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

End of Block: Branch Yes Gambler - PGSI

Start of Block: Responsible Gambling Practices

Q6.1 While gambling at either a club, hotel or casino have you been **offered or served alcohol** by staff members whilst **actively engaged in any gambling activity,** in the past 5 years?

○ Yes (1)

○ No (2)

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Q6.2 What **type of venue** has this occurred at? *(select all that apply)*

☐ Club (1)

☐ Hotel (2)

☐ Casino (3)

Q6.3 How often were you **offered or served alcohol** by venue staff whilst actively **engaged in any gambling activity**?

○ Rarely (1)

○ Sometimes (2)

○ Often (3)

Q6.4 While gambling at either a club, hotel or casino have you ever been **offered any incentives or verbal encouragements to gamble** by the staff, in the last 5 years?

○ Yes (1)

○ No (2)

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Q6.5 What type of venue has this occurred at? *(select all that apply)*

☐ Club (1)

☐ Hotel (2)

☐ Casino (3)

Q6.6 How **often** were you **encouraged to gamble or offered incentives** to continue gambling by venue staff?

○ Rarely (1)

○ Sometimes (2)

○ Often (3)

End of Block: Responsible Gambling Practices

Start of Block: Gambling Related Harms

Q7.1 *The next series of questions refer to specific harms that may be related to your gambling. These questions may be difficult to answer but please answer as honestly as possible.*

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Q7.2 As a result of your gambling, have you spent less on **beneficial expenses?** (e.g. insurance, education etc.)

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

Q7.3 Have you found it hard to pay for **essential expenses** as a result of your gambling? (e.g. utilities, medical expenses, food, rent etc.)

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

Q7.4 Has gambling negatively affected your **work or study performance**?

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

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Q7.5 Have you experienced **feelings of distress** as result of your gambling?

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

Q7.6 How long does the feeling of **distress** usually last for?

○ Less than 1 hour (1)

○ Less than 1 day (2)

○ Less than 3 days (3)

○ Less than 1 week (4)

○ More than 1 week (5)

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Q7.7 How often have you felt **guilty** about the way you gamble or what happens when you gamble?

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

Display This Question:

If Q7.7 = Sometimes

Or Q7.7 = Often

Or Q7.7 = Always

Q7.8 How long does the feeling of **guilt** usually last for?

○ Less than 1 hour (1)

○ Less than 1 day (2)

○ Less than 3 days (3)

○ Less than 1 week (4)

○ More than 1 week (5)

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Q7.9 Have you experienced **loss of sleep** due to **worrying about your gambling**?

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

Q7.10 Has gambling increased your consumption of **tobacco**?

○ No (1)

○ A small amount (2)

○ A moderate amount (3)

○ A significant amount (4)

○ I don't smoke tobacco (5)

Q7.11 Has gambling increased your consumption of **alcohol**?

○ No (1)

○ A small amount (2)

○ A moderate amount (3)

○ A significant amount (4)

○ I don't drink alcohol (5)

630

Q7.12 Has gambling contributed to **conflict in your relationships**?

   ◯ Never (1)

   ◯ Rarely (2)

   ◯ Sometimes (3)

   ◯ Often (4)

   ◯ Always (5)

Q7.13 Has your gambling resulted in you spending **significantly less time on family responsibilities**?

   ◯ Never (1)

   ◯ Rarely (2)

   ◯ Sometimes (3)

   ◯ Often (4)

   ◯ Always (5)

Q7.14 Has anyone in your immediate family ever had a gambling problem?

   ◯ Yes (1)

   ◯ No (2)

End of Block: Gambling Related Harms

Start of Block: Benefits of gambling

Display This Question:
If Q1.2 != Brisbane metropolitan area

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Q8.1 If you have identified any harms resulting from your gambling, do you consider the **benefits** you obtain from gambling to **outweigh** these **harms**?

○ Strongly disagree (1)

○ Somewhat disagree (2)

○ Neither agree nor disagree (3)

○ Somewhat agree (4)

○ Strongly agree (5)

End of Block: Benefits of gambling

Start of Block: Benefits of gambling (New, Version 1)

Q173 If you have identified any harms resulting from your gambling, do you consider the **benefits** you obtain from gambling to **outweigh** these **harms**?

○ Benefits significantly outweigh the harms (1)

○ Benefits moderately outweigh the harms (2)

○ Benefits approximately equal to the harms (3)

○ Harms moderately outweigh the benefits (4)

○ Harms significantly outweigh the benefits (5)

End of Block: Benefits of gambling (New, Version 1)

Start of Block: Benefits of gambling (New, Version 2)

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Q174 If you have identified any harms resulting from your gambling, do you consider the **benefits** you obtain from gambling to **outweigh** these **harms**?

