

## NSW Legislative Council Inquiry: Impact of Gambling

### ClubsNSW Answers to Questions on Notice

1. [Dr. Kaye \(page 8\)](#), details of the harm minimization practices employed by Mounties to respond to potential problematic gambling.

In order to provide a responsible gambling environment Mounties employs BetSafe, a consultancy service with extensive expertise in the responsible conduct of gambling and provision of gambling help services.

BetSafe provides advanced training to Mounties staff with respect to assisting patrons with potential gambling problems. If a patron is identified as having a potential problem with their gambling, Mounties staff will ensure that the patron is made fully aware of the 24-hour BetSafe counselling service in addition the Gambling Help service and other gambling counselling service providers in the local area. Further, the staff will notify the patron of the availability of multi-venue self-exclusion scheme and make the necessary arrangements for participation in the scheme, if requested. The staff member is also required to make a record in the clubs incident register, which is regularly reviewed by management.

In addition, Mounties have a number of other harm minimization practices in place that exceed the legislative requirements:

- Immediate access to Betsafe Counsellors (24/7)
- Minimum Self Exclusion 6 months (not 3 as prescribed by the regulation).
- Requires a self-excluded member to attend a session with Betsafe Counsellor before being permitted to re-enter after a period of self exclusion.
- Responds to 3rd Party Complaints for self-exclusion
- Provides update training for all staff, every year.
- Offers an Online Self Exclusion Option
- Works cooperatively with Vietnamese Community in Australia (Problem Gambling Service) to ensure PGs have access to the most appropriate help.

2. [Dr. Kaye \(page 10\)](#), details of club contributions and expenditures:

The KPMG NSW Club Census 2011 identified that clubs made an annual social contribution of \$1.2 billion, which included:

- \$107 million in cash and in-kind donations to local charities and community groups;
- the provision of community and sporting facilities to the value of \$996 million; and
- 870,000 hours of volunteer community service work valued at \$56 million.

The NSW Club Census 2011 identified that clubs made a valued-added economic contribution of \$3.2 billion. Some of the key items of club expenditure include:

- \$1.4 billion paid in taxes to Governments;
- \$1.2 billion paid in salaries and wages for their 41,400 employees;
- \$620 million paid to local food and beverage suppliers.

- \$660 million in capital investments to improve their community facilities.

### 3. [The Hon. Mr. Mason-Cox \(page 13\), ClubsNSW recommendations for harmonizing gambling advertising and promotional standards.](#)

ClubsNSW recommends that the NSW Government seek to harmonise, to the greatest extent possible, gambling advertising and promotional regulations across the following pieces of NSW Legislation:

- Casino Control Act 1992 and Casino Control Regulation 2009
- Gaming Machines Act 2001 and Gaming Machines Regulation 2010
- Lotteries and Art Unions Act 1901 and Lotteries and Art Unions Regulation 2007
- Public Lotteries Act 1996 and Public Lotteries Regulation 2007
- Racing Administration Act 1998 and Racing Administration Regulation 2012

ClubsNSW also recommends that the NSW Government seek a nationally consistent approach to gambling advertising standards, through COAG or the relevant Ministerial Council, which strikes a balance between the promotion of gambling as a legitimate form of entertainment, the need for harm minimization and the policy objective of the NSW Government to reduce the exposure of children to gambling advertisements.

### 4. [What is the financial arrangement with the Salvation Army Chaplaincy. Do you support it financially? What is the budget? \(supplementary\)](#)

ClubsNSW does not provide direct financial support for the Salvation Army Chaplaincy Program. Our role is to promote the Salvation Army Chaplaincy service to our member clubs and encourage their participation. Each individual club is responsible for making the necessary financial arrangements with Salvation Army for the delivery of Chaplaincy Program at their venue. ClubsNSW has committed to subsidizing the first year of the operations of the service, the budget for this will largely be driven by the level of participation among clubs.

### 5. [What action should take place to reduce the harmful gambling in “for profit” hotels? Should poker machines be restricted to clubs? \(supplementary\)](#)

ClubsNSW supports a consistent approach to harm minimization across all venues and forms of gambling and believes that clubs offer the best harm minimization practices of any gambling operator. The location of poker machines outside of clubs (i.e. in hotels and casinos) is a matter for Government.

### 6. [How should the Interactive Gambling Act be enforced? \(supplementary\)](#)

The Commonwealth Department of Communications Final Report into the Review of the Interactive Gambling Act 2001 outlines a range of measures for improving the enforcement of the Act including:

- civil penalties for the provision of prohibited services;
- penalties for businesses that support prohibited services;
- placing directors and principals of prohibited services on the Movement Alert List;

- criminal penalties for accessing prohibited services;
- blocking of financial transactions;
- blocking of websites.

7. What percentage of clubs utilise gaming loyalty cards or card-based cashless systems?  
(supplementary)

ClubsNSW does not keep statistics on the number of clubs that utilise player loyalty cards or card-based cashless systems. We would estimate that the majority of clubs do not utilise loyalty cards and only a small minority of those with loyalty cards would have card-based cashless facilities.