○ Harms significantly outweigh the benefits (5)

○ Harms moderately outweigh the benefits (4)

○ Benefits approximately equal to the harms (3)

○ Benefits moderately outweigh the harms (2)

○ Benefits significantly outweigh the harms (1)

End of Block: Benefits of gambling (New, Version 2)

Start of Block: QWB Questions

Q9.1 *The next series of questions will ask you about the QWB, which will open in 2022. QWB will be a new integrated resort development in Brisbane CBD which will include hotels, bars, restaurants and a new world class gaming facility (Casino) with a capacity of 2,500 EGMs, and approximately 600 traditional and automated Table Games.*

Q9.2 Do you think you will be likely to **gamble at QWB Casino** once it is opened?

○ Extremely unlikely (18)

○ Somewhat unlikely (19)

○ Neither likely nor unlikely (20)

○ Somewhat likely (21)

○ Extremely likely (22)

End of Block: QWB Questions

Start of Block: QWB 'likely' Questions

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Q10.1 If you are likely to gamble at the QWB Casino, **how often** do you think you will gamble there?

○ 1-2 times per year (1)

○ 1-2 times per month (2)

○ 1-2 times per week (3)

○ More than twice per week (4)

Q10.2 After the QWB Casino becomes operational, do you anticipate you will **spend more or less time at your current gambling venues**?

○ Will spend **more time** at current gambling venues (1)

○ Will spend **less time** at current gambling venues (2)

○ No change (3)

Q10.3 For what **purpose** will you **visit the QWB Casino**?

○ Only to gamble at the casino (1)

○ Mainly to gamble at the casino in addition to utilising other QWB facilities (2)

○ Mainly to utilise other QWB facilities in addition to gambling at the casino (3)

Q10.4 Are you more likely to visit QWB Casino during the **day or night**?

○ Day (1)

○ Night (2)

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Q10.5 Please select the **facilities** that make the **QWB precinct attractive** to you as a place to visit. *(Select all that apply)*

☐ Free/Discounted parking (1)

☐ Restaurants (2)

☐ Bars (3)

☐ Outdoor recreational areas (4)

☐ Retail facilities (5)

☐ Live entertainment (6)

☐ Gambling facilities (7)

Q10.6 Under what social circumstances are you likely to visit QWB Casino? (select all that apply)

☐ Visiting alone (1)

☐ Visiting with friends (2)

☐ Visiting with partner/spouse (3)

☐ Visiting with family (4)

Q10.7 On average, how much time do you predict you will spend **gambling** at the QWB Casino, per visit?

○ 1-2 hours (1)

○ Half a day/night (2)

○ Whole day/night (3)

○ Not sure (4)

End of Block: QWB 'likely' Questions

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Q11.1 Please answer the following demographic questions about **yourself.**

JS

Q11.2 In what year were you born?

	Year
Please Select: (1)	▼ 1900 (1 ... 2048 (149)

Q11.3 What is your gender?

○ Male (1)

○ Female (2)

○ Other (3)

✳

Q11.4 What is your Postcode? *(If you would prefer not to provide, please enter NA below)*

_____

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Q11.5 Which ethnicity do you most strongly associate yourself with?

○ Australian (1)

○ Aboriginal/ Torres Strait Islander (2)

○ New Zealander (3)

○ North-East Asian (4)

○ South-East Asian (5)

○ Southern and Central Asian (6)

○ British (7)

○ European (8)

○ African (9)

○ South American (10)

○ North American (11)

○ Other (please specify) (12) _____

○ Prefer not to say (13)

Q11.6 What is your average personal annual income?

○ Under $25,000 (1)

○ $25,000 to $50,000 (2)

○ $50,000 to $100,000 (3)

○ $100,000 to $150,000 (4)

○ More than $150,000 (5)

○ Prefer not to say (6)

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Q11.7 Once the final report has been published, would you like to receive a copy?

○ Yes. Please provide your email address (1) _____

○ No (2)

End of Block: Demographics

Start of Block: Some in the household qualifier

Q12.1 Is there a person in your household who has gambled at a club, hotel or casino in the last 6 months?

○ Yes (1)

○ No (2)

End of Block: Some in the household qualifier

Start of Block: Some in the household qualifier 2

Q13.1 Are you able to accurately answer questions relating to this person? *(If you can identify more than one person, answer only for the person who most frequently gambles)*

○ Yes (1)

○ No (2)

End of Block: Some in the household qualifier 2

Start of Block: Gambler In The Household - Frequency, Venue, Activity, Expenditure, Loyalty Q's

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Q14.1 How often does the gambler in your household gamble for money in a club, hotel or casino?

○ 1-2 times per year (1)

○ 1-2 times per month (2)

○ 1-2 times per week (3)

○ More than twice per week (4)

Q14.2 How far does the gambler in your household usually **travel** to a gambling venue?

○ Less than 1 km (1)

○ Less than 5 km (2)

○ Less than 10 km (3)

○ Less than 15 km (4)

○ More than 15 km (5)

✳

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Q14.3 How many **times per year** does the gambler in your household engage in the following gambling activities? (Drag the slider to indicate the approximate number of times per year)

Electronic Gaming Machines (pokies), in a casino ()	
Electronic Gaming Machines (pokies), in a club or hotel ()	
Casino Table Games ()	
Keno ()	
Sports Betting ()	
Bingo ()	
Online Gambling ()	
Wagering (incl. horse-racing, greyhounds, etc.) ()	

Display This Question:

If Q14.3 [Electronic Gaming Machines (pokies), in a casino] > 0

Or Q14.3 [Casino Table Games] > 0

Q14.4 Which **casino** does the gambler in your household **most frequently play** these activities?

○ Treasury Casino (1)

○ Jupiter's Casino (Star Gold Coast) (2)

○ Other (3)

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Q14.5 Please select the category that best represents the **average monthly gambling expenditure** of the gambler in your household?

○ Less than $100 a month (1)

○ $101 to $350 (2)

○ $350 to $750 (3)

○ $750 to $1000 (4)

○ Greater than $1000 (5)

○ Don't know (6)

Q14.6 Does the gambler in your household hold a **loyalty card**, or is a member of a **loyalty program**, at any of the following venues? (Select all that apply)

☐ Casino (1)

☐ Hotel (2)

☐ Club (3)

☐ They don't have a loyalty card (4)

End of Block: Gambler In The Household - Frequency, Venue, Activity, Expenditure, Loyalty Q's

Start of Block: Gambler in the household - Gambling Help Services

Q15.1 Has the gambler in your household ever accessed any type of **formal gambling help service**? (i.e. counselling, hotline or online services)

○ Yes, please specify (1) _____

○ No (2)

○ Don't know (3)

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Q15.2 Has the gambler in your household ever sought **informal help** from family or friends for their gambling?

○ Yes (1)

○ No (2)

○ Don't know (3)

Q16.1 *The next series of questions refer to specific harms that may be related to gambling for the gambler in your household. These questions may be difficult to answer but please answer as honestly as possible.*

Q16.2 Has the gambler in your household spent spent less on **beneficial expenses** as a result of their gambling? (e.g. insurance, education etc.)

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

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Q16.3 Has the gambler in your household found it hard to pay for **essential expenses,** as a result of their gambling? (e.g. utilities, medical expenses, food, rent etc.)

◯ Never (1)

◯ Rarely (2)

◯ Sometimes (3)

◯ Often (4)

◯ Always (5)

Q16.4 Has the **work or study performance** of the gambler in your household been **negatively** affected by their gambling?

◯ Never (1)

◯ Rarely (2)

◯ Sometimes (3)

◯ Often (4)

◯ Always (5)

Q16.5 Have you been paying attention? If so then please select 'Sometimes'

◯ Never (1)

◯ Rarely (4)

◯ Sometimes (5)

◯ Often (6)

◯ Always (7)

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Q16.6 In your opinion, has the gambler in your household experienced feelings of **distress** as result of gambling?

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

○ Don't know (6)

Display This Question:

If Q16.6 = Sometimes

Or Q16.6 = Often

Or Q16.6 = Always

Q16.7 From what you observe of the gambler in your household, **how long** does the feeling of **distress** usually last for?

○ Less than 1 hour (1)

○ Less than 1 day (2)

○ Less than 3 days (3)

○ Less than 1 week (4)

○ More than 1 week (5)

○ Don't know (6)

Q16.8 Has the gambler in your household experienced **loss of sleep** due to worrying about their gambling?

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

○ Don't know (6)

Q16.9 In your opinion, has the gambler in your household **felt guilty** about their gambling?

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

○ Don't know (6)

Display This Question:

    If Q16.9 = Sometimes

    Or Q16.9 = Often

    Or Q16.9 = Always

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Q16.10 From what you observe of the gambler in your household, **how long** does the feeling of **guilt** usually last?

○ Less than 1 hour (1)

○ Less than 1 day (2)

○ Less than 3 days (3)

○ Less than 1 week (4)

○ More than 1 week (5)

○ Don't know (6)

Q16.11 To your knowledge, has gambling contributed to **conflict in the relationships** of the gambler in your household?

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

○ Don't know (6)

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Q16.12 To your knowledge, has the gambler in your household spent **significantly less time on family responsibilities**, due to their gambling?

○ Never (1)

○ Rarely (2)

○ Sometimes (3)

○ Often (4)

○ Always (5)

○ Don't know (6)

Q16.13 Have you or anyone else in your household been the **victim** of **domestic/family violence** due to gambling in your household?

○ Yes (1)

○ No (2)

Q16.14 Has anyone in your **immediate family**, other than the gambler you are answering these questions about, ever had a **gambling problem**?

○ Yes (1)

○ No (2)

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Q16.15 Has the gambler in your household **increased** their consumption of **alcohol** due to their gambling?

○ No (1)

○ A small amount (2)

○ A moderate amount (3)

○ A significant amount (4)

○ They don't drink alcohol (5)

Q16.16 Has the gambler in your household **increased** their consumption of **tobacco** due to their gambling?

○ No (1)

○ A small amount (2)

○ A moderate amount (3)

○ A significant amount (4)

○ They don't smoke tobacco (5)

End of Block: Gambler in the household - Gambling Related Harms

Start of Block: Gambler in the household - QWB Question

Q17.1 The next series of questions will ask you about the QWB, which will open in 2022. QWB will be a new integrated resort development in Brisbane CBD which will include hotels, bars, restaurants and a new world class gaming facility (Casino) with a capacity of 2,500 EGMs, and approximately 600 traditional and automated Table Games.

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Q17.2 Do you think the gambler in your household will be **likely to gamble at QWB Casino** once it has opened?

○ Extremely unlikely (18)

○ Somewhat unlikely (19)

○ Neither likely nor unlikely (20)

○ Somewhat likely (21)

○ Extremely likely (22)

End of Block: Gambler in the household - QWB Question

Start of Block: Gambler in the household QWB 'likely' Questions

Display This Question:

If Q17.2 = Somewhat likely

Or Q17.2 = Extremely likely

Q18.1 If the gambler in your household is likely to gamble at the QWB Casino, **how often** do you think they will gamble there?

○ 1-2 times per year (1)

○ 1-2 times per month (2)

○ 1-2 times per week (3)

○ More than 2 times per week (4)

Q18.2 After the QWB Casino becomes operational, do you anticipate the gambler in your household will **spend more or less time** at their **current** gambling venues?

○ Will spend **more time** at current gambling venues (1)

○ Will spend **less time** at current gambling venues (2)

○ No change (3)

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Q18.3 Is the gambler in your household **more likely** to visit QWB Casino during the **day** or at **night**?

○ Day (1)

○ Night (2)

○ Don't know (3)

Q18.4 Please select the facilities that make the QWB precinct *attractive to you* as a place to visit. (Select all that apply)

○ Free/Discounted parking (1)

○ Restaurants (2)

○ Bars (3)

○ Outdoor recreational areas (4)

○ Retail facilities (5)

○ Live entertainment (6)

○ Gambling facilities (7)

End of Block: Gambler in the household QWB 'likely' Questions

Start of Block: Demographics - Non-Gambler about gambler

Q19.1 Please answer the following demographic questions about the **gambler in your household.**

JS

Q19.2 In what **year** was the gambler born?

	Year

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Please Select: (1)   ▼ 1900 (1 ... 2048 (149)

Q19.3 What is the gamblers **gender**?

   ◯ Male (1)

   ◯ Female (2)

   ◯ Other (3)

✳

Q19.4 What is the gamblers **postcode**? *(If you would prefer not to provide, please enter NA below)*

_____

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Q19.5 Which **ethnicity** does the gambler most strongly associate themselves with?

○ Australian (1)

○ Aboriginal/ Torres Strait Islander (2)

○ New Zealander (3)

○ North-East Asian (4)

○ South-East Asian (5)

○ Southern and Central Asian (6)

○ British (7)

○ European (8)

○ African (9)

○ South American (10)

○ North American (11)

○ Other (please specify) (12) _____

○ Prefer not to say (13)

Q19.6 What is the average personal **annual income** of the gambler?

○ Under $25,000 (1)

○ $25,000 to $50,000 (2)

○ $50,000 to $100,000 (3)

○ $100,000 to $150,000 (4)

○ More than $150,000 (5)

○ Prefer not to say (6)

End of Block: Demographics - Non-Gambler about gambler

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Appendix N

Study Plan Questions

Questions to assess the baseline:

1. How much money is lost every year at the State and City level to problem gambling (or to gambling that negatively affects quality of life)?

2. How are problem gambling and gambling related harm defined and currently measured in Queensland and Brisbane?

3. What proportion of Queensland and Brisbane gamblers are problem gamblers and has this varied over time?

4. How much money is lost every year at the existing casino facilities at Queen's Wharf, is this attributable to problem gamblers?

5. What proportion of current gamblers patronising the existing gambling facilities are problem gamblers (or to gambling that negatively affects quality of life)?

6. What is the current level of harm due to gambling and the associated costs to the community?

7. What are the current policies and procedures in place in Queensland relating to problem gambling and its impacts and how might we best monitor any changes due to QWB?

8. What is considered to be best practice (nationally and in QLD) in terms of responsible gambling practices/policies for gambling venues? How does the existing casino at Queen's Wharf currently achieve this and how is this monitored or enforced?

Questions to understand projected impact:

1. How will the increase in EGMs affect Queensland and Brisbane's levels of gambling and gambling related harm?

   a) for problem gamblers
   b) for binge gamblers
   c) for low and moderate risk gamblers

2. Will QWB affect where people in Brisbane and Queensland gamble?

3. Will problem gambling increase due to QWB and what effect on social harm will this have in Brisbane and Queensland?

4. What are the most impactful methods of managing or reducing problem and binge gambling? Controllable high impact deterrents to problem gambling. For example, if the number of EGMs cannot be decreased what other methods can be used?

5. How will best practice in relation to responsible gambling be ensured by the casino at Queen's wharf and the government in the future with potentially significant changes to the composition of cliental?

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Appendix O

Home Locations of Gambling Impacts Survey Participants

All Gambler Home Locations (Postcode)

Table 159 Gambling Impacts Survey - Home Location (Postcode) of Gamblers

Postcode	Number of Gamblers from the Survey
4000	58
4001	3
4005	18
4006	19
4007	14
4009	1
4010	7
4011	16
4012	16
4013	4
4014	9
4017	21
4018	14
4019	11
4020	20
4021	11
4022	4
4030	18
4031	8
4032	10

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4034	33
4035	9
4036	6
4037	3
4051	21
4053	38
4054	12
4055	10
4059	7
4060	12
4061	7
4064	12
4065	4
4066	11
4067	3
4068	11
4069	10
4070	9
4073	1
4074	28
4075	10
4076	5
4077	11
4078	27
4101	19
4102	4
4103	10
4104	2

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4105	13
4106	1
4107	2
4108	3
4109	12
4110	3
4112	1
4113	14
4114	20
4115	6
4116	7
4118	16
4119	3
4120	8
4121	12
4122	25
4123	10
4124	8
4125	9
4127	20
4128	11
4129	7
4130	3
4131	7
4132	12
4133	3
4151	12
4152	45

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4153	8
4154	8
4155	1
4157	12
4158	3
4159	7
4160	13
4161	15
4163	10
4164	3
4165	12
4169	7
4170	12
4171	14
4172	4
4173	7
4174	1
4177	1
4178	18
4179	12
4183	1
4184	5
4205	5
4207	43
4208	4
4209	4
4210	3
4211	3

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4212	3
4213	1
4215	1
4217	1
4218	2
4219	1
4223	1
4280	6
4285	4
4300	29
4301	9
4303	4
4304	4
4305	23
4306	4
4311	1
4317	1
4341	2
4342	1
4350	1
4405	1
4500	36
4501	5
4502	5
4503	37
4504	15
4505	15
4506	9

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4507	6
4508	14
4509	27
4510	27
4511	5
4514	3
4516	1
4520	5
4521	3
4551	2
4560	2
4570	1
4674	1
4700	1
4814	1
4871	1
4999	1
9999	1
41520	1
N/A	64

*Data sourced from the Gambling Impacts Survey (2018), Gamblers and Non-Gamblers answering on behalf of the Gambler in their household

Home Locations (Postcode) of Participants Who Visit Treasury Casino

Table 160 Gambling Impacts Survey - Home Location (Postcode) of Gamblers Who Visit Treasury Casino

Postcode	Number of Gamblers from the Survey
4000	33

659

4001	2
4005	10
4006	11
4007	4
4009	1
4010	3
4011	7
4012	5
4013	2
4014	5
4017	10
4018	1
4019	3
4020	5
4021	2
4022	1
4030	10
4031	4
4032	4
4034	18
4035	3
4036	3
4037	2
4051	12
4053	23
4054	6
4055	4
4059	4

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4060	4
4061	4
4064	7
4065	2
4066	6
4067	2
4068	6
4069	2
4070	4
4074	11
4075	3
4076	3
4077	4
4078	7
4101	11
4102	1
4103	7
4105	4
4107	2
4109	7
4110	2
4112	1
4113	8
4114	10
4115	3
4116	3
4118	2
4119	1

661

4120	3
4121	8
4122	12
4123	5
4127	3
4128	5
4129	2
4131	1
4132	2
4151	6
4152	21
4153	4
4154	3
4157	4
4159	3
4160	4
4161	8
4163	1
4164	2
4165	5
4169	4
4170	6
4171	9
4172	2
4173	1
4174	1
4178	9
4184	1

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4207	2
4280	2
4285	1
4300	15
4301	3
4304	3
4305	9
4306	1
4342	1
4500	15
4501	4
4502	4
4503	9
4504	7
4505	9
4506	5
4507	1
4508	2
4509	7
4510	10
4516	1
4520	1
4521	1
4551	1
41520	1
N/A	25

Data sourced from the Gambling Impacts Survey (2018), Gamblers and Non-Gamblers answering on behalf of the Gambler in their household

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Table 161 Gambling Impacts Survey - Home Location (Postcode) of Gamblers Who Visit Treasury Casino, by postcode and gambling risk group

Postcode and Gambling Group	Number of Gamblers
4000	**45**
Recreational	11
Low Risk	6
Moderate Risk	16
Problem Gambler	12
4001	**2**
Moderate Risk	1
Problem Gambler	1
4005	**15**
Recreational	9
Low Risk	1
Moderate Risk	4
Problem Gambler	1
4006	**17**
Recreational	11
Low Risk	3
Moderate Risk	3
4007	**11**
Recreational	6
Low Risk	2
Moderate Risk	3
4009	**1**
Problem Gambler	1

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4010	**7**
Recreational	6
Low Risk	1
4011	**15**
Recreational	7
Low Risk	1
Moderate Risk	5
Problem Gambler	2
4012	**14**
Recreational	8
Low Risk	3
Moderate Risk	3
4013	**1**
Recreational	1
4014	**8**
Recreational	4
Low Risk	2
Moderate Risk	2
4017	**18**
Recreational	9
Low Risk	3
Moderate Risk	6
4018	**14**
Recreational	10
Low Risk	3
Moderate Risk	1
4019	**6**
Recreational	3

665

Low Risk	1
Moderate Risk	2
4020	**18**
Recreational	4
Low Risk	8
Moderate Risk	3
Problem Gambler	3
4021	**9**
Recreational	5
Low Risk	1
Moderate Risk	2
Problem Gambler	1
4022	**3**
Recreational	2
Moderate Risk	1
4030	**15**
Recreational	7
Low Risk	2
Moderate Risk	3
Problem Gambler	3
4031	**5**
Recreational	3
Low Risk	1
Moderate Risk	1
4032	**7**
Recreational	6
Moderate Risk	1
4034	**28**

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Recreational	16
Low Risk	3
Moderate Risk	6
Problem Gambler	3
4035	**7**
Recreational	5
Low Risk	1
Moderate Risk	1
4036	**5**
Low Risk	2
Moderate Risk	3
4037	**3**
Low Risk	2
Moderate Risk	1
4051	**21**
Recreational	8
Low Risk	5
Moderate Risk	7
Problem Gambler	1
4053	**30**
Recreational	14
Low Risk	10
Moderate Risk	4
Problem Gambler	2
4054	**12**
Recreational	8
Low Risk	2
Moderate Risk	2

667

4055	**7**
Recreational	4
Low Risk	1
Moderate Risk	2
4059	**7**
Recreational	4
Low Risk	1
Moderate Risk	1
Problem Gambler	1
4060	**9**
Recreational	4
Low Risk	2
Moderate Risk	2
Problem Gambler	1
4061	**7**
Recreational	4
Low Risk	3
4064	**8**
Recreational	4
Low Risk	1
Moderate Risk	1
Problem Gambler	2
4065	**4**
Recreational	4
4066	**10**
Recreational	6
Low Risk	3
Problem Gambler	1

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4067	**3**
Recreational	1
Low Risk	1
Moderate Risk	1
4068	**10**
Recreational	6
Low Risk	3
Moderate Risk	1
4069	**5**
Recreational	2
Moderate Risk	3
4070	**7**
Recreational	3
Low Risk	2
Moderate Risk	2
4073	**1**
Recreational	1
4074	**25**
Recreational	16
Low Risk	4
Moderate Risk	3
Problem Gambler	2
4075	**8**
Recreational	4
Low Risk	2
Moderate Risk	2
4076	**4**
Recreational	3

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Moderate Risk	1
4077	**7**
Low Risk	2
Moderate Risk	2
Problem Gambler	3
4078	**22**
Recreational	7
Low Risk	4
Moderate Risk	5
Problem Gambler	6
4101	**17**
Recreational	8
Low Risk	4
Moderate Risk	3
Problem Gambler	2
4102	**3**
Recreational	1
Low Risk	2
4103	**9**
Recreational	6
Low Risk	2
Moderate Risk	1
4104	**2**
Low Risk	1
Moderate Risk	1
4105	**10**
Recreational	6
Low Risk	4

670

4106	**1**
Recreational	1
4108	**3**
Recreational	2
Moderate Risk	1
4109	**11**
Recreational	4
Low Risk	4
Moderate Risk	1
Problem Gambler	2
4110	**3**
Recreational	1
Moderate Risk	1
Problem Gambler	1
4112	**1**
Moderate Risk	1
4113	**12**
Recreational	1
Low Risk	6
Moderate Risk	4
Problem Gambler	1
4114	**17**
Recreational	3
Low Risk	11
Moderate Risk	2
Problem Gambler	1
4115	**5**
Recreational	1

671

Low Risk	1
Moderate Risk	2
Problem Gambler	1
4116	**5**
Recreational	2
Moderate Risk	2
Problem Gambler	1
4118	**12**
Recreational	7
Low Risk	3
Moderate Risk	1
Problem Gambler	1
4119	**3**
Recreational	2
Low Risk	1
4120	**6**
Recreational	5
Problem Gambler	1
4121	**8**
Recreational	5
Low Risk	2
Moderate Risk	1
4122	**20**
Recreational	9
Low Risk	5
Moderate Risk	1
Problem Gambler	5
4123	**9**

672

Recreational	2
Low Risk	1
Moderate Risk	1
Problem Gambler	5
4124	**7**
Recreational	2
Moderate Risk	5
4125	**9**
Recreational	6
Low Risk	2
Moderate Risk	1
4127	**17**
Recreational	10
Low Risk	3
Moderate Risk	4
4128	**10**
Recreational	5
Low Risk	2
Moderate Risk	2
Problem Gambler	1
4129	**6**
Recreational	4
Moderate Risk	2
4130	**3**
Recreational	2
Problem Gambler	1
4131	**5**
Recreational	2

673

Low Risk	1
Moderate Risk	2
4132	**8**
Recreational	2
Low Risk	3
Moderate Risk	2
Problem Gambler	1
4133	**2**
Moderate Risk	1
Problem Gambler	1
4151	**10**
Recreational	3
Low Risk	4
Moderate Risk	1
Problem Gambler	2
4152	**37**
Recreational	16
Low Risk	7
Moderate Risk	6
Problem Gambler	8
4153	**7**
Recreational	4
Low Risk	2
Moderate Risk	1
4154	**5**
Recreational	4
Low Risk	1
4155	**1**

674

Recreational	1
4157	**9**
Recreational	5
Low Risk	2
Moderate Risk	2
4158	**3**
Recreational	1
Low Risk	1
Moderate Risk	1
4159	**7**
Recreational	5
Low Risk	1
Moderate Risk	1
4160	**13**
Recreational	8
Low Risk	3
Moderate Risk	2
4161	**11**
Recreational	6
Low Risk	1
Moderate Risk	4
4163	**8**
Recreational	4
Low Risk	2
Moderate Risk	1
Problem Gambler	1
4164	**2**
Recreational	1

675

Moderate Risk	1
4165	**11**
Recreational	4
Low Risk	1
Moderate Risk	4
Problem Gambler	2
4169	**7**
Recreational	4
Low Risk	1
Moderate Risk	1
Problem Gambler	1
4170	**10**
Recreational	6
Low Risk	3
Moderate Risk	1
4171	**9**
Recreational	6
Low Risk	1
Moderate Risk	1
Problem Gambler	1
4172	**4**
Recreational	2
Low Risk	1
Problem Gambler	1
4173	**5**
Recreational	3
Low Risk	1
Moderate Risk	1

676

4174	**1**
Moderate Risk	1
4177	**1**
Recreational	1
4178	**11**
Recreational	4
Low Risk	2
Moderate Risk	4
Problem Gambler	1
4179	**12**
Recreational	5
Low Risk	2
Moderate Risk	5
4183	**1**
Low Risk	1
4184	**4**
Recreational	3
Low Risk	1
4205	**5**
Recreational	3
Low Risk	2
4207	**40**
Recreational	13
Low Risk	15
Moderate Risk	9
Problem Gambler	3
4208	**3**
Recreational	2

677

Low Risk	1
4209	**4**
Moderate Risk	3
Problem Gambler	1
4210	**2**
Recreational	2
4211	**3**
Recreational	1
Moderate Risk	1
Problem Gambler	1
4212	**3**
Recreational	2
Low Risk	1
4213	**1**
Problem Gambler	1
4215	**1**
Problem Gambler	1
4217	**1**
Moderate Risk	1
4218	**2**
Recreational	2
4223	**1**
Moderate Risk	1
4280	**4**
Recreational	3
Low Risk	1
4285	**4**
Recreational	1

678

Low Risk	2
Moderate Risk	1
4300	**24**
Recreational	13
Low Risk	7
Moderate Risk	1
Problem Gambler	3
4301	**6**
Recreational	3
Moderate Risk	2
Problem Gambler	1
4304	**3**
Recreational	1
Low Risk	1
Problem Gambler	1
4305	**19**
Recreational	9
Low Risk	8
Moderate Risk	2
4306	**4**
Moderate Risk	1
Problem Gambler	3
4311	**1**
Low Risk	1
4317	**1**
Problem Gambler	1
4341	**1**
Low Risk	1

679

4342	**1**
Recreational	1
4405	**1**
Problem Gambler	1
4500	**33**
Recreational	21
Low Risk	6
Moderate Risk	3
Problem Gambler	3
4501	**5**
Recreational	2
Moderate Risk	2
Problem Gambler	1
4502	**5**
Recreational	1
Moderate Risk	2
Problem Gambler	2
4503	**36**
Recreational	22
Low Risk	7
Moderate Risk	4
Problem Gambler	3
4504	**13**
Recreational	5
Low Risk	2
Moderate Risk	5
Problem Gambler	1
4505	**13**

680

Recreational	8
Low Risk	2
Moderate Risk	3
4506	**8**
Recreational	4
Low Risk	1
Moderate Risk	2
Problem Gambler	1
4507	**6**
Recreational	4
Low Risk	1
Problem Gambler	1
4508	**11**
Recreational	5
Low Risk	3
Moderate Risk	2
Problem Gambler	1
4509	**26**
Recreational	10
Low Risk	7
Moderate Risk	8
Problem Gambler	1
4510	**26**
Recreational	8
Low Risk	6
Moderate Risk	4
Problem Gambler	8
4511	**4**

681

Recreational	1
Low Risk	1
Moderate Risk	1
Problem Gambler	1
4514	**3**
Low Risk	3
4516	**1**
Recreational	1
4520	**4**
Recreational	2
Low Risk	1
Moderate Risk	1
4521	**1**
Recreational	1
4551	**1**
Moderate Risk	1
4560	**2**
Recreational	1
Problem Gambler	1
4570	**1**
Low Risk	1
4674	**1**
Moderate Risk	1
4700	**1**
Problem Gambler	1
4814	**1**
Low Risk	1
4871	**1**

682

Recreational	1
4999	**1**
Recreational	1
9999	**1**
Moderate Risk	1
41520	**1**
Moderate Risk	1
N/A	**32**
Recreational	15
Low Risk	7
Moderate Risk	4
Problem Gambler	6

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Appendix P

Gambling Impacts Advisory Committee

Robert Atkinson, Committee Chair

Robert Atkinson has been a Commissioner for the Royal Commission into Institutional Responses to Child Sexual Abuse and served as the Commissioner of the Queensland Police Service for 12 years from 2000 until his retirement in October 2012. In a 44-year career with the Queensland Police Service, he served throughout Queensland from Goondiwindi to Cairns. Qualifications include;
- Awarded an Australian Police Medal in 1995 and was made an Officer of the Order of Australia in January 2013
- FBI National Academy Programme and Associated Certificate in Criminal Justice Education, University of Virginia
- Graduate Certificate in Police Management, Charles Sturt University
- Police Executive Leadership Programme, Australian Institute of Police Management
- FBI National Academy National Executive Institute Programme
- Honorary Doctorate, Griffith University

Dr Darren Wraith, Senior Lecturer (Biostatistics), Queensland University of Technology

Dr Wraith is the Chief Investigator for the Gambling Impact component of the Longitudinal Benefits and Impacts Study: Phase 1. Darren is an experienced biostatistician and public health researcher and has published in a range of international journals across topics such as gambling related harm and the effects of environmental pollutants. He has previously published results from the Victorian Gambling Study (longitudinal study) and collaborates with researchers from the Victorian Responsible Gambling Foundation.

Dr Peter Miller, Professor of Psychology, Deakin University

Peter Miller is Professor of Violence Prevention and Addiction Studies at the School of Psychology, Deakin University. Dr Miller has recently completed three of the largest studies ever conducted into licensed venues, comparing 11 Australian cities (and Wellington, NZ) over 5 years and talking to more than 15,000 patrons.

Dr Charles Livingstone, Senior Lecturer School of Public Health and Preventative Medicine, Monash University

Dr Charles Livingstone is a Senior Lecturer in the School of Public Health and Preventive Medicine, Monash University. He is course convenor of the Honours degree of Bachelor of Health Science, and teaches health policy, health systems, and politics into the Bachelor of Health Sciences degree. He is also head of the Gambling and Social Determinants unit within SPHPM. He has research degrees in economics and social theory. Charles's current principal research interest is critical gambling studies, including in particular gambling policy reform and the politics, regulation and social impacts of electronic gambling machine (EGM) gambling. Charles is a regular contributor to public debate via popular media, in particular around issues such as the social impact of EGMs. He was a member of the Australian Government's Ministerial Expert Advisory Group on Gambling 2010-2012.

Rosa Billi, Branch Head, Research and Evaluation, Victorian Responsible Gambling Foundation

Rosa has worked in gambling research for over 10 years. She has a strong academic background – and interest – in public health. Rosa was a senior research associate in gambling with the former Department of Justice and

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has worked on the longitudinal *Victorian Gambling Study* since its inception. Before working in the area of gambling, Rosa worked in the Victorian Department of Health.

Dr Matthew Browne

Dr Browne is currently an Associate Professor at Central Queensland University. Dr Browne has been with CPQ for over 6 years in research for a range of diverse topics, and contributes statistical and analytical expertise to a wide variety of projects in the social sciences. His current projects include work in gambling related harm, bereavement, sexual risk taking, religious belief, and cognitive delusions. Dr Browne supervises PhD students and honours students in psychology, has authored over 40 academic articles, is leading two major projects in measuring gambling related harm, and is currently involved in over $1m of funded research projects.

Dr Paul Delfabbro

Dr Delfabbro has worked at the University of Adelaide since 2001 and lectures in learning theory, methodology and statistics. His principle research interests are in the area of behavioural addictions (gambling and technology), as well as child protection and out-of-home care. Most of Dr Delfabbro's research involves statistical analysis of cross-sectional and longitudinal surveys and experimental studies.

Dr Jemima Petch

Jemima Petch is currently the Head of Practice at Relationships Australia. Jemima has been with Relationships Australia for over 8 years working also as the Head of Research focusing on research Implementing a successful ARC Linkage grant with the UQ School of Psychology examining the value of adding Motivational Interviewing or a Co-Parenting education program on Family Dispute Resolution, exploring the predictors of drop out among clients seeking the Gambling help service and exploring the effectiveness of the Gambling help Service on gambling, psychological, couple and family outcomes. Before working with Relationships Australia Jemima was a practising Psychologist.

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